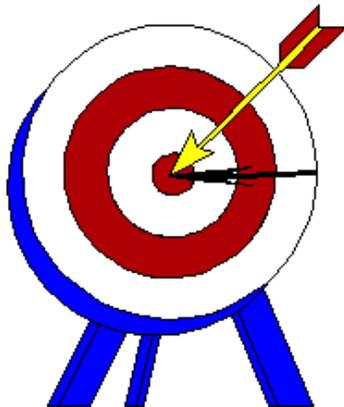


Maintaining a Positive Attitude



presented by

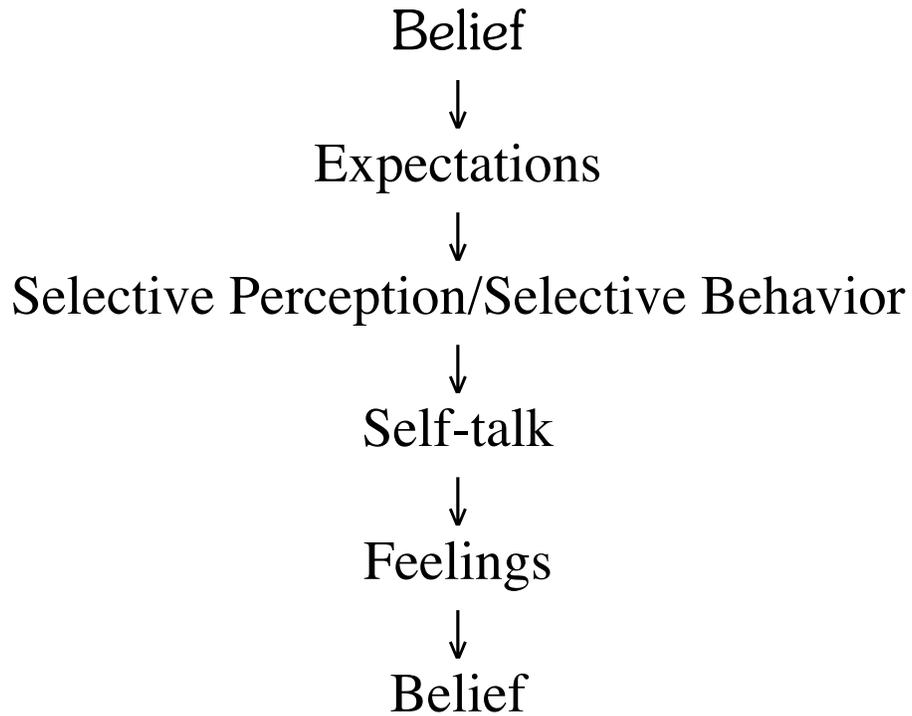
Rick Lynch

Maintaining a Positive Attitude

What a positive attitude looks and sounds like.

What a negative attitude looks and sounds like.

Reinforcing Beliefs



How beliefs form:

0-3

4-10

10-18

Throughout life

Rules for Affirmations

Affirmations are statements that say something about a person's qualities, what he values and how he behaves. They influence the self-concept of the person and, over time, affect the person's picture of how she behaves. We all hear these kinds of statements from others and from our own self-talk every day; unfortunately, because of the way we are motivated, many of these are often negative. Statements that have the most effect on the evolution of our self-image have these characteristics:

1. They are present tense.
2. They are stated in positive terms.
3. They are specific, not vague or general.
4. They focus on the end result or quality rather than on the way it will be achieved.
5. They are expressed in dramatic, expressive, emotional terms.
6. They are stated in simple, unambiguous terms.

Sample Affirmations

I am good at figuring out solutions to customer problems.
I get better at my job every day.
I love the challenge of dealing with a difficult customer.
I feel good about myself when I can help another person.

I radiate strength and confidence to all around me.
When the pressure is on, I perform well.
In the face of adversity, I keep trying until I succeed.
In difficult situation, my heart fills with confidence, and I succeed.

In the company of strangers, I feel comfortable, relaxed and valued.
I make strangers feel comfortable and valued.
I enjoy making new acquaintances.
I always remember people's names.

The world is brimming with opportunities for me.
Today, I feel lucky!
I am ever alert for new opportunities and seize them when they arise.
Each day, I see new opportunities to advance toward my goals.

I push with all my energy to accomplish important tasks.
I concentrate perfectly on the task at hand.
I have terrific self-control and self-discipline.
When it is time for work, I work steadily and productively.

I am a well-organized person.
I am always able to find things when I need them.
Whenever I finish with something, I put it away.
I see opportunities to put things away and do so in combination with other trips.

I get better at what I do each day.
I am a successful person and associate with successful people.
I attract successful people.
Obstacles to my success melt away as I approach them.

I pour forth energy in my interactions with the world.
I am a very enthusiastic person.
Other people enjoy my high energy level.
Today, I feel great!

I enjoy the power of doing things now.
When there are things to be done, I act immediately.
I take action when others take none.
I love the feeling of getting things done early.

Uses of Visualization

1. Breaking habits
2. Support for affirmations
3. Rehearsal for success
4. Enhancing skill
5. Internal motivation
6. Goal attainment
7. Erasing painful experiences
8. Moving the comfort zone

Tips for a Positive Attitude

At the Start of the Day:

1. Start each day by thinking about what is good in your life.
2. Start each day by reading something inspirational.
3. Start each day with some uplifting music.
4. Think about what you can do for your friends and co-workers in the day ahead.

At the End of the Day

1. End each day by identifying one thing you have learned that day.
2. End each day by thinking about the best thing that happened that day.
3. Visualize the perfect day tomorrow.

During the Day

1. Associate with positive people.
2. Look for the good in each customer.
3. Try to learn something from each customer.
4. Focus on what you can control.
5. When you start to think negative thoughts, change them. Remember that you are what you think.
6. When you start to relive negative experiences, alter the experience to one in which you are in control.
7. Praise yourself when you do something good for a customer.
8. Praise your co-workers and others for their actions and personal qualities.
9. Spend some time each day affirming positive qualities to yourself.
10. Empathize with difficult customers, remembering that they are feeling some level of pain and that they are hoping you can help them.
11. Focus your customers on what they can control.
12. In the face of adversity, use the failure-proofing method.