

LW73 Need an Attitude Adjustment

MEMORABLE SALES PRESENTERS REMEMBER to use action verbs if they are selling something. They use action verbs, and words that paint pictures of results. Avoid nouns ending in 'tion'.

Don't say, "We are in the telecommunication business." Instead say, "We install and maintain phone systems for small and medium sized business."

We specialize in designing customer friendly systems for busy offices with unique needs.' Use the word 'specialize' - it means you are special.

MEMORABLE SALES PRESENTERS fully remember to differentiate their products/services by also quoting satisfied clients.

and now on to Leading Ways.....

Need an attitude adjustment?

"Your attitude determines your altitude"

How true those words are. People with poor attitudes create misery for those around them. Are they successful in their personal lives or careers? I have no idea, but reading their body language certainly gives you an indication of the state of their general happiness.

From time-to-time we come across people whom I describe as the 'moaners' and 'groaners'. Everything is a crisis, or they are always so negative, and many spend their time talking badly about others. If they are talking badly about others to you, imagine what they are saying about you when you are not around?

Strange how more often than not we spend a disproportionate amount of time on the 'moaners' and 'groaners' the squeaky wheel.

In business I always say "Hire on attitude, as you can always train on skills !!

But what happens if the person who could benefit from an attitude adjustment is already part of your work team? *Yes, I am talking about ourselves....*

Sometimes, despite our best intentions, we just cannot help but fall into a less than positive mood, and then we stop doing the things we know we should do to feel good.

For example, imagine that you spent a whole week training a new person only to discover that he quit at the end of the week. Frustration or anger come to mind.

Many situations faced may result in you having a Distorted Thinking Style (DTS). DTSs are ways of thinking that eventually cause a totally bad reading of a situation or event. There are five types of Distorted Thinking Styles:

- **Magnifying:** Magnifying turns the consequences of an event say a small mistake into a catastrophe such as, "I'm going to be fired."
- **Destructive Labelling:** This is an extreme form of over-generalization, making someone or a particular situation totally negative. One event, such as a person being late becomes "Joe is totally worthless."
- **Imperative Thinking:** Think of this as a list of inflexible rules about how you and others should act - usually based on our own negative past experiences. Words like "You must" or "You Should."
- **Mind Reading:** This attributes to motives that explain other people's actions toward a person or event. Assumptions are dangerous.
- **Divide and Conquer** This happens because of over-magnification and wanting others to support a particular position. People who have DTSs have a tendency to garner support on one side of a situation, usually creating a division between people.

The following are examples of Distorted Thinking.

- It's not my job.
- The other department should have taken care of it.
- It won't work.
- It can't be done.
- They won't like it.
- Those other employees make a lot of money.
- I just want to draw a pay check until something better comes along.
- My responsibilities keep changing.
- My view of the world is different to the boss's.
- I did the research I should make more money.
- I have no growth possibilities.
- I can't advance because of the politics.
- I hope to get fired so I can collect unemployment.

As you can see, huge challenges are faced by the people who spoke these words. Are you one of those people with a challenging attitude? If so, you can begin by working on the Five Pillars of Attraction. **F.R.E.S.H.** stands for:

F : Finances
R : Relationships
E : Environment
S : Spirituality
H : Health

Right now, write down one task for each of the Five Pillars (F.R.E.S.H.) where you can make an immediate improvement. Action is a positive way to overcome little negative voices. Counter-punch that negative self talk with a substantial dose of positiveness.

"If you don't like something,

***change it. If you can't
change it, change your
attitude"***

- Maya Angelou

Chances are, that if something happens to you that spontaneously makes you feel negative, you are not immediately motivated to change how you feel. In fact, you may want to stay angry or frustrated.

The trouble is, often remaining in a negative state, perpetuates the very problem that you are feeling negative about. For example, if you feel angry because someone broke your trust, staying angry for the rest of the day won't help. The rest of the day you will continue second-guessing their motives.

It is all about pleasure or pain. In order to come out of a negative state of mind, we need to find a way to associate more pain in continuing to feel negative, and imagine more ways to find pleasure by feeling happy again. Therefore we have to make a conscious decision that we want to be happy, and, do something about it.

How? As soon as we recognise that we are feeling negative, we can acknowledge that the negativity has been caused by losing something we enjoyed; or getting something we didn't want.

Once we know what that 'something' is, we can combat the bad state of mind by ***focusing on what we need to do to fix it.*** We can change from an emotionally negative state, to one of a goal achievement. Sometimes when we feel angry, for example, we remain in that state because we feel like it helps to get what we want. "If I show I'm angry they'll come round."

