

DEVELOPING A WINNING ATTITUDE FOR SUCCESS

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WALKING IN ALIGNMENT

Effective Service Teams walk in alignment. Each member understands how his/her piece impacts the department and institution.

An effective team ensures alignment with the following:


- **Company:** Mission, Core Beliefs, Strategic Initiatives
- **Department:** Department Mission
- **Each other:** Trust, Strengths, Expectations, Cheer

- **Trust: (Most critical team ingredient)**
 - ✓ Walk your talk: Put words to practice
 - ✓ Share information
 - ✓ Model the behavior: Tell the truth/receive the truth
- **Strengths/Expectations:**
 - ✓ Leverage strengths
 - ✓ Communicate expectations
- **Cheer:**
 - ✓ Recognize and celebrate the contributions of your peers!
 - ✓ Agree to root and cheer for one another

At My Best Activity: Using the positive attitudes list below, identify up to three attitudes that you demonstrate when you are performing at your best. Circle the attitudes and in the space below explain your choice.

Acceptance	Distant	Respects points-of-view of others
Affectionate	Focused	Responsible
Ambitious	Free	Responsive
Aspiring	Friendly	Self-confident
Candid	Generous	Self-directed
Caring	Grateful	Self-disciplined
Change	Hard working	Self-esteem
Cheerful	Honest	Self-giving
Considerate	Humble	Selfless
Cooperative	Interested	Self-reliant
Courageous	Involved	Sensitive
Decisive	Kind	Serious
Determined	Mature	Sincere
Devoted	Not jealous	Social independence
Embracing	Open minded	Sympathetic
Endurance	Optimistic	Thoughtful
Enthusiastic	Positive	Tolerant
Expansive	Practical	Trusting
Flexible	Punctual	Unpretentiousness
Forgiving	Realistic	Unselfish
Motivated	Reliable	Willingness
Perseverance	Responsibility	Work-oriented

Positive Attitudes Activity Continued: Explain your choice.

at·ti·tude  *noun* \ˈa-tə-,tüd, -,tyüd\

: the way you think and feel about someone or something

: a feeling or way of thinking that affects a person's behavior

: a way of thinking and behaving that people regard as unfriendly, rude, etc.

ˈætɪtjuːd, ˈæ-tɪ-,tjuːd

: a way of thinking and behaving that people regard as unfriendly, rude, etc.

Chuck Swindoll, The Power of Attitude:

“The longer I live, the more I realize the impact of attitude on life. Attitude, to me, is more important than education, than money, than circumstances, than failures, than successes, than what other people think or say or do. It is more important than appearance, giftedness or scale. It will make or break a company... a church... a home. The remarkable thing is we have a choice every day regarding the attitude we embrace for that day. We cannot change our past.... We cannot change the fact that people 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 percent what happens to me and 90 percent how I react to it, and so it is with you.... We are in charge of our attitudes.”

ACTIVITY

What are some characteristics of a positive attitude?

What are some characteristics of a negative attitude?

What might cause someone at work to display a positive attitude?

What might cause someone at work to display a negative attitude?

Characteristics of a Winning Attitude

According to Dr. Denis Waitley, author of *The Psychology of Winning*, there are 10 characteristics that a winning attitude should possess. Each of the characteristics is listed below, with an added quick description.

Positive Self-Expectancy	• Expect the best of yourself.
Positive Self-Motivation	• Desire greatness.
Positive Self-Image:	• Visualize greatness.
Positive Self-Direction	• Plan, Plan, Plan!
Positive Self-Discipline	• Practice, Practice, Practice!
Positive Self-Control	• Take control of your situation.
Positive Self-Esteem	• Recognize your worth
Positive Self-Dimension	• See the full picture
Positive Self-Awareness	• Be honestly self-aware
Positive Self-Projection	• What's your brand?

☺ Don't forget: Accountability: You are responsible for you! ☺

ADAPTING YOUR STYLE

D I S C

Body Language	Keep your distance Strong handshake Direct eye contact Controlled gestures Lean forward	Get close Use touch Relaxed, humor Friendly eye contact Expressive gestures	Relaxed Methodical Lean back Friendly eye contact Small gestures	Keep your distance Firm posture Direct eye contact No gestures
Tone of Voice	Strong Clear, louder Confident Direct	Enthusiastic High & low modulation Friendly Energized	Warm Soft Steady Low volume	Controlled Direct Thoughtful Little modulation
Pace (Speech & Action)	Fast-Abrupt	Fast-Skip around	Slow-Logical	Slow-Methodical
Words & Content	"Win" "Lead the field" "Results" "Now" "New" "Challenge"	"Fun" "I Feel" "Sociable" "Will make you look good" "Exciting"	"Step-by-step" "Help me out" "Guarantee" "Promise" "Think about it"	"Here are the facts" "No risk" "Proven" "Analysis" "Guarantees"

Inter and Intra Personal Conflicts

Altruistic – 'Feelings' of others focus – giving, nothing in return	Economic – Efficient, expect something in return, earning their way
Regulatory – a 'higher purpose'; preservation of a system of beliefs, 'rules', rituals and practices, proven	Individualistic – 'to thine own self be true'; new ideas; self fulfillment; control of their destiny and others
Aesthetic – subjective personal experiences; creative expressions	Theoretical – mental enrichment; objective reasoning, research