

Praise Is Fleeting, but Brickbats We Recall

MY sisters and I have often marveled that the stories we tell over and over about our childhood tend to focus on what went wrong. We talk about the time my older sister got her finger crushed by a train door on a trip in Scandinavia. We recount the time we almost missed the plane to Israel because my younger sister lost her stuffed animal in the airport terminal.

Since, fortunately, we've had many more pleasant experiences than unhappy ones, I assumed that we were unusual in zeroing in on our negative experiences. But it turns out we're typical.

"This is a general tendency for everyone," said Clifford Nass, a professor of communication at Stanford University. "Some people do have a more positive outlook, but almost everyone remembers negative things more strongly and in more detail."

There are physiological as well as psychological reasons for this.

"The brain handles positive and negative information in different hemispheres," said Professor Nass, who co-authored "The Man Who Lied to His Laptop: What Machines Teach Us About Human Relationships" (Penguin 2010). Negative emotions generally involve more thinking, and the information is processed more thoroughly than positive ones, he said. Thus, we tend to ruminate more about unpleasant events — and use stronger words to describe them — than happy ones.

Roy F. Baumeister, a professor of social psychology at Florida State University, captured the idea in the title of a journal article he co-authored in 2001, "Bad Is Stronger Than Good," which appeared in *The Review of General Psychology*. "Research over and over again shows this is a basic and wide-ranging principle of psychology," he said. "It's in human nature, and there are even signs of it in animals," in experiments with rats.

As the article, which is a summary of much of the research on the subject, succinctly puts it: "Bad emotions, bad parents and bad feedback have more impact than good ones. Bad impressions and bad stereotypes are quicker to form and more resistant to disconfirmation than good ones."

So Professor Baumeister and his colleagues note, losing money, being abandoned by friends and receiving criticism will have a greater impact than winning money, making friends or receiving praise.

In an experiment in which participants gained or lost the same amount of money, for instance, the distress participants expressed over losing the money was greater than the joy that accompanied the gain.

"Put another way, you are more upset about losing \$50 than you are happy about gaining \$50," the paper states.

In addition, bad events wear off more slowly than good ones. And just to show that my family's tendency to focus on the negative is not unusual, interviews with children and adults up to 50 years old about childhood memories "found a preponderance of unpleasant memories, even among people who rated their childhoods as having been relatively pleasant and happy," Professor Baumeister wrote.

As with many other quirks of the human psyche, there may be an evolutionary basis for this. Those who are "more attuned to bad things would have been more likely to survive threats and, consequently, would have increased the probability of passing along their genes," the article states. "Survival requires urgent attention to possible bad outcomes but less urgent with regard to good ones."

And Professor Nass offered another interesting point: we tend to see people who say negative things as smarter than those who are positive. Thus, we are more likely to give greater weight to critical reviews.

"If I tell you that you are going to give a lecture before smarter people, you will say more negative things," he said.

Fans will always remember the error Bill Buckner of the Boston Red Sox made in the sixth game of the 1986 World

Continued on page 3

Table of Contents

Praise Is Fleeting, but Brickbats We Recall	1
Birthdays, Welcome, Information	2
Trips, Tours & Shopping	2
Praise Is Fleeting continued	3
What's Happening in Our Community	4
Get To Know Your Neighbor.....	5
Religious Services	5
Who's Who	6

BIRTHDAYS... WELCOME... INFORMATION...

Happy, Happy Birthday



Regina	8/1	Mayre	8/11	Alice	8/27
Willa	8/1	Nadine	8/15	Jeannie	8/27
Barbara	8/3	Mona	8/16	Bert	8/30
Jody	8/6	Pete	8/18	Phyllis	8/30
Marylin	8/10	Mary	8/20	Walter	8/31
Shirley	8/11	Kathleen	8/22		

The Resident's Birthday Party is the last Wednesday of every month, in the Dining Room. Entertainment w/ Larry sponsored by Compassion Care, Birthday Cake sponsored by CareMore.



Meet Your New Neighbor

Tony	162	Anne	164
Elaine	163	Frank	263

TRIPS, TOURS AND SHOPPING

Mondays, Wednesdays & Fridays are Doctor Appointment Days
Tuesdays & Thursdays Trips, Tours and Shopping



Day	Date	Time	Location of Activity
Thursday	1	9:00 - 11:30	Krispy Kreme Donuts & Deseret Thrift Store
		2:30 - 4:15	Hobby Lobby, Target or Ross
Tuesday	6	9:00 - 11:30	Wal-Mart
Thursday	8	9:00 - 11:30	Trip to the Bank, DMV and/or USPS
		2:15 - 4:15	Aliante Casino
Tuesday	13	9:00 - 11:30	Wal-Mart
		2:15 - 4:15	The 99 Cent Store
Thursday	15	10:30 - 12:30	Bok Bok, Little Dumpling, Dickeys, Roberto or Griddle Cakes
		2:15 - 4:15	Smith's Grocery Store
Tuesday	20	9:00 - 11:30	Wal-Mart
		2:15 - 4:15	The Dollar Tree & Dunkin Donuts
Thursday	22	9:00 - 11:30	Big Lots
		2:15 - 4:15	WinCo Shopping or Target
Tuesday	27	9:00 - 11:30	Wal-Mart
		2:15 - 4:15	Panda Express Chinese or SkinnyFATS
Thursday	29	9:00 - 11:30	Freed's Dessert Shop
		2:15 - 4:15	Hobby Lobby, Target or Ross

