

Building Positive Attitudes in the Workplace

**Thursday, February 24, 2011
1:00 PM – 4:30 PM**



Constant Training

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Learning Objectives

By completing this session, you will be able to:

- Understand where attitudes come from and how they grow
- Learn why bad attitudes work well for some people
- Identify characteristics of successful people
- Realize how situations affect your attitude if you let them
- Control your own attitude every day
- Identify why some people seem to be more positive
- Use specific actions to turn around others' bad attitudes

Session Outline

1. Attitudes—the what, why, and how
2. Looking at the negatives and the positives
3. What does it take to be successful in life?
4. The Attitude Virus Video
5. Four typical phases of attitude at work
6. Happiness research
7. Five truths about attitudes
8. 10 positive attitude principles
9. How to have a positive impact on negative people
10. How to minimize the impact of negative people
11. Giving praise and recognition to others
12. Summary and personal action plans
13. Support material

Your Agenda

What are your goals and expectations for this workshop?

“The worst illness there is a hardening of the attitude.”

–Zig Ziglar

Attitude–The What, Why, and How

How do you define attitude?

Are attitudes contagious?

What causes or might influence someone to adopt or maintain a “bad” attitude in the workplace?

Small Group Work

What are some things that can affect your attitude?

Control

Don't Control

Who controls your attitude?

If we really do “choose” our attitude, why would someone choose to be negative?

“Most folks are about as happy as they make up their minds to be.” –Abraham Lincoln

The Negatives and the Positives

Think of a recent example of someone you encountered with a negative attitude. What “told” you the person was negative?

ANGRY, NEGATIVE BODY LANGUAGE, DEFENSIVE, CONFRONTING OTHERS, WORDS THEY USE, CAN'T ADMIT MISTAKES, WON'T FORGIVE, JEALOUSY, CRITICAL OF EVERYTHING & EVERYONE, ANTI EVERYTHING, MISTRUSTFUL, UNCOOPERATIVE, PROBLEM ORIENTED, HOSTILE TO HAPPINESS

What are the costs of negativity? (individually or organizationally)?

Think of a recent example of someone you encountered with a positive attitude. What “told” you the person was positive?



***“Bring Your Child To Work Day was a success,
so I’d like to try another special theme:
Leave Your Bad Attitude At Home Day.”***

Looking at Successful People

First – how do you define success?

Who is someone you know personally who you consider successful? List a few words that describe this person.

Characteristics of Success

A T T I T U D E = _____%



“My school principal was an idiot. My army sergeant was an idiot. All of my bosses have been idiots. The key to success is to be an idiot.”

The Attitude Virus Video

Curing Negativity in the Workplace

- Rx** Recognize that there is an attitude problem
- Rx** Take responsibility for your own attitude
- Rx** Help a teammate diagnose an attitude
- Rx** Focus on behavior & not personality
- Rx** Show how the team member's behavior directly impacts team productivity and goals
- Rx** Acknowledge underlying causes
- Rx** Clarify values and how they relate to team goals
- Rx** Replace old ineffective reactions with a new response
- Rx** Practice employing the new response
- Rx** Address the situations that may cause stress
- Rx** Monitor vital signs
- Rx** Model good behavior

Notes

Four Phases of Attitude at Work

1. **Excitement** – usually lasts less than 90 days
2. **Frustration** – reality sets in, lots of work and high expectations
3. **Looking** - for excuses, options, answers or another job change
4. **Recommitment** – accept it, settle in & adapt

Why might it be important for us to consider these phases?

List a few of the positive things you like about your work.

“You can make yourself happy or make yourself miserable, the amount of work is the same.” – Don Juan

Happiness Research

(Why are some happier and more positive than others)

Is it nature or nurture? Are some people just happier and more positive than others because of genetics or traits they were born with?

Multiple research studies have shown characteristics of people who are happier with their lives. These include:

1. Family connections and friendships
2. Contributing to the lives of others
3. Control over your own life
4. Leisure time activities
5. A religious or spiritual life

Some others included: music, pets, exercise, eating & sex (in that order!)