However, if we refocus on achieving a goal (even just a little one) we are no longer focusing on ourselves, and our bad moods tend to disappear on their own.

If you are just feeling too negative to be able to concentrate on achieving a goal, go and do any activity that requires concentration. For example, you could listen to music while walking.

The key is, distraction and change of focus, which in turn will help to turn negative emotions, if we cannot see positiveness returning naturally.

One of the things to remember is that for some of us the development of a negative attitude is a process, which may have taken place over a number of years.

Take the case where somebody is unemployed and have persuaded themselves that they will never work again. They lost their job because of an economic down turn, and for the same reason after thirty interviews over six months fail to get another job.

Each rejection became a reinforcement of the belief of being unemployable, and now the person is their own worst enemy at an interview... The expectation is that they will be rejected yet again.

Most of the time the person won't bother to fill in applications because an inner voice says "I'll only get rejected again."

In this case the subconscious mind has been programmed to produce a negative outcome. Before they start the person is subconsciously undermining the likelihood of being successful in getting a job.

In order to convert the negative attitude into a positive one it is necessary to reverse the process which caused the negative spiral in the first place.

The first phase is to recognize when the negative voice is speaking by saying "you idiot" or "you're a failure" and replace these statements with statements like *"thousands have people lost jobs because of the economy.... How can I stand out from the crowd in my CV and job interview?"* and now and again *"I have a lot of good qualities"*.

Then *for every small success say things like "good effort" and "I am doing better every day"*. By making use of a network of friends, and telling them about the successes so they might add their praise, further reinforces the developing positive attitude.

In the end we should remember that in some cases it may have taken years of programming of the subconscious to produce the negative attitude, so we cannot expect to turn it around in a few days.

The process of turning a negative attitude into a positive one will take time and effort but with patience, persistence and the support of friends we can succeed.

Perhaps the most dangerous part of carrying around the negative emotions that result from moods like this, is your inability to think clearly. Add to that the stress it creates, and negative mood swings put you in a position where your reactions and decisions are largely based on emotions and feelings. Logic goes out the window, and then you are on a downward spiral.

It is helpful to recognize when these moods strike so that you can take the corrective actions necessary. By recapturing your lost positive attitude you can then once again make proper choices and successful decisions.

In Summary

Identify the Source of Your Bad Mood

Reflect on what it was that has dampened your spirits and made you moody. Was it really important enough for you to go sour?

To think clearly and be able to solve problems your mind cannot be occupied with negativity. It saps your energy and distracts you from focusing on the important matters.

Focus on Something You Enjoy

It is your opportunity to break the spell that has created your negative emotions. The quickest way to do this is involve yourself in an activity that brings you pleasure.

The longer negative feelings linger, the more damage they are capable of doing because it will be harder to get rid of them.

Release Negative Feelings

This may not always be easy, but letting go of those feelings that are dragging you down will generally give your outlook a positive boost.

The way to do it is to replace the negativity with positive self-talk.

Physical Exercise

Those who know me know that I am a huge advocate of exercise. Exercise for generally better health, to release stress or to remove negativity.

Your focus is drawn to the exercise itself and not only will this minimize the negative mood, but also increase the flow of oxygen to the brain. More brain oxygen = clearer thinking.

Be Nice

Behavior begets behavior. Words of encouragement, a compliment, unsolicited assistance, or even doing volunteer work all can make you feel more 'human' and help 'reattach' you to others in a positive way.

This always helps to quickly kill the baggage you may be carrying around.

Being able to recognize a bad mood early on enables you to address the negative emotions that threaten your day. By taking proactive steps like those above allows you to focus again on the positive.

"YOU become the average sum of the five people with whom you associate."

- Jim Rohn

WATCH also with great care whom you associate with. I love the quote by Jim Rohn. Perhaps right now is a good time to take stock.

- Who am I around?
- What are they doing to me?
- What have they got me saying?
- Where do they have me going?
- What do they have me thinking?
- What do they have me becoming?

➤ Then ask yourself the big question:

*Is that okay?
Is that who I wish to become?*

If the answer is "No" then perhaps it is time to build a new network.

You can either choose to be negative or positive, it is your choice.

MOODS are contagious. Do things which will keep you in a positive mood.
CONTROL your frustrations.

Speak slowly, breath deeply, drink less caffeine; STOP looking in the rear view mirror. Focus instead on life's fun journey.

Remember this quote: "Past failures don't equal current successes."

You are a successful person, enjoy life's fun journey.

*It is very important to generate
a good attitude, a good heart, as
much as possible. From this,
happiness in both the short term
and the long term for both
yourself and others will come.*

- Dalai Lama

Here's to your positive attitude !

Best wishes

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