

Connecting the Dots Between Attitude and Leadership



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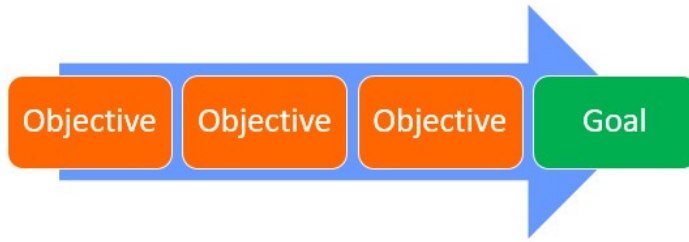


Welcome!

The greatest thing about attitude is
that it is the one thing we all
have the ability to control.

It's a **CHOICE!**





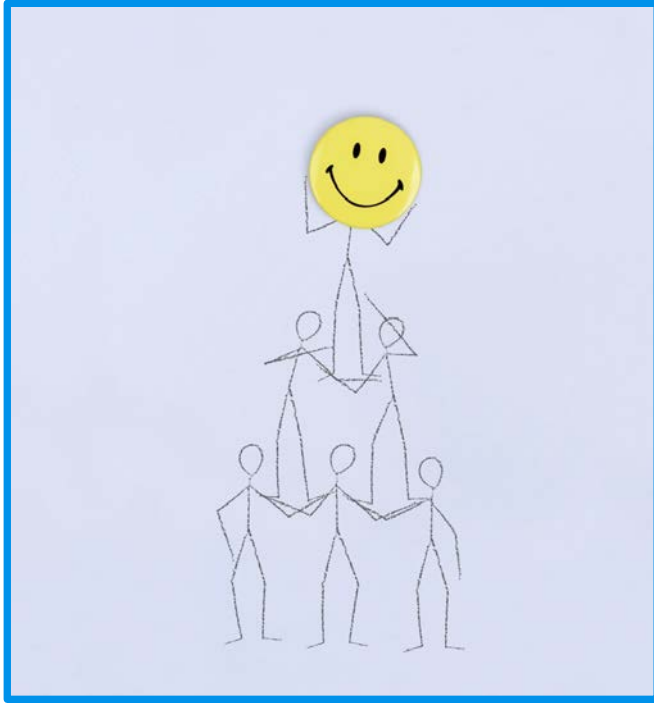
- ◎ Why a Leader's Attitude is Contagious
 - ◎ The Three I's of Effective Leadership
- ◎ Embracing Turbulence with an Amazing Attitude
- ◎ Employee Engagement and Internal Customers
- ◎ Improving the Quality of Your Leadership
 - ◎ 15 Phrases to Avoid
 - ◎ Staying Positive

Attitudes are Contagious...is YOURS Worth Catching?

One of the greatest gifts a leader can bring to a team is self-awareness and an understanding of their attitude and the impact it plays on relationships, the performance of their team, and everyone around them.



A positive attitude
may not
solve all problems,
but it will annoy
enough people to
make it worth the
effort.



- ◎ Attitude is a hidden ingredient in a company's culture and is impossible to measure.
- ◎ A positive attitude will have a positive impact on productivity, quality, service, innovation, and the emotional bond customers feel with your company.

How Leaders Exhibit Positive Behavior

- Develop a positive vision.



- Set goals and take actions daily.



- Choose positive self-talk.



How Leaders Exhibit Positive Behavior

- ◎ Hang out with other positive people.



- ◎ Focus on job *responsibilities*, not job functions.



- ◎ Think funny.



How Leaders Exhibit Positive Behavior

- Do what you LOVE!



- Stay physically fit.



- Stay focused on results.




Listen To Others



A dramatic landscape featuring a wide river with multiple channels and sandbars in the foreground. In the middle ground, there are green fields and a line of trees. The background is dominated by a range of rugged, brown mountains under a dark, stormy sky with scattered white clouds. The overall mood is powerful and inspiring.

