

Attitude: What's the Big Deal?

Interpersonal Skills: Interact professionally and respectfully with supervisors and coworkers.

Overview

Attitude is a state of mind or a feeling. It can be seen in a person's body language, as well as how they respond to situations around them. In the workplace, an employee's attitude will impact their morale, productivity, teamwork, and success.

It is very difficult to teach the core skill of "attitude," yet it is essential to a person's success in acquiring, maintaining, and excelling in a job. You will first introduce the topic of attitude, exploring why it is important. The second part will be an activity which can be offered sporadically throughout the course, in order to facilitate some self-reflection regarding attitude.

Directions

Ask students to describe someone with a positive attitude:

- What qualities does this person display?
- How does this person show others their positive attitude?
- How do people respond to this person?

You may want to show the video: <https://www.youtube.com/watch?v=iQwDaX5apvM>.

Now ask students to describe someone with a bad attitude:

- What kind of qualities does this person display?
- How do people respond to this person at the workplace?

You may want to show the video: <https://www.youtube.com/watch?v=auK3t0MSsCA> or <https://www.youtube.com/watch?v=c86thxcoqjM>.

Who displays a positive attitude and who displays a negative attitude?

<https://www.youtube.com/watch?v=xUvkyBH--D0>

Distribute the following worksheet, **What's Your Attitude?** to students. Ask them to use the self-assessment as a tool to reflect on their attitude.

Directions: Indicate where you stand for each of the following statements. Be honest!

	Mostly	Sometimes	Never
I like going to work.			
I have a positive attitude at work.			
I accept constructive criticism in a positive manner.			
I appreciate it when people give me advice at work.			
I avoid negative people.			
I volunteer to help my colleagues.			
I do not blame others for my attitude.			
I am well prepared for my work responsibilities.			
I avoid gossip.			
I do not display a temper.			
I look for the best in situations.			
I look for the best in people.			

Based on your self-evaluation above, would you say you have a mostly positive attitude? Why or why not?

How can you improve your attitude at work?
