



# The Connection

## Having a Positive Attitude at Work

Business success depends, in part, on maintaining a positive attitude--with business associates, customers, and employees. Here are seven sure ways of demonstrating a positive attitude at work.

- 1. **Be conscientious.** Show you can be depended on to complete projects with quality in a timely way without reminders.
- 2. **Be respectful.** Give people the same courtesy you would like given to you.
- 3. **Be honest.** Admit mistakes and correct them quickly. Ask for help if you need it. Be direct about it.
- 4. **Be cooperative.** Be a "team-player" with colleagues and clients. Listen to others. Treat conflict as a challenge. Offer help where it's needed.
- 5. **Be flexible.** Accept new challenges with a smile. Upgrade your skills to adapt to changing customer needs. Think creatively.

- 6. **Offer solutions.** Be optimistic--whenever you identify a problem, try offering a constructive solution with it.
- 7. **Work hard.** Show enthusiasm by setting ambitious goals. Be productive by using your work hours wisely. Take pride in a job well done.

Reference to:  
*Putting a Positive Attitude to Work*  
by James J. De Santis, PhD.



## Getting Your Act Together

## What is an Attitude?

An attitude is a point of view about a situation. An attitude has three components. An attitude is made up of:

**What you think**

**What you do**

**What you feel**

No matter what situation you are in, you always have certain thoughts about it. You also have an emotional response to it, and you behave a certain way in it. *To begin changing your attitude you either change your thinking, the way you act, or the way you feel.* Two of

these choices are easier to influence than the third.

It is easier to change the way you think or behave than to change your emotions. However, it is usually our emotions that get our attention in regards to the situation. It is our emotions that we most want to change. When we feel sad, angry, anxious, or frustrated, we don't like it. We want the feeling to quickly go away. So,



we start trying to change the emotion. We often begin by trying to change others so we can feel better. It doesn't work. We engage in behaviors like alcohol and drug abuse to numb the feelings. It doesn't work. Working all the time or excessive shopping are attempts at avoiding emotional distress. They don't work.

Our initial tendency is to focus on the feeling level and to change it first.

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Your living is determined not so much by what life brings to you as by the attitude you bring to life; not so much by what happens to you as by the way your mind looks at what happens.

-Kahlil Gibran

Happiness is an attitude. We either make ourselves miserable, or happy and strong.

The amount of work is the same.

-Francesca Reigler

# What is an Attitude?

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The feeling or emotional level, however, is the most difficult to work on. You can't "grasp" a feeling and force it to change. Feelings are powerful but vague. You cannot get a grip on a feeling. If you want to change your feelings, you must start elsewhere. You must begin with either your thinking or your behavior over which you have more control.

The secret in effectively changing your emotions is knowing that feelings, thoughts and behaviors are all related. When you change one of them (for example, thinking) the other

two (feelings and behavior) will change as well.



Since it is easier to get a "grasp" on thoughts and behavior, this is the place to begin your work of staying resilient. *Change what you think!*

*Change what you do!* The emotions will change and you will be creating resiliency.

[http://www.mccg.org/challenge/what\\_is\\_an\\_attitude](http://www.mccg.org/challenge/what_is_an_attitude)

Attitude is the way you mentally look at the world around you. It is how you view your environment and your future. It is the focus you develop toward life itself.

Author Unknown



# How to Deal with Other's Attitudes

You've mastered maintaining a sunny disposition most of the time. But, how do you deal with someone around you with a negative or neutral attitude? Is this person important to you? Has this attitude been demonstrated before? Does it bother you? Are you willing to invest time to try for a change?

*Seek to understand the other person.* Try to determine what caused the behavior. Seek that person's thoughts on the matter and confirm

your understanding of them by restating them. *Then, determine if you want a change in that person's attitude and behavior.* Try to influence the individual's attitude by acknowledging the behavior that bothers you and discussing it with the person. *Resolve the problem through mutually defined solutions.* The more the other person contributes to the solutions, the more the likelihood of success.

*Recover from the experience.* Regain your positive attitude, follow

through with commitments you've made to the other person, and then be sure to acknowledge changes in that person.



Reference to: [http://www.umich.edu/~urecord/9900/May08\\_00/9.htm](http://www.umich.edu/~urecord/9900/May08_00/9.htm)



# Quiet Heroes

Often when we think of heroes, we imagine showy acts of bravery or daring, but quiet heroes are just as important. Quiet heroes do something special during the normal course of their day. They do it without fanfare, parades or dinners to honor their accomplishments. Their actions help people and set a positive example for others to follow.

Dave Knell says, "A hero is a person who does the right thing when the right thing is the hardest thing to do."

Dave overcame spinal cord surgery and then won two medals at the Senior Olympics. He swam to celebrate his

journey through extreme back pain, surgery and recovery. He showed people that they could do virtually anything if they set a goal and pursued it with determination and enthusiasm. He is a hero.

A few other examples of quiet heroes include a nurse who comforts a dying patient's family, a teacher who stays late to tutor one student, a truck driver who stops to help a motorist, and a student who helps a friend who is being bullied. A quiet hero can be the school janitor or your mother who works two jobs so she can put food on the table. It can be someone who volunteers at

church or the local Ronald McDonald House, or who is a PTA committee member.

Quiet heroes are all around us. They give us a smile when we need it, a hug at just the right time or some stern advice when that is appropriate. Through their unselfish efforts they make our day better!



[www.teachingmoments.com](http://www.teachingmoments.com)

# JOB FAIRS AND OPEN HOUSES

## CHECK OUT THE FIRST ANNUAL ***NORTHLAND JOB FAIR!!!***

*Miller Hill Mall*

*Thursday, April 15th, 2010*

*11 am to 4 pm*



- Local Job Opportunities for Job Seekers
- Dress for Success Fashion Show at 2PM
- Personality Assessments and Resume Critiques
  - MinnesotaWorks.net demonstrations

• **Job Fair Prep Workshop opportunities at the**

*Minnesota WorkForce Center—Duluth, 320 W. 2nd Street*

**Friday, April 9th: 10am-Noon & Tuesday, April 13th: 1pm-3pm**

**Contact Rhonda Rufford for details: 218.723.4755**



## LAKE SUPERIOR COLLEGE *SPRING OPEN HOUSE*

**“KA-CHING...Education that makes Sen\$e”**

**Friday, April 16th, 3:00 pm—6:00 pm**

2101 Trinity Road, Duluth

- Information Sessions Offered:**
- 3:30 Completing Your Associate of Arts Degree
  - 3:30 Allied Health and Nursing Programs
  - 4:00 How to Apply for Admission
  - 4:00 Career Choices: It's More than Dollars and Sen\$e
  - 4:30 Disability Services at LSC
  - 4:30 Preparing for the New Student Assessment
  - 5:00 Understanding Financial Aid



\*For more information call: 218.733.7601 or 1.800.432.2884 ext. 7601