

Empowerment Mentoring



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AN INITIATIVE OF

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LEADERSHIP CONSULTANTS

Attitude

Attitude

Participant's Workbook

Empowerment Mentoring Participant's Workbook 2016 © NEM Leadership Consultants 2016

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Welcome

A hearty welcome to the Empowerment Mentoring Community. We are excited that you have made this very important decision to be part of this personal developmental program. This program will allow you to **Discover** your true potential, **Transform** your life and **Achieve** dramatic results.

Sometimes we need to ask ourselves three important questions:

- If no change were necessary to achieve a better life for myself, wouldn't I already be there?
- Why am I procrastinating and just 'earning a living' instead of doing what speaks to my heart?
- Why do all great leaders, sports men and women, have coaches and mentors?

Answers to these questions will allow us to reflect on where we are and where we want to go or would like to be.

So, are you ready to go from:

- Wanting to change to actually changing?
- Envisioning your goal to actually achieving it?
- Being the person you are right now to becoming the person you want to be?
- Breaking through your 'Immunity to Change' to experiencing the real FREEDOM to do, be or have anything you want?

The EM Program is designed to cover twelve core modules that would help you in your personal growth.

- | | |
|-------------------------|-------------------------|
| • Comfort Zone | • Forgiveness |
| • Purpose, Vision, Goal | • Gratitude |
| • Terror Barrier | • Perception |
| • Drama | • Attitude |
| • You Are Perfect | • World Famous - Living |
| • Harmony | • Authentic Journaling |

In the EM Program, you will learn:

- Growth takes place outside of your the comfort zone
- You grow for a reason
- You have more potential than you will ever use
- At times of change we either step forward into growth or go back to safety
- We do not get what we want- we get who we are
- Gratitude keeps our mind on what is good
- Living a life of significance
- We use our perception for or against us
- ... And Much More!

Welcome aboard.

Purposefully,
Nigel

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1. Attitude

Welcome to this installment of your Empowerment Mentoring journey – the amazing Attitude!

Victor Frankl once wrote, “Everything can be taken from a person but one thing: the last of human freedoms - to choose one’s attitude in any given set of circumstances, to choose one’s own way.” Frankl was right. Attitude is a choice. You could be faced with a thousand problems, many or most over which you have absolutely no control. However, there is always one thing in which you are in complete and absolute control, and that is your own attitude.

When you surrender control of your attitude to what appears to be a negative situation, you will react to that situation. More often than not, reacting is inappropriate. On the other hand, if you were to remain objective, you would respond to the situation appropriately, thereby creating a winning situation.

If attitude is such an important word, why do so few people understand it? To be honest, it wasn’t until I was in my late 20s that I finally understood its full impact. All through my teens and into my early adult life, I can’t tell you the number of times that I heard, “Bob, if you’d just change your attitude, you would do a lot better.” In retrospect I can easily see the cause of my problem. I didn’t know what attitude was, let alone know how to change it!

Attitude is the composite of your thoughts, feelings and actions. Your conscious mind controls feeling and ultimately dictates whether your feelings will be positive or negative by your choice of thoughts; then your body displays those choices through action and behavior.

Attitude is actually a creative cycle that begins with your choice of thoughts. You do choose your thoughts and that choice is where your attitude originates. As you internalize ideas or become emotionally involved with your thoughts, you create the second stage in forming an attitude; you move your entire being - mind and body - into a new “vibration.” Your conscious awareness of this vibration is referred to as “feeling.” Your feelings are then expressed in actions or behaviors that produce the various results in your life.

Positive results are always the effect of a positive attitude. Attitude and results are inseparable. They follow one another as night follows day. What I mean by that is: one is the cause, the other, the result. There is a term we use to distinguish this “cause and effect” relationship. It is called The Law of Cause and Effect. Simply stated, if you think in negative terms, you will get negative results; if you think in positive terms you will achieve positive results. Ralph Waldo Emerson reiterated that same point when he said, “A person is what they think about all day long.” The results you achieve in life are nothing more than an expression of your thoughts, feelings, and actions. Take a close look at your life and evaluate the results you are achieving in various areas. See if you are able to relate your attitude to your results.

