

Recognize your attitude in the workplace.

See the effects of your attitude.

Fix your attitude.

Attitude

THINK OF WORKPLACE AS
SCHOOL FOR THOSE OF
YOU WITHOUT A JOB!

This is your SURVIVAL TOOL

Your attitude can determine what you achieve in the workplace.

Good or bad, if you keep doing what you are doing, you will keep getting what you are getting.

*A good attitude will help you in the workplace.
A bad attitude will hurt you.*

This is TRUE STUFF YOU NEED TO KNOW.

What Is an Attitude?

An **attitude** is your feeling toward something. It can also be your manner or state of mind. Your attitude can be good or bad.

But it becomes automatic. No matter how you define attitude, it is always showing.

Stop and Think

Take time to identify the traits that people think of as attitudes. Checkmark the attitudes that apply to you:

Adaptable	Easygoing
Aggressive	Explosive
Angry	Fair
Blunt	Flaky
Bossy	Good-natured
Broad-minded	Grumpy
Bullheaded	Hardheaded
Calculating	Honest
Careful	Impatient
Careless	Initiator
Compassionate	Intense
Considerate	Jittery
Daydreamer	Jolly
Deceitful	Kind
Dependable	Lazy
Depressed	Leader

Manic	Respectful
Motivated	Risk taker
Nice	Show-off
Nutty	Skeptical
Open-minded	Stubborn
Passive	Sweet
Pleasant	Team player
Prompt	Two-faced
Quick-tempered	Vocal
Quiet	Weak
Reliable	Well-rounded

The word **attitude** sends a strong meaning about someone. When someone says you have an attitude, everyone knows what it means. If the word itself is so strong, it deserves special attention.

Make your attitude good. It is ALWAYS SHOWING.

The Effects of Attitude in the Workplace

At work, your attitude can be more important than your skills. Skills can be improved by training. If you have a good attitude, your boss and co-workers may help you improve your skills. But only you can improve your attitude.

Your attitude will affect your productivity. Your productivity will affect your job, and your job will affect the profit line. Attitude can make or break you. Your attitude will also affect the following:

- Co-workers
- Customers
- Schedules
- Accuracy
- Work quantity
- Work quality

All these things affect profits. A good attitude is your job survival tool.

Stop and Think

It is important that you become aware of good and bad attitudes in the workplace. You should also become aware of their effects.

The best way to see the effects of good and bad attitudes is to look at the effects of co-workers' attitudes.

1. List some bad attitudes in the workplace:
2. List some effects of bad attitudes in the workplace:
3. List some good attitudes in the workplace:
4. List some effects of good attitudes in the workplace:

Your attitude is your feeling toward some matter. Stay aware of good and bad attitudes. A good attitude can make a big difference on the work site.

Your attitude affects YOUR JOB SURVIVAL.

The Effects of Attitude on Co-workers

If you are doing your job, you may feel that your attitude is no one's business. This is risky. Your attitude affects your job, your co-workers, and people you service around you.

Your co-workers can "catch" your attitude. Your co-workers will not want to work with you. They may avoid you. They may complain about you. Your bad attitude will affect the work of those on your team.

Example

No one wants to be around someone with a bad attitude. Do you like being around someone who is a complainer, negative, or lazy? Would you rather be around someone who is friendly, cooperative, or upbeat? A bad attitude means trouble on the work site.



Stop and Think

Do you think you have a good attitude most of the time in the workplace?

Yes No

Do you think you have a bad attitude most of the time in the workplace?

Yes No

Name six reasons why co-workers want to work with you:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

Name six reasons why you want to work with co-workers who have good attitudes:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

Name six reasons why co-workers do not want to work with you:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

Name six reasons why you do not like to work with co-workers who have bad attitudes:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

Attitudes are catching. Try to catch what you like about co-workers with good attitudes. Try *not* to catch what you dislike about co-workers with bad attitudes.

Your friends may accept a poor attitude. Your family may put up with a poor attitude. But your co-workers and employer cannot afford your poor attitude.

Make your attitude good. It is a survival tool.

Signs of a Bad Attitude in the Workplace

Be aware of signs that start to show a bad attitude in the workplace.

Example

Here are some signs of a bad attitude, ethics. These are also signs of your character and work.

Talking about the boss

Breaking rules

Gossiping

Making fun of co-workers

Clocking in late

Criticizing the work of others

Calling in sick often

Using bad language

Lying

Dirty clothes

Abusing the telephone

Back talking

Leaving early

Customer complaints

Refusing to help a co-worker

Comments on your attitude

Stop and Think

Look at the list above.

1. Are you showing any of these signs in your workplace? Yes_____ No_____

Explain the signs:

2. Are your co-workers showing any of these signs? Yes_____ No_____

Explain the signs:

You have identified reasons why you do not want to work with certain co-workers. A bad attitude may not be the only reason. But it may be one big reason. It may also be a reason why someone does not want to work with you.

Remember, YOUR ATTITUDE IS ALWAYS SHOWING.

Is Your Attitude Helping or Hurting You in the Workplace?

Maybe your skills are not quite as good as other workers. Maybe you are not as fast or as accurate. Many times your employer and co-workers will make allowances if your attitude is good.

Also, if your attitude is good, people will like working with you. You need to think about your attitude.

Stop and Think

1. How is your attitude helping you on the work site?

2. How is it hurting you?

Give serious thought to what is happening to you in the workplace. Have you decided whether your attitude is helping or hurting you? Are you satisfied with your conclusion?

Is Your Attitude Hurting You Outside the Workplace?

If your attitude is helping you in the workplace, you do not need to do this exercise. Go on to the next section.

If your attitude is hurting you in the workplace, this exercise is very important for you to do at this time. It may shed light on your problems in the workplace.

