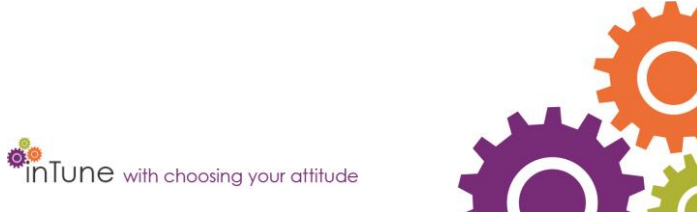




Choosing Your Attitude

Why are we here?



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Attitudes are contagious

From time to time we need to ask ourselves

“Is our attitude worth catching?”
Zig Ziglar


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We're human

So we will all have our good days
and our bad ones...



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But what's appropriate when we're dealing with customers?



The image shows a slide with a white background and a black border. In the center, the text 'But what's appropriate when we're dealing with customers?' is written in a purple, sans-serif font. In the bottom right corner, there is a logo for 'inTune' consisting of three interlocking gears in purple, orange, and green, followed by the text 'inTune with choosing your attitude' in a smaller, grey font.

Discuss and Do



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What's the consequence for us of our attitude?


For ourselves?  For others?

Positive

- Smiles
- Helpful
- Friendly
- Kind
- Energises
- Empathises – steps into the other person's world
- Gets things done
- Choices/Options

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Negative

- Frosty
- Unhelpful
- Doesn't see things from another's point of view
- Complains a lot
- Focuses on what can't be done
- "Can't" "Won't" "Unable to"
- Sounds "blamey"



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Positive or negative

What we say and how we say it



Positive or negative

We have a choice



The slide features a white background with a black border. At the top, the title 'Positive or negative' is written in a bold purple font. Below it, the phrase 'We have a choice' is centered in a purple font. In the bottom left corner, there is a logo for 'inTune with choosing your attitude', which includes a small gear icon. In the bottom right corner, there are three interlocking gears: a large purple one, a medium orange one, and a small green one.

Positive or negative

Handouts

How could we change these phrases to sound more positive?

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Action

- What action will you take from this session?
- How do you think this will help you, your customers and your organisation?

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