**ATTITUDE
REFLECTS
LEADERSHIP**




The 3 I's of
Leadership


Intention

Influence

Impact

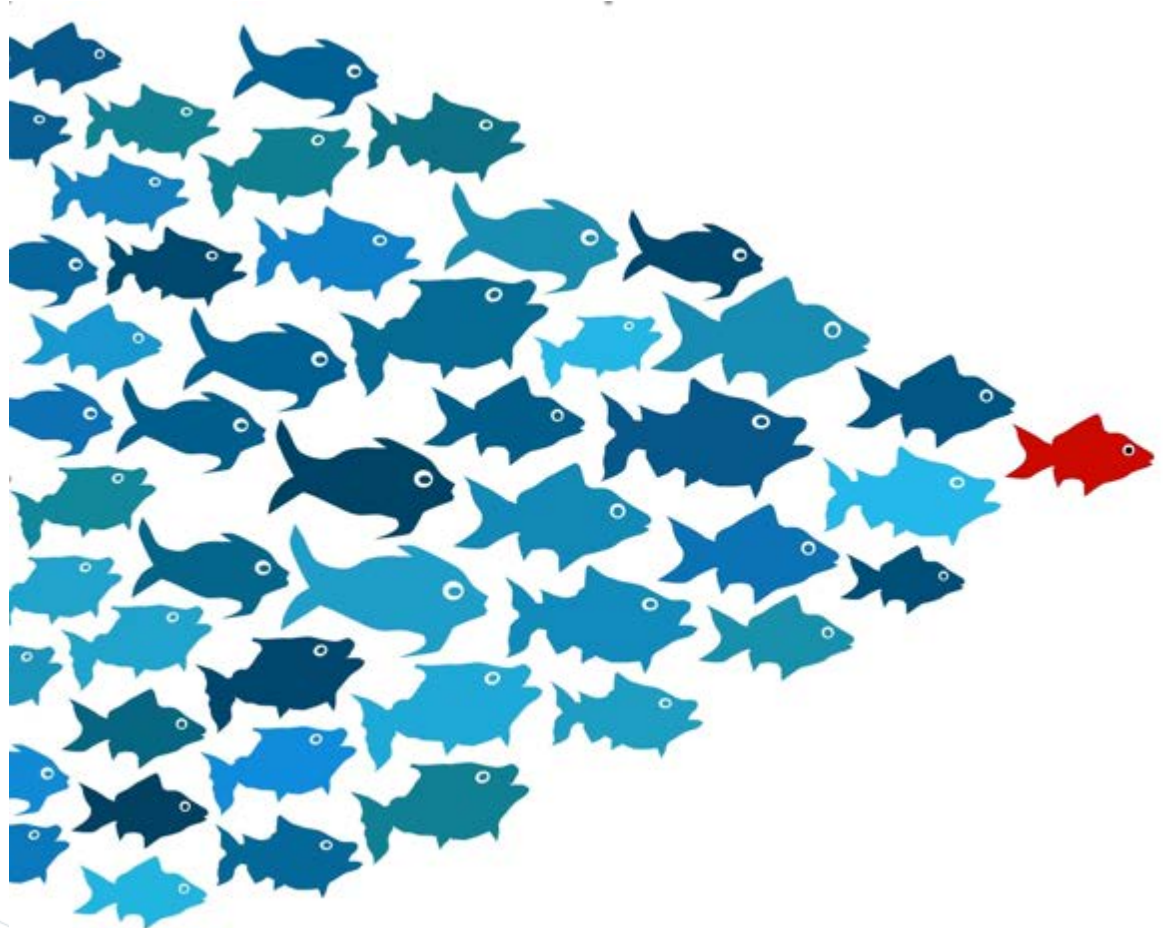


LIVE LESS
OUT OF HABIT
AND MORE OUT
OF INTENT.



