

Staying Positive in a Negative World

a.k.a. Attitude Matters

Training | Keynote



Attitude



Customer Service
& Sales



Hiring &
On-boarding



Leadership
Development



Team
Building



**Most Requested
Program**

It is believed that your ATTITUDE, not your APTITUDE, determines your ALTITUDE in life. Experience an inspiring program done as a keynote presentation or hands-on program that has delighted audiences throughout the country. By participating in this program, you will discover how influential your attitude is to your happiness, success, and the results you get on the job, in your career, and with other people at work and at home.

Objectives

After participating in this dynamic program, you will be able to:

- Appreciate and enjoy the benefits of a positive attitude
- Analyze how good, bad, and ugly attitudes are communicated
- Adjust your attitude using five “attitude adjustment” techniques
- Maintain a positive attitude in a “negative” environment

Format

This interactive program uses stories, individual and group exercises, and self-assessments. Optional activities include video, role-plays, and projects.

Ideal Size

Keynote: No limit

Training: Up to 36 people

Length

Keynote: 30-90 minutes

Training: 3-8 hours

Agenda

- Attitude Awareness – How does your attitude impact your life?
- Attitude Analysis – How are attitudes communicated?
- 5 Attitude Adjustments – How can you eliminate “stinkin’ thinkin’?”
- 5 Attitude Maintenance Strategies – How can you stay positive in a negative world?

Target Audience

Appropriate for people of all ages...from teenagers to seniors; with any occupation...from customer service to management; and in any industry...such as retail, hospitality, service, health care, and manufacturing.

Typical Uses

Staff meetings, team retreats, employee orientations, luncheons, association meetings, motivational events, conference programs

Material Options

Deluxe: Handouts, Power Card, Attitude Control Band, and best-selling book *Attitude: The Choice is Yours* at \$25 per person

Regular: Handouts at \$3 per person

Keynote: Power Card & Attitude Control Band at \$1 per person