Winning and losing are opposite sides of the same coin – and that coin is attitude. There are many things wrong in this world; unfortunately that is all some people are able to see. Those who view the world in this light are often unhappy and somewhat cynical. Usually, their lives are ones of lack and limitation and it almost appears as if they move from one bad experience to another. I know people who are like this and I am certain you do as well. It would appear as if they had been born with a streak of bad luck that had followed them around their whole lives. These individuals are quick to blame circumstances or other people for their problems, rather than accepting responsibility for their lives and their attitudes.

Conversely, there are others who are forever winning and living the good life. They are the real movers and shakers who make things happen. They seem to go from one major accomplishment to another. They are in control of their lives; they know where they are going and know they will get there. They are the real winners in life and their wins are a matter of choice.

You can experience that kind of life as well; you only need to decide. Making that simple decision is the first step to a new life. Dorothea Brand once said, “Act as if it were impossible to fail,” and I challenge you to do so. By simply becoming aware that you can choose your thoughts each and every day, you will change your entire outlook. You have the power to choose an abundant life no matter your circumstances. That active choice will allow other positive people and opportunities to be attracted into your life. Don’t wait to experience all the wonderful things the universe has in store for you. Start today by working on your attitude and welcome the abundant life that you were meant to lead.

Bob Proctor

2. How to Change your Attitude?

Now folks, you can reflect on your attitude.

How to Change Your Attitude for the Better

John N. Mitchell said it best when he said that, “*Our attitude toward life determines life’s attitude towards us.*”

If you look around you, you will see that people with a positive attitude enjoy life more and are generally happier and more successful than those who walk around grumpy and pessimistic. Our attitude is the driving force in our lives—it can either push you to do great things or pull you down to your demise.

While it is true that humans are born with certain tendencies or orientations, our personalities and attitudes are developed through our relationships and experiences.

1. Identify and understand what you want to change.

The first step towards change is clearly understanding what *needs* to be changed. Setting clear goals is the key to success in any endeavour. When it comes to changing your attitude, you need to do an honest and in-depth self-evaluation so you could point out exactly which of your traits need to be improved or totally changed. In one of the chapters in this workbook, there is a simple Attitude Self-Assessment for you to evaluate your own “attitude”

2. Look for a role model.

We all need to know that what we are trying to accomplish can in fact be achieved; that we can be more optimistic, more social or more patient. Find someone who has the kind of attitude that you want to have, and let his or her life give you inspiration and encouragement to move beyond your temporary failures in your journey towards becoming a better person. Associate yourself with positive people.

3. Think about how your attitude change will affect your life.

To be able to hurtle through all the difficulties that lie ahead of you in your journey towards self-betterment, you need to figure out exactly what this supposed change could bring to your life. Will changing your attitude mean a happier family or social life? Will a change in your attitude mean a more successful career or business? Fix your mind on the things that would come as a result of your attitude change and you will have a greater chance of reaching your goal. Remember attitudinal change is pluralistic – the impact will span your own feelings.

4. Choose the right company.

As they say, “Bad company corrupts good character.” “Birds of a feather flock together” “If you want to learn how to soar, be around eagles” You don’t expect yourself to be able to change if you go on surrounding yourself with people who possess all the negative traits that you want to change. Consider befriending new people, especially those who are optimistic and have a healthy attitude towards life. You will see that your effort to change will be easier with these kinds of people as friends.

5. Believe that you are able to change.

Often, the greatest obstacle between us and our goals is ourselves or our inability to trust in what we are able or capable of doing. If you don’t believe in yourself or believe that you or your life can change, it just won’t happen—you will either never start, or give up quickly without giving yourself a change to succeed. Remember you can either go back into safety or step forward into growth – the choice is based upon your attitude.