Intention

Influence



Impact



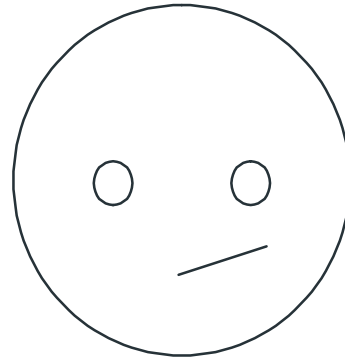
Leadership is a Choice...(Funny, so is Attitude!!!)

- ◎ Will you be intentional?
- ◎ Are you committed to being the kind of person and leader that people will trust and want to follow?

What is your ‘why’?”



Embrace Turbulence



What can go wrong at work in a
single day?

- ◎ If you are a manager, problems are *job security!*
- ◎ If there aren't problems in business, we wouldn't need management.
- ◎ Lucky for us, huh?!



What is the stuff you can control?

- ⊙ Attitude
- ⊙ Anticipation
- ⊙ Readiness



- ⊙ Complacency lets down your guard.
- ⊙ Predictive, proactive realism always keeps you sharp .

Embrace Turbulence Before it Becomes Turmoil

- ◎ Did your last project that didn't go your way take you down or prepare you to outperform it?
- ◎ Did your last failure demoralize you or did it teach you to make better decisions?
- ◎ If you know that bombs are regularly going to drop, you won't be surprised when they do.

It's the ATTITUDE of LEADERSHIP!!!!

- (are those dots connecting yet?)

Engagement Levels and the Internal Customer

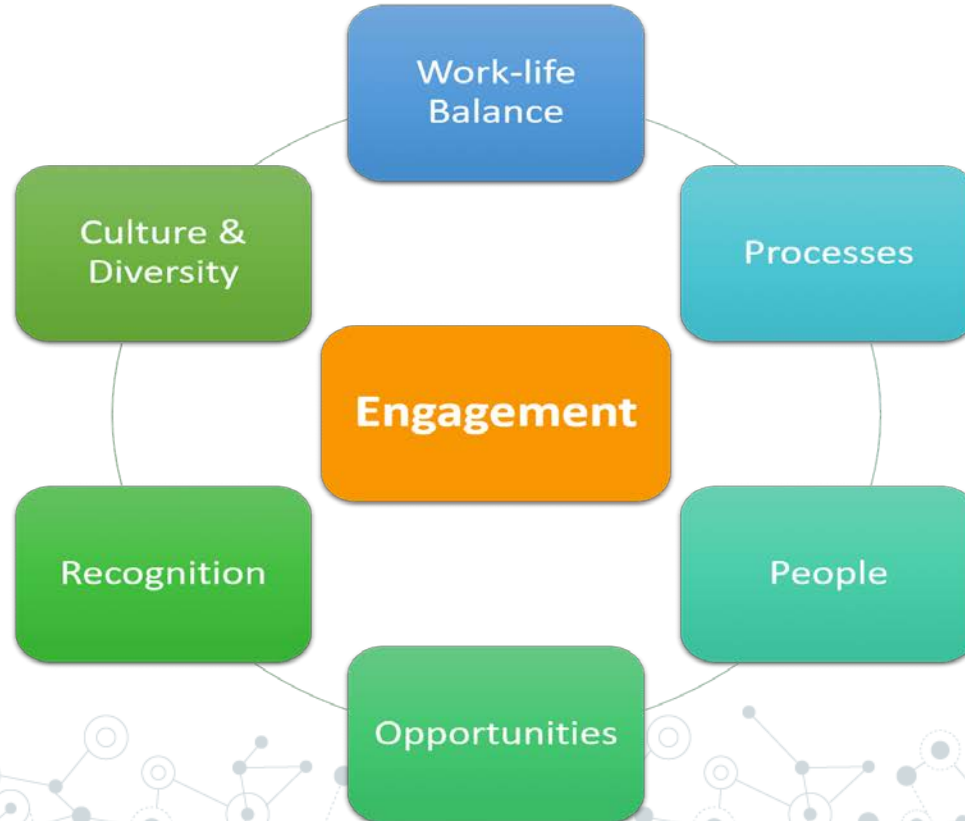


Employees Are YOUR Customers!