PRAISE IS FLEETING CONTINUED

Series against New York Mets. Credit Stan Grossfeld/Boston Globe, via Associated Press .

So this is all rather depressing. There is an upside, however. Just knowing this may help us better deal with the bad stuff that will inevitably happen.

Take the work of Teresa M. Amabile, a professor of business administration and director of research at the Harvard Business School. She asked 238 professionals working on 26 different creative projects from different companies and industries to fill out confidential daily diaries over a number of months. The participants were asked to answer questions based on a numeric scale and briefly describe one thing that stood out that day.

“We found that of all the events that could make for a great day at work, the most important was making progress on meaningful work — even a small step forward,” said Professor Amabile, a co-author of “The Progress Principle: Using Small Wins to Ignite Joy, Engagement and Creativity at Work” (Harvard Business Review Press, 2011). “A setback, on the other hand, meant the employee felt blocked in some way from making such progress. Setbacks stood out on the worst days at work.”

After analyzing some 12,000 diary entries, Professor Amabile said she found that the negative effect of a setback at work on happiness was more than twice as strong as the positive effect of an event that signaled progress. And the power of a setback to increase frustration is over three times as strong as the power of progress to decrease frustration.

“This applies even to small events,” she said.

If managers or bosses know this, then they should be acutely aware of the impact they have when they fail to recognize the importance to workers of making progress on meaningful work, criticize, take credit for their employees’ work, pass on negative information from on top without filtering and don’t listen when employees try to express grievances.

The answer, then, is not to heap meaningless praise on our employees or, for that matter, our children or friends, but to criticize constructively — and sparingly.

Professor Nass said that most people can take in only one critical comment at a time. “I have stopped people and told them, ‘Let me think about this.’ I’m willing to hear more criticism but not all at one time.” He also said research had shown that how the brain processed criticism — that we remembered much more after we heard disapproving remarks than before — belied the effectiveness of a well-worn management tool, known as the criticism sandwich. That is offering someone a few words of praise, then getting to the meat of the problem, and finally adding a few more words of praise.

Rather, Professor Nass suggested, it’s better to offer the criticism right off the bat, then follow with a list of positive attributes.

Also, perhaps the very fact that we tend to praise our children when they’re young — too much and for too many meaningless things, I would argue — means they don’t get the opportunity to build up a resilience when they do receive negative feedback.

Professor Baumeister said: “If criticism was more common, we might be more accepting of it.” Oddly, I find this research, in some ways, reassuring. It’s not just me. I don’t need to beat myself up because I seem to fret excessively when things go wrong. It turns out that a strategy I started years ago apparently can be effective. I have a “kudos” file in which I put all the praise I’ve received, along with e-mails from friends or family that make me feel particularly good. As Professor Baumeister noted in his study, “Many good events can overcome the psychological effects of a bad one.” In fact, the authors quote a ratio of five goods for every one bad.

That’s a good reminder that we all need to engage in more acts of kindness — toward others and ourselves — to balance out the world.



WHAT'S HAPPENING IN YOUR COMMUNITY



Thank you to
Volunteer
Kristi Grondahl's
Group
"Just Do It".
For scheduling
monthly events
for our residents!

There is something
for everybody!
Prize Bingo
Hand Massages
Table Games
Socializing
Arts and Crafts



GET TO KNOW YOUR NEIGHBORS

Sally Kehl was an only child born to Rebecca and Adolph Sanchez in Los Angeles, California. Shortly after Sally's birth her father got a job offer in Albuquerque, New Mexico. The family moved and Sally spent her childhood in Albuquerque. Sally made friends easily and says she had a wonderful childhood filled with friends, happiness and joy.

After graduating from Saint Mary's Catholic School high school Sally met an amazing man, Roger, at a dance. Roger made her laugh, she loved to dance but said Roger couldn't dance a step, only stomp his foot, but it was still love at first sight. Roger was stationed at Kirkland Air Force and shortly after they met, he received orders to go overseas. Roger was afraid Sally might not wait for him, so he proposed, and they were married before he had to leave.

Sally and Roger had 3 children, 2 sons, Anthony (Tony) and Daniel and a daughter, Karen. Sadly, Roger passed unexpectedly at age 32. As children the family enjoyed spending time together, taking trips, playing games and creating wonderful memories. Vacationing and through the military they did a lot of traveling; California, Wisconsin, England, New York, Florida and Nevada.

