

# Choose Your Attitude™

## Discuss as a Group:

1. Do you know people who control their attitude?
  - a. Do you have control over your attitude? Think of a time you had to control your attitude.
2. Are you being the kind of person you want to be around?
  - a. What do you think about your day when you get out of bed?
  - b. Do you get through the day with as little effort as possible?
3. Are you going to be at work in body only or with your whole self?

## Answer Individually

4. I usually brace myself for a difficult situation when \_\_\_\_\_
  - a. I might create a different outcome if I \_\_\_\_\_

## Choose Your Attitude with Staff:

- Help staff choose their attitude as a team: Have a staff meeting where everyone says what good service is and creates some standards and then signs it and dates it so people have ownership.
- What attitude will you “put on” today? Have people rename themselves with playful titles. Decorate their nametags. Let them choose what attitude they want to put on that day. Let them change throughout the day. (A playful way for people to recognize they have a choice.)
- Talk about energy being contagious. Share the story of the grumpy waitress who thought she got all the nice customers the day she “acted” like she liked everyone she approached.