HAPPY
EMPLOYEES
=
HAPPY
CUSTOMERS
=
SUCCESSFUL
COMPANY



What Does Engagement Look Like?



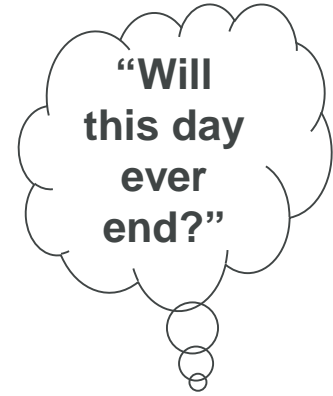
Three Groups of Employees



Engaged Employee



Not Engaged Employee



Actively Disengaged Employee

BUILD OPEN AND
HONEST RELATIONSHIPS
WITH COMMUNICATION

DO MORE WITH LESS

BUILD A POSITIVE TEAM
AND FAMILY SPIRIT

CREATE FUN AND A
LITTLE WEIRDNESS

Zappos.com

Wow Wow
Wow
DELIVER WOW
THROUGH SERVICE
Wow
Wow Wow Wow

BE ADVENTUROUS, CREATIVE,
AND OPEN-MINDED

BE PASSIONATE
AND DETERMINED

PURSUE GROWTH
AND LEARNING



ACTIVITY

- ◎ Find another person in the room and ask each other which item is most important to you for your own work engagement.
- ◎ Any connecting dots yet?

Employees Needs

- Knowing what is expected
- Materials and equipment
- Opportunity to do best
- Recognition and praise
- Someone who cares
- Encouraging development
- Opinions count
- Connection to company mission
- Committed to quality work
- Best friend at work
- Talking about progress
- Opportunities to grow
- Focus Me
- Free me from unnecessary stress
- Know me
- Help me see my value
- Care about me
- Help me grow
- Hear me
- Help me see my importance
- Help me feel proud
- Help me build trust
- Help me review my contribution
- Challenge me

Develop Your Leadership...DAILY!

- ◎ There's not a one-size-fits-all leadership strategy.
- ◎ It takes some reflection and self-awareness to figure out your “exercise regime”.
- ◎ Make it Simple
- ◎ Make it Stretchy
- ◎ Make it Fun



How Successful Leaders Build TRUST

- ⊙ Being accessible
- ⊙ Being confident
- ⊙ Being credible
- ⊙ Being honest
- ⊙ Being supportive
- ⊙ Being dependable
- ⊙ Being consistent
- ⊙ Being open
- ⊙ Being empathetic
- ⊙ Being appreciative



Verbal Qualifiers

- ◎ Verbal qualifiers, or splitters, are phrases that make leaders look weak as they enable us to avoid taking a verbal stand.
- ◎ There are 15 common verbal qualifiers-note the ones you use and consider changing your speech patterns to convey your point more effectively.
- ◎ People judge us by our use of language, so it's essential to be aware of our own.

"The building is *pretty ugly* and a *little big* for its surroundings."



CAUTION
WEAK
LANGUAGE

- 
- 
- 1. Almost
 - 2. A little
 - 3. Sort of
 - 4. Kind of
 - 5. Maybe
 - 6. Just
 - 7. Sometimes
 - 8. May
 - 9. Might
 - 10. They
 - 11. Everyone
 - 12. Someone
 - 13. Probably
 - 14. As if
 - 15. Better

The background is a vibrant pink with a marbled, wavy pattern. A thin blue border frames the central text area. In the corners, there are decorative network graphics consisting of grey dots connected by thin lines, resembling a molecular or digital structure.

Think Positive!