Five Truths About Attitude

1. Attitudes have the power to lift up or tear down a team.
2. An attitude compounds when exposed to others
3. Bad attitudes compound faster than good ones
4. Attitudes are subjective
5. Rotten attitudes, left alone, ruin everything

Your attitude has a profound impact on your life.

- Dr. John C. Maxwell, Author of the Book "Attitude 101"

Stanford Research Institute says that "the money you make in any endeavor is determined only 12.5% by your knowledge and 87.5% by your ability to deal with people."

10 Positive Attitude Principles

1. Positive thinking principle _____
Do you see problems or opportunities?
What do you feed your brain?
If you think you can....

2. Proactive principle _____
“Just do it” - Take the initiative
1 habit of highly successful people – Stephen Covey

3. Appreciation principle _____
Count your blessings
Attitude of gratitude

4. Small stuff principle _____
“Don’t sweat it”
It’s all small stuff
Don’t take it personally - QTIP

5. People principle _____
Are you understanding, helpful, respectful & interested in them?
Surround yourself with other positive people – law of attraction
Be enthusiastic – brighten up other people’s days
Get interested in other people – become a great listener

Make the Connection

Pair up with a partner and have a 3 minute discussion
to find some things you have in common.

**“I do not much care for that man. I must
get to know him better.” - Abraham Lincoln**

6. The self-esteem principle _____
 - Have a future focus - quit criticizing yourself
 - Fail-forward
 - Be assertive
 - Take care of your health
 - Always be learning

7. Overwhelm principle _____
 - Organized workspace
 - Organized and prioritized “to-do” list
 - Develop good habits
 - Maintain balance or at least work toward it

8. The flexibility principle _____
 - The oak tree versus the willow
 - Be open to other people’s ideas
 - Be willing to change and make changes – job and personal
 - Look for better ways – KAIZEN!

9. Response/ability principle _____
 - Choose your responses
 - Doesn’t have to be fight or flight

10. The self-awareness principle _____
 - How do know if it is you?
 - Evaluate your present attitude
 - Ask for honest feedback from people you trust

**“Ability is what you are capable of doing.
Motivation determines what you do.
Attitude determines how well you do it.”**
– Lou Holtz

Small Group Work

We have talked about how our attitude can impact our co-workers and our workplace. How do you maintain your own positive attitude? What will you do when you “catch” yourself being negative?

What are some examples of situations at work that may “challenge” your attitude?

“The greatest discovery of my generation is that human beings can alter their lives by altering their attitudes....”

–William James

Having a (+) Impact on (-) People

How can you have a positive impact on team members who are negative? List your ideas below.

OTHER IDEAS

BE A POSITIVE EXAMPLE

HELP THEM DIAGNOSE IT

APPROPRIATE USE OF PRAISE

HELP THEM SET GOALS

HELP THEM BE SUCCESSFUL

DIRECT TO PROBLEM SOLVING

APPEAL TO THEIR PRIDE

LISTEN BUT SET LIMITS

FOCUS ON BEHAVIOR

ENCOURAGE THEM

DEPERSONALIZE MISTAKES

COACH OR MENTOR THEM

USE "I" STATEMENTS

GIVE THEM MORE RESPONSIBILITY

Minimizing the Impact of (-) People

How can you minimize the impact of negative people on team members? List your ideas below.

Failure to take action tells them that it is acceptable!

“ There is very little difference in people. But that little difference makes a big difference. The little difference is attitude. The big difference is whether it is positive or negative.” - Clement Stone

The Importance of Praise (NOT just Management)

What are some constructive reasons for giving people praise?

Why don't we reward and recognize (praise) each other more?

