**Attitude**

Distribute the attached *Attitude* handout. Ask learners to identify work traits that demonstrate a positive attitude. Discuss the traits listed. How can one employee’s negative outlook affect the job performance of others? How do the positive traits and behaviors affect the work environment? The Employer? (Remember, to be of value to an employer, an employee needs to be an enthusiastic representative of the business/company and offer the finest service.)

Directions: Put a check beside positive behaviors that show a good attitude.

\_\_\_\_\_ Smiles easily

\_\_\_\_\_ Has few interests

\_\_\_\_\_ Willing to change (ideas, dress, behavior when appropriate)

\_\_\_\_\_ Cannot see another person’s point of view

\_\_\_\_\_ Rarely complains

\_\_\_\_\_ Has a variety of interests

\_\_\_\_\_ Frequently criticizes others

\_\_\_\_\_ Doesn’t look at others

\_\_\_\_\_ Accepts responsibility for mistakes

\_\_\_\_\_ Rarely smiles

\_\_\_\_\_ Considers others’ opinions

\_\_\_\_\_ Blames others for mistakes

\_\_\_\_\_ Rarely criticizes others

\_\_\_\_\_ Tries to force ideas on others

\_\_\_\_\_ Makes eye contact with others

\_\_\_\_\_ Unwilling to change

\_\_\_\_\_ Respects the ideas and opinions of others

\_\_\_\_\_ Complains about everything

\_\_\_\_\_ Enjoys the company of others

\_\_\_\_\_ Mostly stays alone

\_\_\_\_\_ Thinks only of self

\_\_\_\_\_ Seldom makes excuses

\_\_\_\_\_ Can see another person’s point of view