HOW POSITIVITY CAN CHANGE YOUR LIFE

The Power of Positivity

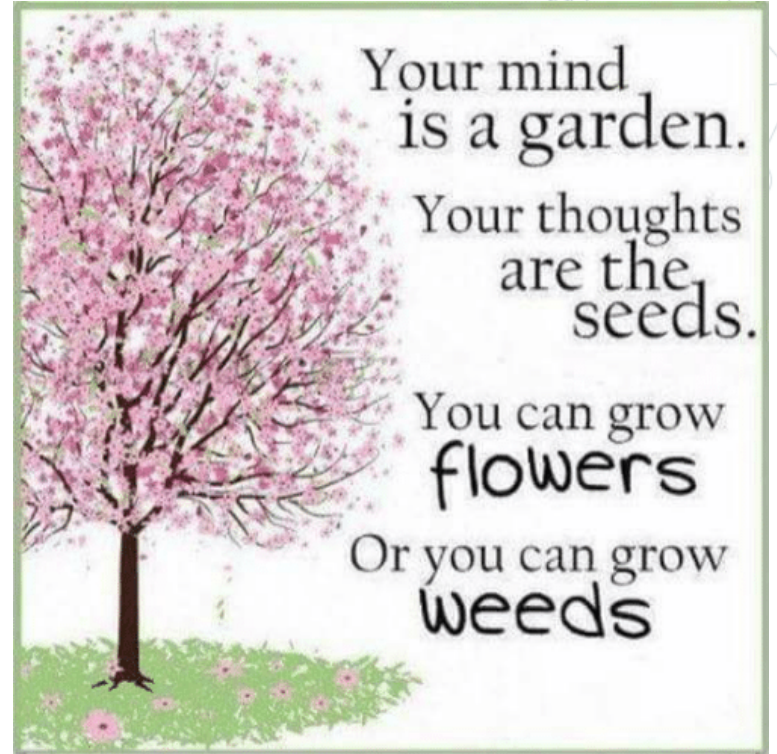
The human mind is not capable of not thinking, at least at the subconscious level.

Our mind is always occupied by thoughts, whether we want to or not, and they influence every action.



Proven Strategies

- ◎ Learn to substitute every negative thought with a positive one.



Proven Strategies

- ◎ See the positive side of every situation, even when you are surrounded by pure negativity.



Proven Strategies

- At least once a day, take a moment and think of 5 things you are grateful for.



thankful
→ & →
grateful

Proven Strategies

- Change the mental images you allow to enter your mind.



How Do You Stay On Track?

