

ATTITUDE

All **T**errific **T**houghts **I**ncorporate **T**he
Unrelenting **D**esire for **E**xcellence

- **CONNECT**

Learning to respond in an appropriate manner

If we _____ (**C**ourage **A**lways **R**esonates **E**ndearingly) how we _____
(**A**lways **C**arefully **T**read) by remaining _____ (**P**lease **O**ffer **S**incere **I**nsights **T**o **I**nstill
Values **E**ffectively), we can avoid becoming an _____ **E**verybody **G**ags **O**n **T**he
Individual's **S**elfish **T**raits) and a _____ (**B**rashness **U**ltimately **L**essens **L**oving **Y**ou)
in the eyes of others by displaying an attitude full of _____ (**H**urtful **A**ttitudes **T**est
Everyone). _____ (**H**elp **E**veryone **R**egardless **O**f **E**ncountering **S**tress) display
_____ (**F**orget **A**ll **I**nsecurities **T**rust **H**ope) when they don't allow people to
_____ (**T**o **E**njoy **A**buse **S**ignifies **E**vil) and _____ (**H**urt **A**lways
Results **A**s **S**arcasm **S**oars) others. Heroes _____ (**T**o **R**espect **Y**ourself) to develop a
_____ (**C**ontrol **A**ll **N**egativism; **D**evelop **O**ptimism) _____
(**A**ll **T**errific **T**houghts **I**ncorporate **T**he **U**nrelenting **D**esire for **E**xcellence) and remove
_____ (**F**reezes **E**very **A**ction...**R**econsider) from every _____
(**R**espect **E**very **S**tatement **P**eople **O**ffer; **N**ever **S**eem **E**gotistical).

- **CHALLENGE**

Understanding that inappropriate reactions are what usually causes the most conflicts

1. Recognizing positive role models:

➤ List three people who have influenced you by being positive individuals (initials will be fine).

- List three people who have been role models of negativism that you do not want to emulate or copy (initials will be fine).

2. Learning to respond in a positive manner:

- Add positive words and negative words similar to the words in the following example:

_____ Faith **F** Fear _____

_____ Opportunity **O** Obligation _____

_____ Care **C** Confrontation _____

_____ Understanding **U** Useless _____

_____ Success **S** Screaming _____

3. Being able to recognize negativity that develops into harassment:

- The three most common forms of harassment are verbal, physical, and visual. Circle the six underlined words in the following sentence that indicate the presence of harassment.

You are being harassed if you feel disturbed, tormented, and/or pestered on a persistent basis by what you hear, feel, and/or see.

4. Knowing when to seek assistance:

- You know it is time to seek assistance from someone you can trust if you feel... this one's **really** easy...(check one):

___ a. Disturbed, tormented, and/or pestered by what you hear, feel, and/or see.

5. Understanding the importance of stating facts and avoiding personal attacks:

- If you need to be criticized, how would you like the message delivered? (check one)

- ___ a. "Don't you know what you're supposed to do?"
- ___ b. "What you need to know for the future is..."
- ___ c. "It's just in your nature because you aren't very smart."
- ___ d. none of the above.
- ___ e. all of the above.

6. Understanding the risks of asking questions regarding right and wrong:

➤ If you are being criticized by someone regarding their perception of right and wrong, would it be best for that person to say (check one):

- a. "Don't you know right from wrong?"
- b. "What you did wrong was..."
- c. "Don't you think what I told you was important?"
- d. none of the above.
- e. all of the above.

7. How to achieve success while tolerating someone's less than desirable attitude:

➤ Many times in order to achieve success we must learn to tolerate someone who has a (check all of the appropriate answers):

- a. lazy attitude.
- b. negative attitude.
- c. non committal attitude.
- d. poisonous attitude.
- e. all of the above.

● CHANNEL

Analyzing your experience of positive influence

1. Recognizing positive role models:

➤ List three people who have influenced you by being positive and cooperative (initials are fine).

PEOPLE	INFLUENCE
_____	_____
_____	_____
_____	_____

➤ List three people you have influenced to be positive and cooperative (initials are fine).

PEOPLE	INFLUENCE
_____	_____
_____	_____
_____	_____

2. Learning to respond in a positive manner:

- Each line contains a positive response and a negative response.
Place a plus (+) by the statements you would like to hear and say more often.
Place a minus (-) by the statements you would like to hear and say less often.