Here are a few short exercises on attitude.

- 1) Identify two traits that need to change for self-development.

Identify three qualities of you “role model attitude”?

We all need good company. What are the qualities you want from people or expect for you to be in their company?

Identify two things that you can change in your daily life to encourage you to build a positive attitude?

2) Describe an experience when you displayed a positive attitude?

Why do you think you needed a positive attitude for the experience?

Who have benefitted and which lives have been touched due to your positive attitude?

What are your “take a ways” from your experience?

3. Attitude and Performance

This measurement has two components:

- 1) Cognitive and
- 2) Affective (values & beliefs).

While a person may have the competency to perform a task, that does not mean he or she will have the desire (attitude) to do so correctly. Competencies give us the ability to perform, while attitudes give us the desire to perform. Attitudes change with various events in a person's life.

Four main methods used for changing attitudes in performance interventions:

1. **Exposure Effect:** This technique uses simple experiences to start the attitude formation by exposing a person to a concept, object, or person a number of times. And normally this is done through *positive* experiences as *negative* experiences require disgust, pain, or fear. In other words, you must walk the talk so that people can emulate you or the situation in a positive way. For example, if you want your employees to be more engaging, then you must engage your employees.
2. **Reinforcement:** This concept is based upon classical and operant conditioning. Classical conditioning are involuntary reflexes, while operant conditioning is based upon voluntary behaviour. For example, we use classical conditioning by making the office more “user friendly” and welcoming, like a new colour scheme or repositioning the desks and chairs. While operant conditional is based upon the premise that people repeat a behaviour that has desirable results, for example, when someone does something great, he or she must be complimented and recognised.
3. **Persuasive Communication:** The advertisement industry is based upon this technique. This technique is based upon three main characteristics: source, message, and audience, e.g.:
 1. Authentic — how believable and likable you are
 2. The message — content and style, what's on offer
 3. Audience — educational level, other attitudes, who is your target

To go back to our example of someone who did something great, we may allow them to communicate their approaches and feelings to others, on how the event/activity help them and other people.

4. **Changing Viewpoints:** Although discussions mainly work through our cognitive side, we have to remember that almost everything we do is based upon our emotions. **Epictetus wrote, “*Men are disturbed not by things but by the views which they take of them.*”** So you might start a discussion by asking how their feeling are linked to their thoughts. A simple example for training customer service might be to ask them what feelings and thoughts produce a smile? How are these feelings and thoughts interconnected? Next, ask them to take the viewpoint that they are happy when working with customers. Ask them what their feelings and thoughts would be. Finally, have them do a role play of working with a customer with this new viewpoint.

4. Attitude Self-Assessment

What’s My Attitude? A simple exercise to get to know “YOU”

1. People would describe me as unhappy.
☐ True
☐ False
2. I complain right away if there is something I don’t like.
☐ True
☐ False
3. Being positive most of the time is far too unrealistic.
☐ True
☐ False
4. If I have a bad morning, the rest of my day is sure to be ruined.
☐ True
☐ False
5. I tend to think more about my weak points than my strong points.
☐ True
☐ False
6. I don’t give out compliments because I don’t want someone to get a big ego.
☐ True
☐ False
7. In the past two weeks, I have called myself depressed.
☐ True
☐ False
8. I worry too much about things I can’t control.
☐ True
☐ False
9. It takes a lot to make me happy.
☐ True
☐ False
10. When I experience a failure, I usually just stop trying.
☐ True
☐ False

Now, count the number of true and false answers.

The more false answers you have, the better attitude you tend to have. If you have many true answers, what are some ways to help you change to a more positive attitude?