Giving Praise Effectively

Tips on How to Give Praise

1. Be prompt
2. Be specific
3. Be sincere
4. Be positive
5. Be appropriate
6. Be aware
7. Praise in public – criticize in private

Effectiveness

<u>Least</u>		<u>Most</u>
Programmed	→	Spontaneous
Blanket	→	Individual
General	→	Specific
Traditional	→	Unique

Work Session on Giving Praise

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**“Dan, you’re my most valuable employee.
Your ineptitude consistently raises the
self-esteem of everyone you work with.”**

Summary & Personal Action Plans

You control your own attitude – Be aware of the attitude you are choosing – your attitude determines your altitude – Help team-mates identify attitude problems – Four phases of attitudes – Attitudes are a virus – Positive thinking – Proactive – Appreciation – Small stuff - People & relationships – Self esteem – Overwhelm – Be flexible – Response/ability – Self awareness – Having a positive impact on others – Minimize the impact of a negative person – Giving praise & appreciation

Of all the above areas we reviewed and discussed, the one that is most important for me to remember and utilize is:

One specific thing I will do differently about my own attitude is:

One specific thing I will do to help us as an organization and team:

“ All the technology in the world will never replace a positive attitude”- Harvey Mackay

Support Material - Words of Wisdom

“Attitudes are contagious. Is yours worth catching?”

–Unknown

“Nothing can stop the man with the right mental attitude from achieving his goal”

– Thomas Jefferson

“You play the hand you are dealt. I think the game is worthwhile.”

– Christopher Reeve

“ To different minds, the same world is a hell and a heaven.”

- Ralph Waldo Emerson

“There are no menial jobs, only menial attitudes.”

– William J. Bennett

“There are two ways to live your life. One is though nothing is a miracle. The other is though everything is a miracle “

– Albert Einstein

Attitude

The longer I live, the more I realize the impact of attitude on life. Attitude to me is more important than facts.

It is more important than the past, than education, than money, than circumstances, than failures, then successes, than what other people think or say or do. It is more important than appearance, giftedness, or skill. It will make or break a company...church...home.

The remarkable thing is we have a choice every day regarding the attitude we will embrace for that day. We cannot change our past...we cannot change the fact that people will act in a certain way. We cannot change the inevitable. The only thing we can do is play on the one string we have, and that is our ATTITUDE.

I am convinced that life is 10% what happens to me and 90% how I react to it. And so it is with you...we are in charge of our ATTITUDES.

- Charles Swindoll



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Mission Statement: To provide skill development training, which will result in measurable improvement in targeted areas, and consistently exceed our client expectations.

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Client Satisfaction Rate: Last year our client satisfaction rate was 99.7%

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Sample Topics

Customer Service Excellence Time & Life Management

Managing Cust. Serv. Excell.
Running Successful Meetings
Resolving Problems
Coaching/Mentoring
Networking Skills
Rewarding Employees
Thinking Creatively

Building Positive Attitudes Stress for Success

Negotiation Skills**
Managing Change
Teambuilding Skills*
Building Trust
Taking Risks
Building a Better Memory
Telephone Skills

Difficult People & Conflict Communicating Effectively

Selling Skills*
Powerful Presentations**
Handling Complaints
Reducing Turnover
Leadership*
Delegating & Empowering
Constructive Discipline

* Usually multiple sessions

Bolded=Most Frequent

****Full day program**

Participant Evaluation

By completing this evaluation, you will help us improve future sessions.

- | | Poor | | Average | | Excellent |
|--|---------|---|---------|---|-----------|
| 1. Overall, the information presented was: | 1 | 2 | 3 | 4 | 5 |
| 2. Overall, the presenter was: | 1 | 2 | 3 | 4 | 5 |
| 3. Overall, the meeting location was: | 1 | 2 | 3 | 4 | 5 |
| 4. Overall, your expectations were: | Not met | | Met | | Exceeded |
| 5. What did you like best about this workshop? | | | | | |

6. What is one thing we could do to improve it?

7. General comments or suggestions (please use reverse side if you need more space)

8. If we may use your comments in our promotional literature, please fill in below

Name: _____ Organization: _____

Title _____

Thank you for your input!

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