The Success Attitude

7 tools to Creating the Change Process

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The lady with nice in her name
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WIIFU

- Analyse negative & positive attitude traits
- Programming versus teaching
- WIIFM – Get ownership ASAP
- Individual uniqueness and values
- Volunteering for new career goals
- Moving forward with new skills
- Supporting passionate growth

What’s YOUR VIEW?

- The world is against me
- There’s a silver lining in every cloud
- Customers make my job
- Everyone has something to offer
- It’s great I’ve achieved lots of goals
- People at work are awful to me
- I find work is exciting and fun
- The world is my oyster.

Your Attitude reflects You

- Everyone has an attitude - ???
- Some people H__ P others
- Some people H _ N _ R others
- Some attitudes are anchors
- Some attitudes are propellers
- Some have c _ _ do attitudes
- Some have c _ _ ‘ do attitudes.

Why people don’t achieve

**Negatives** (programmers)
- Too hard to do
- Never achieve that
- Don’t know what I want
- That’s impossible
- I keep others happy
- I can’t have that.

**Positives** (beach)
- Make work enjoyable
- Have more fun
- Feel good when achieve a goal
- Achieve my dreams
- Learn, Laugh, Love
Fatalistic approach to work

All defeats are permanent

I knew I couldn’t do that

It’s too hard

Life throws this at me

Why me? Poor Me

Embrace the challenge

I can do that!

Can I learn anything?

What do I need?

Positive Attitude

• Frightened of progress
• Hoards ideas
• “Can’t do” attitude
• Increase stress
• Negates teamwork

A person with a negative attitude has the same power to influence others as a person with a positive attitude

• Negates teamwork
• Increase stress
• Cripple productivity
• “Can’t do” attitude
• Hoards ideas
• Frightened of progress
• Low Self-Esteem & Belief.

• Helps others
• Helps communication
• Works as a team
• Increases productivity
• Keeps up moral
• ‘Can do’ attitude
• High Self-Esteem.

Workplace challenges?

Check your focus

Problem versus solutions.
**WIIFU at work**

Values
Motivation
Self Belief
Positive Choices
Attitude
Goals/Dreams.

**Win/Win**

- Compromise
- Negotiate
- Right or Happy

**Self esteem**

Believing in YOURself!

**Ten Vital Ingredients Of High Self-Esteem**

- Knows his/her strengths and weaknesses
- Feels admiration for successful people
- Sets professional and personal goals
- Establishes harmonious relationships
- Takes responsibility for his actions
- Expresses wants and needs
- Knows how to set limits firmly and with care
- Expresses him/herself creatively
- Is optimistic
- Develops transformational relationships.

Veronica de Andres, the Argentina Director of SEAL

**Ten Vital Ingredients Of Low Self-Esteem**

- Is unaware of own abilities
- Is very jealous and over-critical
- Sets unrealistic goals or no goals at all
- Establishes competitive relationships
- Blames others. Makes others feel guilty
- Does not express real feelings, wants and needs
- Cannot set healthy boundaries
- Is afraid of making mistakes
- Copies or imitates others
- Is pessimistic.

**Esteem Boosters at work**

- Celebrate person's anniversary company.
- Remember birthdays
- Ask for ideas for improvements
- Give credit and recognition for any improvements
- Send personal email messages - i.e. Great job/report.
- Put up attractive pictures of inspirational, motivational posters for employees
- Share the task of choosing the posters/quotes
- Provide a regular morning tea
- Allow a casual day out of uniform
- Many people are juggling roles - allow them flexibility
Effective Communication

Sender → Message → Receiver

What gets in the way?
Telephone ringing, talking, radio,
background noise, machines,
outside noise, fax machine, ???
THINKING, EDUCATION

Pause – Stop - Listen

• Stop Talking
• Show them you want to listen – look and act interested
• Ask Questions – this encourages them
• Show you are listening – eye contact
• Hold your temper, don’t argue or criticise
• Be patient - allow them time, do not interrupt them.

Miss-interpretation leads to mistakes

“I” statement
– I think
– I feel
– I AM

• ASK ASK ASK

Learning to say “No”

• I’d like to help you but I’m sorry I’ll have to say NO…
• I have other work scheduled
• I have alternative appointments
• That is not part of my job
• But if you’re unhappy, check with my boss
• You’ve missed the deadline and I can’t do any more
• I sent out a reminder notice a few days ago

Empathy
Understanding and imaginatively entering into another person’s feelings.
I UNDERSTAND….. how you’re feeling your point of view/ your situation
3 Types of Communication

PASSIVE
- Signal feeling indirectly (sighing, no eye contact) ignoring someone
- Deny their feelings show in body language
- Can force others to make the decision
- Make excuses, being indirect when expressing needs

Aggressive
- Using more force verbally or physically
- Violating other rights through aggression or manipulation
- Want to dominate or win – no regard to others

Assertive
- Expressing thoughts, feelings and opinions openly
- Compromising
- Honest and direct
- Considers others
- Spontaneous
- Avoids excessive apologies
- Rely on own feelings and owns them

The FEEDBACK SANDWICH is based on the basis of what I would like you to KEEP doing, STOP doing, START doing

WHAT YOU DO THAT I VALUE IS.....
ONE THING I AM HAVING DIFFICULTY WITH IS........
WHAT I WOULD LIKE YOU TO DO INSTEAD IS.........

Latest Heart Rate Statistics
Kees Blaas – Heartmath 2005 - www.heartmath.com

Results through Appreciation
- Drives people
- Basic need
- 5 positives to re-balance 1 negative interaction – Duclos

Describe the behaviour – the facts, neutral, without criticism, clear and open “You are sometimes late to work
Describe the consequences for you – realistic and concrete “I have other staff complaining.”
Describe your personal emotions – this behaviour provokes in me, how I feel in a situation “I feel uncomfortable with their constant complaints”

WHAT COULD YOU DO TO SOLVE YOUR LATENESS PROBLEM?
The other person then decides their new actions

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What is success?

- **Ability** is what you’re capable of doing.
- **Motivation** determines what you do.
- **Attitude** determines how well you do it.

-Lou Holtz

Where to start?????

- Decide what you DON’T want
- Say YES to everything new (values)
- Recall high points in your work/life
- What could you NOT live without.

“Yes” Solutions

- Identify the negativity
- Analyse it
- Create an action plan
- Take small steps
- Be gentle on yourself and team
- Affirmations/visualisation
- ASK and Communicate
- Be resolution focused
- Move out of your comfort zone
- Encourage others
- LEARN, Try LEARN, Try

The Success Attitude Concept

- Exploding Comfort Zones
- Climbing the Success Ladder
- Make it Happen Skills
- Embracing the Curves
- If it’s to be – It’s up to me
- Energetic Success
- Taking Ownership
- Get Over IT
- Dream Goal Alignment

Small Steps

- NEW GOALS
- Positive Quotes
- Books & Courses
- Positive People
- Meditate, Visualise, Affirmations,
- Write down
- Learn, Learn, Learn
- Just do it!!!!