- | | |
|---|--|
| ___ "I don't know why you..." | ___ "Can I help you figure out..." |
| ___ "I sure appreciate your..." | ___ "I don't like the way you..." |
| ___ "What if we redirect it towards..." | ___ "I have a bone to pick with you..." |
| ___ "You always need help determining..." | ___ "Have you thought about..." |
| ___ "You should have known that..." | ___ "Next time what if we consider..." |
| ___ "It's in your nature that you..." | ___ "You'll be happier if..." |
| ___ "We need to talk about..." | ___ "We need to talk..." |
| ___ "Where are you with this so far..." | ___ "Don't you know that..." |
| ___ "Why did you ever think that..." | ___ "What have you learned from this..." |
| ___ "You don't understand me..." | ___ "I'll try to be more clear about..." |
| ___ "What we've always done is..." | ___ "So far we've found what works best is..." |
| ___ "You are wrong because..." | ___ "I understand, have you considered..." |
| ___ "There you go again; I told you..." | ___ "Can you help me with some ideas..." |
| ___ "Which one of you messed it up..." | ___ "Who has a better idea of how to..." |
| ___ "See me..." | ___ "Please see me about..." |
| ___ "My impression of what you said..." | ___ "You said that..." |
| ___ "You might avoid a conflict if..." | ___ "I'll get mad if..." |

(Add several additional statements)

" _____ "	" _____ "
" _____ "	" _____ "
" _____ "	" _____ "
" _____ "	" _____ "

➤ Match the letter from the second column to the more appropriate comment in the first column.

- | | |
|--|--|
| 1. ___ "Can I explain my opinion about..." | A. "You said that..." |
| 2. ___ "Have you thought about..." | B. "Don't you know that...?" |
| 3. ___ "I certainly appreciate your idea..." | C. "I know we disagree; you're wrong..." |
| 4. ___ "You'll probably be happier if..." | D. "See me." |
| 5. ___ "My impression of what you said was..." | E. "I don't appreciate the way you..." |
| 6. ___ "I understand; have you considered..." | F. "I'll get mad if..." |
| 7. ___ "Please see me about..." | G. "I have a bone to pick with you..." |
| 8. ___ "Who has a better idea how to..." | H. "Who messed up the...?" |
| 9. ___ "What we have found that works is..." | I. "I don't know why you..." |
| 10. ___ "What have you learned from..." | J. "What we've always done is..." |

➤ List and match three additional positive and negative statements similar to the above.

" _____ "	" _____ "
" _____ "	" _____ "
" _____ "	" _____ "

➤ Copy and complete a positive and corresponding negative statement from the above listings.

POSITIVE

Sample—"Can I help you figure out how... to correctly complete that project?"

NEGATIVE

Sample—"I don't know why you keep doing that wrong. If you weren't such an idiot you would know better"

3. Being able to recognize an attitude that displays harassment (check one in each section):

➤ Is visual harassment taking place if someone displays suggestive or inappropriate printed words, pictures, cartoons, etc., that disturb you?

Yes ____

➤ Is verbal harassment occurring if someone pesters you by making inappropriate comments about your physical appearance, background, spiritual beliefs, ethnicity, name, social standing, gender, disability, age, weight, etc?

Yes ____

➤ Is physical harassment taking place if someone torments you by forcibly blocking your access to freely move about?

Yes ____

➤ Is physical harassment taking place if someone displays an inappropriate level of affection or physically threatens you?

Yes ____

➤ If any of the above situations occur, your first response should be to:

- ____ a. accept it.
- ____ b. make it very clear that you disapprove.
- ____ c. ignore it.
- ____ d. feel guilty.

➤ If an uncomfortable situation continues after you display your disapproval you should:

- ____ a. accept it.
- ____ b. report the situation.
- ____ c. attempt to forget about it.
- ____ d. feel guilty.

➤ If you are dissatisfied with the reaction and/or actions of the person to whom you report the situation you should:

- ____ a. report to a higher authority.
- ____ b. attempt to forget about it.
- ____ c. blame yourself.
- ____ d. feel guilty.

➤ After reporting it to a higher authority, if you are dissatisfied with their reaction and/or actions you should:

- ____ a. report to a higher authority.
- ____ b. attempt to forget about it.
- ____ c. blame yourself.
- ____ d. feel guilty.

➤ If you are dissatisfied with the reaction and/or actions of the person to whom you attempted to report the situation you should:

- ___ a. seek help from a different source.
- ___ b. attempt to forget about it.
- ___ c. blame yourself.
- ___ d. feel guilty.

4. Knowing when to seek assistance:

On many occasions there is a fine line between sincere compliments, pestering, appropriate comments, tormenting remarks, welcomed humor, disturbing jokes, constructive criticism, bullying, fun, teasing, helping, and harassing. There is always a danger of offending others by criticizing, displaying affection, making compliments, and telling jokes. The spirit and intent of statements and actions should always be carefully considered to hopefully avoid offending others.

➤ Each line contains a positive remark and a negative remark.
Place a plus (+) by the statements you would like to hear and say more often.
Place a minus (-) by the statements you would like to hear and say less often.

