Challenging Negative Attitudes

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Course objectives

• Adjust your own attitude.
• Control the impact of negative situations and negative people.
• Use distraction and disputation to enhance optimism.
• Cope with the negativity that results from change.
• Identify and eliminate the negative norms present in your organization.
Adjusting your own attitude
Learning objectives

• Identify attitudes that cause negativity.
• Promote positive attitudes.
• Implement behavior changes.
Choice one: Locating new opportunities

• What do you want to do?
• What do you like to do?
• What type of people do you enjoy?
• What are you skilled at doing?
• What gives you satisfaction?
Choice two: Changing your attitude

- Focus on the positive.
- Redefine winning.
- Talk about your achievements.
- Share the wealth.

- Act with integrity.
- Take responsibility.
- Take care of you.
- Start small goal.
Handling negative situations
Learning objectives

• Analyze reactions to negative situations and evaluate how negative reactions occur.
• Use a four-step process to control the impact of negative situations.
• Eliminate negative reactions by utilizing the EXPEL model.
The EXPEL Model

EXplain
Pinpoint
Evaluate
Link
Examining self-talk

Perceptions → Attitudes → Beliefs → Reactions → Self-talk
Controlling impact

Step 1: Challenge Your Perceptions

• Catch and correct any mental mistakes.
• Open up to all the possibilities.

Step 2: Alter your self-talk

• Avoid rigid vocabulary.
Controlling impact (cont.)

Step 3: Monitor your reactions
- Pay attention to your emotions.
- Link emotions to actions.
- How do you see yourself? Why?
- How do you think others see you?
- How is the world supposed to treat you?

Step 4: Question your beliefs
- How do you see yourself? Why?
- How do you think others see you?
- How is the world supposed to treat you?
The EXPEL Model

<table>
<thead>
<tr>
<th>E</th>
<th>Xplain the negative situation</th>
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<tr>
<td>P</td>
<td>Pinpoint emotional response</td>
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<td>E</td>
<td>Evaluate actions taken</td>
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<td>L</td>
<td>Link to your self-esteem</td>
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Dealing with negative people
Tips for whiners

- Acknowledge the whiner’s hopelessness and despair.
- Indicate concern for them.
- Ask: “How are you handling this?”
- Say: “That’s too bad. What a shame.”
Tips for complainers

• Identify realistic expectations.
• Attempt to answer bad with good.
• Ask, “What are you going to do about it?”
• Say, “I’m sure you’ll figure this out.”
Tips for blamers

• Pinpoint exactly what’s wrong.
• Do some perception checking.
• Use “I” statements.
• Say: “I’m glad you told me that.”
Tips for defenders

• Ask for their help.
• State problems objectively.
• Stick to behaviors and areas of agreement.
• Say, “You’re really good at...”
Balancing pessimism and optimism
Characteristics of pessimism

- Promotes depression.
- Produces inertia.
- Causes bad feelings.
- Causes self-fulfilling failures.
- Associated with poor physical health.
Characteristics of optimism

• Promotes positive thinking.
• Produces activity.
• Causes good feelings.
• Attains success.
• Associated with good health.
Use optimism when:

• You are in achievement situations.
• You are concerned about feelings.
• You want people to support you.
• You want to lead and inspire.
Use pessimism when:

• The cost of failure is high.
• The future is risky and uncertain.
• You’re counseling others whose future is dim.
• You need to be sympathetic to others.
Coping with the negativity of change
The nature of change

- Denial
- Resistance
- Acceptance
- Support
Find acceptance

• List how the change will affect you.
• Get copies of new policies and procedures.
• Keep track of any information regarding the change.
Let go and be flexible

- Concentrate on moving forward.
- Eliminate saying, “I like the old way better.”
- Start small.
Take control

• Convert your work space, habits, and tasks ASAP.
• Spend your time and energy on relevant tasks.
• Volunteer for new assignments.
Seek support

• Discuss coping strategies with your boss and peers.
• Discover their tips for implementing new systems.
• Focus all discussions on adjusting, not whining.
Gain balance

• Keep other changes to a minimum.
• Participate in rewarding activities outside of work.
• Look at the big picture.
Commit to life-long learning

• Participate in training.
• Read a book or manual.
• Find a mentor.
• Observe another’s performance.
Explore alternatives

- Change what you can.
- Accept what you can.
- Leave if you cannot change it or accept it.
Questions?

• Thank you!