5. Cool Stuff about Attitude

- Our attitude is ultimately about how we set our expectations; how we handle the situation when our expectations are not met; and finally, how we sum up an experience, person, or situation.
- When we focus on improving our attitude on a daily basis, we get used to thinking positively and our entire personality can change.
- It goes without saying that employers prefer to hire and promote someone with a positive attitude as opposed to a negative one.
- When you wake up in the morning, decide you are going to have an excellent day. By having this attitude, it is less likely you may feel disappointed when small things do not go your way.
- Be conscious of your negative thoughts. Keep a journal of negative thoughts. Upon reviewing them, analyse why you had a negative thought about a specific situation.
- Try to avoid negative thinking. Think of a stop sign in your mind that stops you when you have negative thoughts. Try to turn those thoughts into positive ones. For example, instead of saying, "I am terrible in math," say, "I didn't do well on that test. It just means I will study harder next time."
- Spend time with positive people. All of us likely have a friend who always seems to be negative or a co-worker who constantly complains. People like this can negatively affect our attitude, too, so steering clear when possible, or limiting the interaction time, is a great way to keep a positive attitude intact.
- Spend time in a comfortable physical environment. If your mattress isn't comfortable and you aren't getting enough sleep, it is more difficult to have a positive attitude!
- Look around and examine your physical space. Does it match the mental frame of mind you want to be in?
- I am quite certain you have heard that if you change the way you look at things, the things you look at will change.
- American psychologist Albert Ellis, "how" people react to events is determined largely by their "view" of the events, not the events themselves.
- Nigel Matthew "Many times the issue is not the people, but the view you have of people. Change your view, and the issue may change or even go away".
- You can't change anything if you aren't aware that something needs to be changed.

- Stop the cycle of wishing things were different and take control of your thoughts and reactions to events and people. Live in the moment.
- Use statements like, "I am hopeful," or, "We will find a resolution," throughout the day. The words you use when you talk have a major impact on your attitude and emotional outlook.
- A negative attitude or a bad attitude is a matter of choice
- The important thing to remember about attitudes is that they can change over time, but usually some sort of positive experience needs to occur for our attitudes to change dramatically for the better.
- We also have control of our attitude in our thoughts. If we constantly stream negative thoughts, it is likely we may become a negative person.
- The problem with a negative attitude is that it has a devastating effect on everyone else. Have you ever felt really happy after a great day and when you got home, your roommate was in a terrible mood because of her bad day?
- This is why having a positive attitude is a key component to having good human relations at work and in our personal lives.

6. Assignment 1

- a) It is our attitude at the beginning of a difficult task which, more than anything else, will affect its successful outcome.

~ William James

- b) A healthy attitude is contagious but don't wait to catch it from others. Be a carrier.

~ Anonymous

- c) The greatest day in your life and mine is when we take total responsibility for our attitudes. That's the day we truly grow up.

~ John C. Maxwell

- 1) Quote number ____ particularly appeals to me because:

- 2) Identify and describe a situation where the selected quote

- a) Was applicable to you?

- b) Share an experience where one of the quotes would have worked for you if you had applied it?

- 3) How can you leverage the experience in “2” above for your own personal growth and the people around you (co-workers, family, friends, colleagues, etc.)

7. Assignment 2

a) A bad attitude is like a flat tyre. If you don't change it, you'll never go anywhere.
~ Unknown

b) Your attitude is like a box of crayons that color your world. Constantly color your picture gray, and your picture will always be bleak. Try adding some bright colors to the picture by including humor, and your picture begins to lighten up.
~ Allen Klein

c) How we think shows through in how we act. Attitudes are mirrors of the mind. They reflect thinking.
~ David J. Schwartz

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8. Assignment 3

- a) Ability is what you're capable of doing. Motivation determines what you do. Attitude determines how well you do it.

~ Lou Holtz

- b) You are the conductor of your own attitude! Nobody else can compose your thoughts for you.

~ Lee J. Colan

- c) You can't always change your situation, but you can always change your attitude.

~ Larry Hargraves

- 1) Quote number ____ particularly appeals to me because:

- 2) Identify and describe a situation where the selected quote

- a) Was applicable to you?

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