- | | |
|--|---|
| ___ "You look really sharp and you work that way..." | ___ "Are you as dumb as you look...?" |
| ___ "Maybe you act stupid because your name is..." | ___ "Your family must be proud..." |
| ___ "That outfit really shows off your body..." | ___ "You look great in that outfit..." |
| ___ "If you need some help I'll..." | ___ "If you don't...I'm going to..." |
| ___ "You act like the stupid person that..." | ___ "I have respect for you because..." |
| ___ "If you don't tell anybody, I'll make an offer..." | ___ "You're great because..." |
| ___ "I'll hit you if you don't do what I tell you..." | ___ "I'll be happy to help you with..." |
| ___ "Did you see that cartoon in the newspaper...?" | ___ "Don't tell I said to look at..." |

(Add several more)

- | | |
|---------------|---------------|
| ___ " _____ " | ___ " _____ " |
| ___ " _____ " | ___ " _____ " |
| ___ " _____ " | ___ " _____ " |
| ___ " _____ " | ___ " _____ " |

5. Understanding the importance of stating appropriate facts while avoiding personal attacks:

- Each line contains a positive response and a negative response.
Place a plus (+) by the statements you would like to hear and say more often.
Place a minus (-) by the statements you would hope to hear and say less often.

<input type="checkbox"/> "Your mind seems to be someplace else..."	<input type="checkbox"/> "Don't you think what I'm saying is...?"
<input type="checkbox"/> "Don't you know you aren't supposed to...?"	<input type="checkbox"/> "What you did was incorrect because..."
<input type="checkbox"/> "I appreciate your questions because..."	<input type="checkbox"/> "Your question is stupid because..."
<input type="checkbox"/> "If you were smart you would have known..."	<input type="checkbox"/> "In the future you might consider..."
<input type="checkbox"/> "You have been informed the policy is..."	<input type="checkbox"/> "Don't you know the policy is...?"
<input type="checkbox"/> " _____ "	<input type="checkbox"/> " _____ "
<input type="checkbox"/> " _____ "	<input type="checkbox"/> " _____ "

6. Understanding the risk of asking questions in some situations:

- Each line contains a positive response and a negative response.
Place a plus (+) by the statements you would like to hear and say more often.
Place a minus (-) by the statements you would hope to hear and say less often

<input type="checkbox"/> "Haven't I told you about that enough...?"	<input type="checkbox"/> "Let me remind you again that..."
<input type="checkbox"/> "Don't you pay attention, because you don't...?"	<input type="checkbox"/> "Try to concentrate on..."
<input type="checkbox"/> "Don't you think what I'm saying is important...?"	<input type="checkbox"/> "The important facts are..."
<input type="checkbox"/> "Is the rumor I heard about you that...?"	<input type="checkbox"/> "I hope you feel that..."
<input type="checkbox"/> "Don't you care about the fact that...?"	<input type="checkbox"/> "You'll care more if..."

(Add several more combinations)

<input type="checkbox"/> " _____ "	<input type="checkbox"/> " _____ "
<input type="checkbox"/> " _____ "	<input type="checkbox"/> " _____ "
<input type="checkbox"/> " _____ "	<input type="checkbox"/> " _____ "

7. How to achieve success while tolerating someone's poisonous attitude (check correct answer(s) in each section):

- A person with a poisonous attitude is usually attempting to:
 - a. receive attention.
 - b. be inconspicuous.
 - c. share warm feelings.
 - d. help others.
 - e. all of the above.
 - f. none of the above.

- A person with a poisonous attitude is usually trying to:
 - ___ a. gain power.
 - ___ b. help people.
 - ___ c. not be noticed.
 - ___ d. learn how to improve.
 - ___ e. all of the above.
 - ___ f. none of the above.

- Dealing with a person with a poisonous attitude is usually:
 - ___ a. very easy.
 - ___ b. very easy to forget.
 - ___ c. very challenging.
 - ___ d. very comforting.
 - ___ e. all of the above.
 - ___ f. none of the above.

- An effective method of dealing with a person possessing a poisonous attitude is to:
 - ___ a. tactfully attempt to discover the source of their anger and help them reconcile it.
 - ___ b. learn methods of functioning in spite of their power-hungry attitude.
 - ___ c. provide them a level of power commensurate with their abilities.
 - ___ d. seek assistance in assessing the source of their anger.
 - ___ e. help them procure counseling for managing their attitude.
 - ___ f. attempt to remove yourself from their influence.
 - ___ g. attempt to remove them from influencing you.
 - ___ h. attempt to remove them from influencing others.
 - ___ i. possibly all of the above.

- Explain what you have learned to help you get along with people who possess negative attitudes.

• **CHECK**

“It’s so hard when I have to and so easy when I want to.” — Anne Gottlier

• **CONFIDENCE**

“We may not be able to direct the wind; however, we can adjust our sails.” — Buddha

- List one or two goals regarding your attitude on the following forms