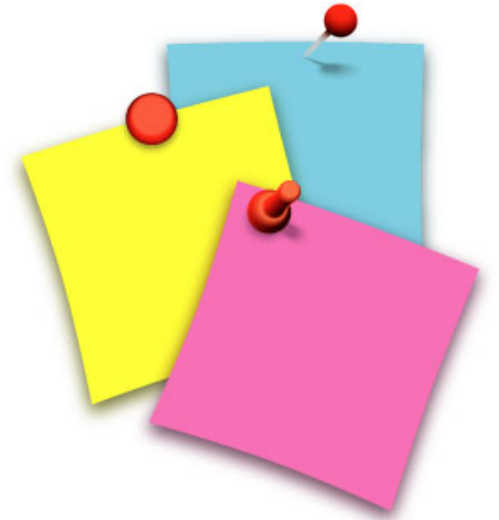
◎ Keep Score

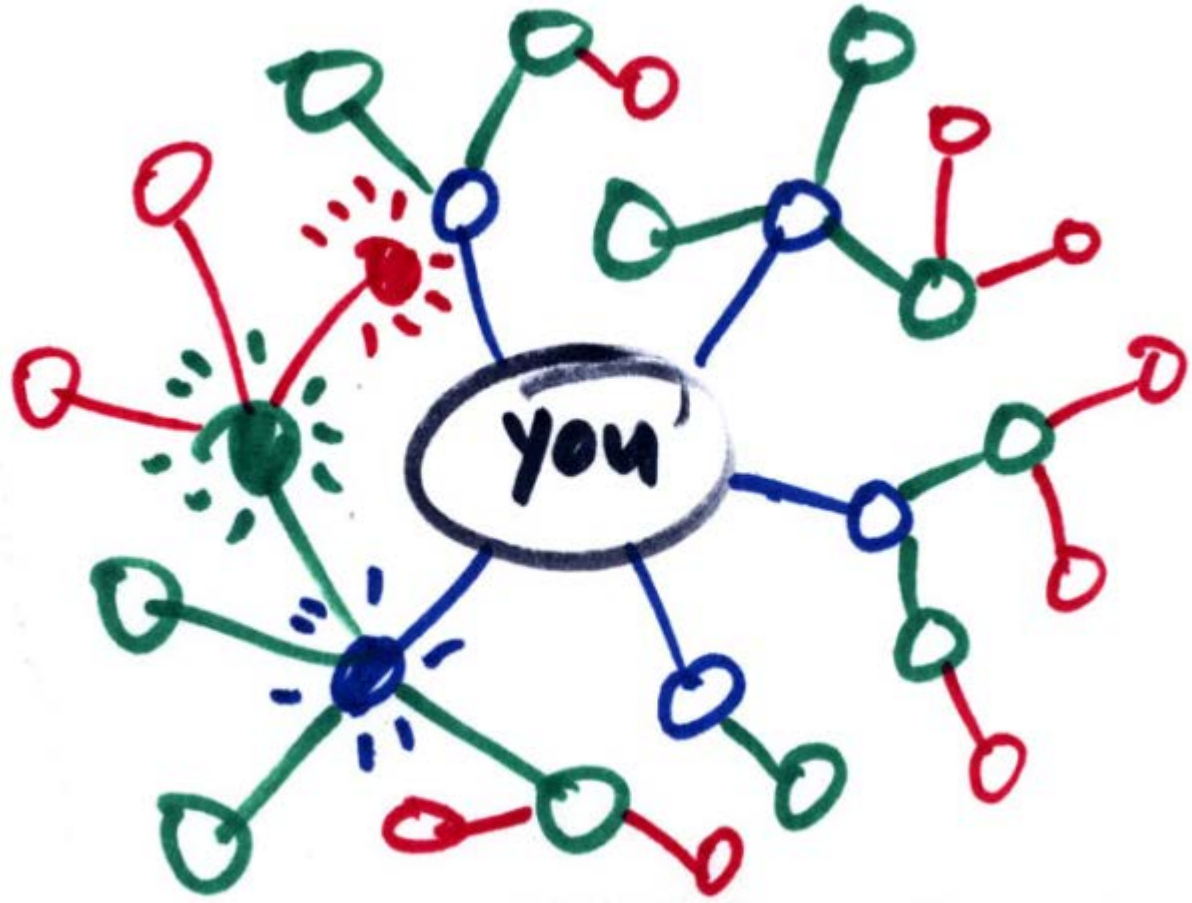


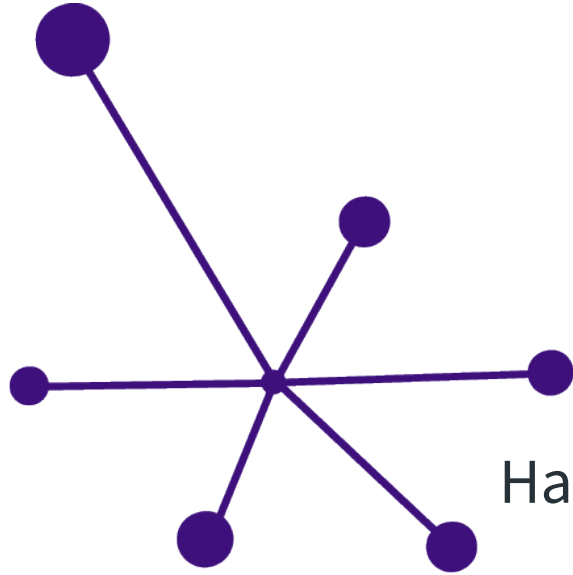
◎ Make it Public



◎ Keep Reminders







CONNECTING THE DOTS

Attitude Reflects Leadership

What is your “Why?”

Handle Turbulence Before it Becomes Turmoil

Stay Engaged

Watch Your Words

Positivity is Key

Thank You!!!

Any questions?

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