Eventually the family was stationed at Nellis Air Force Base in Las Vegas, NV where Roger retired. Sally and Roger liked living in Las Vegas, so they purchased some land and built their dream home. Where she lived until Roger's passing.



Sally says the thing that makes her the happiest in life is spending time with her family. She has lots of grandchildren and great grandchildren. One of her granddaughters, Heather calls her daily just to visit.

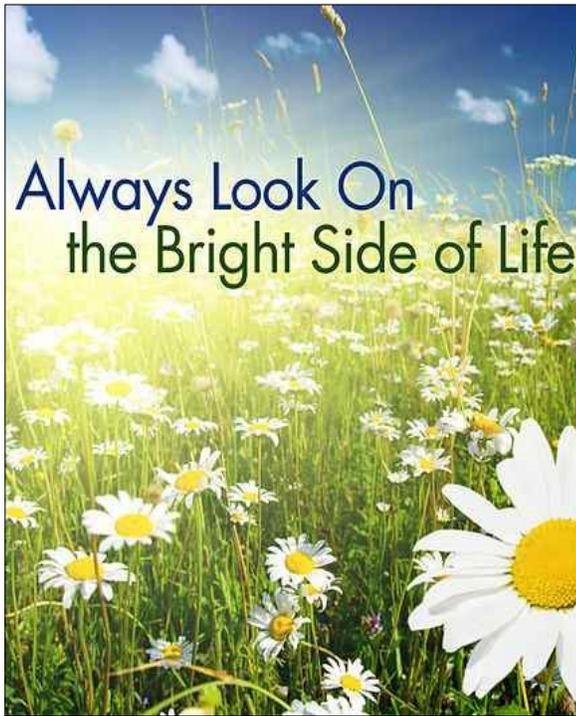
Sally has enjoyed living at Silver Sky at Deer Springs because she can stay busy all day. When she lived alone, she said she was lonely and got tired of just watch television. Sally now spends her days playing games, crafting, visiting with other residents, going on trips, being pampered and talking with her family.



RELIGIOUS SERVICES

- | | | |
|------------|----------|--|
| Sundays | 7:30 AM | Catholic Mass Channel 6 KVCW (TH) |
| Fridays | 11:00 AM | Catholic Services w/Deacon Frank (MR) Rosary to follow service |
| Wednesdays | 2:00 PM | Gratitude and Encouragement w/ Volunteer resident Myrna (TH) |

THE BRIGHT SIDE OF LIFE



Optimism
IS A HAPPINESS MAGNET.
IF YOU STAY POSITIVE,
GOOD THINGS AND GOOD PEOPLE
will be drawn to you.



Resident Council
Is the Last Monday of the
month at 2:00PM (MR)

WHO'S WHO AT YOUR COMMUNITY

Robert Colbert R.N., R.F.A. - Vice President Assisted Living
Nicole Graham M.H.A., R.F.A. - Executive Director
Rosemary DeLeon LPN - Administrator in Training
Erin Leroux R.N. - Director of Wellness
Joe Leininger - Food Service Director
Dawn Lewis - Director of Community Engagement
Barbara Phillips - Activity Coordinator
Derrick Pino - Medication Care Specialist
Salvador Martinez-Valle - Sr. Lead Maintenance Tech
Shadé Momodu & Mike Martin - Receptionists
Nancy Voag - Transportation

Office Hours:
Monday - Sunday 8:00AM - 6:00PM
If you have any questions,
Please call or come by,
6741 N. Decatur Blvd. Bldg. 3
Las Vegas, NV. 89131
(702) 462 - 7700



Partners for Backpacks

**Our School Supply
Drive Is Underway!**

We will be collecting - Backpacks, Pens, Pencils, Paper, Notebooks, Crayons, Tissue, Markers, Glue, Scissors, etc.
Please donate your items by Friday, August 16, 2019

Collected Items Will Be Donated To:

Mater Academy of Nevada
3445 Mountain Vista Street
Las Vegas, NV 89121

Nevada HAND
Multi-Family Properties

Drop Off Locations:

Silver Sky at Deer Springs
6741 N. Decatur Blvd., Building 3
Las Vegas, NV 89131
Contact: Barbara Phillips

Silver Sky Assisted Living
8220 Silver Sky Drive
Las Vegas, NV 89145
Contact: Mike Trail

Compassion Care Hospice
7842 W. Sahara Avenue
Las Vegas, NV 89117
Contact: Laurie Indvik

CareMore Health Center
3041 E. Flamingo Road
Las Vegas, NV 89121
Contact: Lia Valenzuela or Bonnie Benedict

Silver Sky
at Deer Springs
Assisted Living

Silver Sky
Assisted Living


Compassion Care
HOSPICE


NEVADA HAND
ASSISTED LIVING


CAREMORE
It's what we do.™