Course objectives

- Adjust your own attitude.
- Control the impact of negative situations and negative people.
- Use distraction and disputation to enhance optimism.
- Cope with the negativity that results from change.
- Identify and eliminate the negative norms present in your organization.
Adjusting your own attitude
Learning objectives

- Identify attitudes that cause negativity.
- Promote positive attitudes.
- Implement behavior changes.
Choice one: Locating new opportunities

- What do you want to do?
- What do you like to do?
- What type of people do you enjoy?
- What are you skilled at doing?
- What gives you satisfaction?
Choice two: Changing your attitude

- Focus on the positive.
- Redefine winning.
- Talk about your achievements.
- Share the wealth.

- Act with integrity.
- Take responsibility.
- Take care of you.
- Start small goal.
Handling negative situations
Learning objectives

- Analyze reactions to negative situations and evaluate how negative reactions occur.
- Use a four-step process to control the impact of negative situations.
- Eliminate negative reactions by utilizing the EXPEL model.
The EXPEL Model

EXplain
Pinpoint
Evaluate
Link
Examining self-talk

Perceptions  Self-talk  Reactions

Attitudes  Beliefs
Controlling impact

Step 1: Challenge Your Perceptions

- Catch and correct any mental mistakes.
- Open up to all the possibilities.

Step 2: Alter your self-talk

- Avoid rigid vocabulary.
- Practice thought stopping.
Controlling impact (cont.)

Step 3: Monitor your reactions

- Pay attention to your emotions.
- Link emotions to actions.
- How do you see yourself? Why?
- How do you think others see you?
- How is the world supposed to treat you?

Step 4: Question your beliefs

- How do you see yourself? Why?
- How do you think others see you?
- How is the world supposed to treat you?
<table>
<thead>
<tr>
<th>Explain the negative situation</th>
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<tbody>
<tr>
<td>Pinpoint emotional response</td>
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<tr>
<td>Evaluate actions taken</td>
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<tr>
<td>Link to your self-esteem</td>
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Dealing with negative people
Tips for whiners

- Acknowledge the whiner’s hopelessness and despair.
- Indicate concern for them.
- Ask: “How are you handling this?”
- Say: “That’s too bad. What a shame.”
Tips for complainers

- Identify realistic expectations.
- Attempt to answer bad with good.
- Ask, “What are you going to do about it?”
- Say, “I’m sure you’ll figure this out.”
Tips for blamers

- Pinpoint exactly what’s wrong.
- Do some perception checking.
- Use “I” statements.
- Say: “I’m glad you told me that.”
Tips for defenders

• Ask for their help.
• State problems objectively.
• Stick to behaviors and areas of agreement.
• Say, “You’re really good at...”
Balancing pessimism and optimism
Characteristics of pessimism

- Promotes depression.
- Produces inertia.
- Causes bad feelings.
- Causes self-fulfilling failures.
- Associated with poor physical health.
Characteristics of optimism

- Promotes positive thinking.
- Produces activity.
- Causes good feelings.
- Attains success.
- Associated with good health.
Use optimism when:

- You are in achievement situations.
- You are concerned about feelings.
- You want people to support you.
- You want to lead and inspire.
Use pessimism when:

- The cost of failure is high.
- The future is risky and uncertain.
- You’re counseling others whose future is dim.
- You need to be sympathetic to others.
Coping with the negativity of change
The nature of change

Denial

Resistance

Acceptance

Support
Find acceptance

- List how the change will affect you.
- Get copies of new policies and procedures.
- Keep track of any information regarding the change.
Let go and be flexible

- Concentrate on moving forward.
- Eliminate saying, “I like the old way better.”
- Start small.
Take control

• Convert your work space, habits, and tasks ASAP.
• Spend your time and energy on relevant tasks.
• Volunteer for new assignments.
Seek support

- Discuss coping strategies with your boss and peers.
- Discover their tips for implementing new systems.
- Focus all discussions on adjusting, not whining.
Gain balance

- Keep other changes to a minimum.
- Participate in rewarding activities outside of work.
- Look at the big picture.
Commit to life-long learning

- Participate in training.
- Read a book or manual.
- Find a mentor.
- Observe another’s performance.
Explore alternatives

- Change what you can.
- Accept what you can.
- Leave if you cannot change it or accept it.
Questions?

• Thank you!