Stop and Think

1. Is your attitude hurting you in the workplace? Yes _____ No _____
2. If it is hurting you, what is your attitude like outside the workplace?
3. Does this same attitude affect the following people in your life? Check “Yes,” “No,” or “Maybe” for each line:

People	Yes	No	Maybe
Family			
Neighbors			
Business contacts			
Customers			
Strangers			
Relationships			
Clerks			

4. How can you work on your attitude? What are your choices?

If your attitude is hurting you in the workplace only, maybe this is not the workplace for you. If your attitude is hurting you *in* and *outside* the workplace, you must decide how to work on this attitude.

Everyone deals with this differently. You do have choices.

You must deal with a bad attitude to STAY ON THE JOB.

Is Your Attitude Helping You Outside the Workplace?

If your attitude is helping you in the workplace, it is probably helping you outside the workplace. You have seen the effects of a good attitude and the rewards that come with it. Do this exercise to help you keep it up.

Stop and Think

1. If your attitude is helping you on the work site, analyze your attitude outside the workplace:

2. Does this same attitude affect the following people in your life? Check “Yes,” “No,” or “Maybe” for each line:

(continued)

(continued)

People	Yes	No	Maybe
Family			
Neighbors			
Business contacts			
Customers			
Strangers			
Relationships			
Clerks			
3. What are you doing to reinforce a positive attitude at work and outside of work?			

If your attitude is helping you in the workplace, keep doing what you are doing. If it is helping you *outside* the workplace, you must *definitely* keep doing what you are doing.

Try to share your ideas with someone else who may be having a problem. It will make you a better person and a better employee.

Your Negative and Positive Feelings in the Workplace

If an attitude is your feeling toward something, and if it is an automatic response to something, then you need to know what brings on these feelings. You need to work on the good feelings and get rid of the bad feelings *because your attitude is always showing*. You need to know what creates your negative and positive feelings.

Stop and Think

1. Things that “tick” you off in the workplace:
2. Words that “tick” you off in the workplace:
3. Things that make you feel good in the workplace:
4. Words that make you feel good in the workplace:

All people have things that bother them and create negative feelings. If you are aware of these things and these words, you can look at the situation with a different view.

There are negative and positive thinkers. Positive thinkers are called **optimists**. They see things pink (not always good, but mostly good).

Negative thinkers are called **pessimists**. They see things gray (not always bad, but mostly bad).

What kind of thinker are you?

Stop and Think

Answer the following questions. Put a “P” for *positive* thinker. Put an “N” for *negative* thinker.

- _____ When you get up in the morning, do you usually think the day will be good or bad?
- _____ Do you go to a party thinking you will have a good time or a bad time?
- _____ Do you go to a movie thinking you will like it or will not like it?
- _____ Do you think family gatherings will be good or bad?
- _____ Do you see school as a drag or exciting?
- _____ Do you see a sunny day as good or bad?
- _____ Are you a pink thinker or a gray thinker?

If you are a gray thinker (*negative thinker*), try to see thinks pink (*positive*) for a change. *You will have more fun.*

Be careful of what you think, because what you think you will eventually say to someone.

You will begin to realize that negative feelings affect your attitude on the work site. You will begin to realize that if they affect your attitude badly, you must fix your attitude. The bad attitude cannot last.

If there are things or words that create positive feelings, try to use these situations to improve your attitude and remind you how to treat others.

Whether positive or negative, WHAT AFFECTS YOU WILL MOST LIKELY AFFECT OTHERS.

Fix Your Attitude

If a bad attitude is showing in the workplace, it must be worked on now. You must fix it if you want to keep your job. Most people have their own ways of fixing their attitude.

Example

Sometimes you need a quick attitude fix the job site. Some fast attitude fixes are the on following:

Stretch.

Take a break.

Work on something else for a while.

Look out a window.

Take a short walk.

Get a glass of water.

Go out to lunch.

Get some fresh air.

Say something nice to someone.

Volunteer to help a co-worker.

Hum a song.

Stop and Think

List three things that would quickly fix your attitude at work:

- 1.
- 2.
- 3.

Stop and Think

Doing interesting things outside of work can be an attitude fixer. Underline two things in each column that might perk you up if you were in a bad mood:

Talk to friends	Watch videos	Watch sports	Listen to music	Go to church
Play team sports	Sing	Do artwork	Do crafts	Work puzzles
Play video games	Take a walk	Ride a bike	Drive a car	Go to the city
Go to a special event	Write a letter	Write a story	Dance	Swim
Use a computer	Work out	Jog	Skate	Ski
Take a shower	Plan a trip	Party with friends	Eat in a restaurant	Snack
Go shopping	Buy something	Talk to family	Read	Play games

Now go back and compare the things you underlined. Which one of the two in each column would change your bad attitude the fastest? Circle one thing in each column that would perk you up the quickest. On the lines below, write the five things you circled:

1.

2.

3.

4.

5.

Improve Your Attitude

You know that a good attitude will get you more than a bad attitude. This is very evident in the workplace.

Your *attitude*, not your *aptitude*, will determine
your *altitude*.

In other words, how you react to situations will advance you at work faster than how smart you are. If anything is worth having, it is worth working for.

You know the effects of a good attitude. You like to be with people who have a good attitude. We want our children to have a good attitude.

Stop and Think

You can improve your attitude and the attitudes of people around you. Name three things you can do if you need an attitude fix:

- 1.
- 2.
- 3.

Attitude is one thing you can work on and take control of. Attitude is something you cannot buy or be taught.

- Attitude is something you catch from people. If you want a good attitude, hang out with people who have good attitudes.
- If you want a good attitude, use positive words and avoid things that tick you off.
- If you want a good attitude, do some of your attitude fixers.

A good attitude will determine what you achieve on your job. A good attitude is worth working for.