



Goal: To help staff understand the impact of a positive attitude on customer service.

- Objective:**
1. Recognize that individual attitude reflects on the entire organization.
 2. Understand that developing a positive attitude requires effort and practice.
 3. Understand attitude is infectious.

Materials: Handout (please make enough copies for your staff)
Department Posters on Attitude

- Activity:**
1. Give staff the “*Accentuate the Positive*” handout to read and allow them several minutes to create positive statements. Discuss how negativity influences your department(s) and the patients or customers you serve. (10 minutes)
 2. Have staff identify behaviors associated with a positive attitude and those associated with a poor attitude. Discuss how someone’s attitude can control the type of impact they have with a patient, family member or other customer.
 3. Display the various posters in your department.

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ATTITUDE: Accentuate the Positive!

Accentuate The Positive. When we come to work each day, most of us are able to start with a positive attitude. As the day progresses, however, we often find ourselves shifting toward the negative. Why?

Consider what things can cause you to be in a negative frame of mind. Most of the patients you'll encounter wish they weren't in the hospital. They are ill and don't feel good. They are facing changes in their lifestyle. They are not in control of what is happening to them. They may react negatively to these things and you.

Consider also your co-workers. They may be behind in their schedule because of any number of complications...traffic jams, a sick child at home, a doctor who is late to surgery, a new emergency admission. Any number of things may make co-workers' moods tough to deal with. These things don't have to make you miserable!! Don't let your positive mood be affected by others.

DECLARE YOUR INDEPENDENCE

You are capable of operating independently of other peoples' moods or behaviors. Yes, it takes some work, but there is no reason, other than the choice you make, why someone else should ruin your day. Why give anyone so much power over you? The only way you can truly have a lousy day is by making the choice to do so!

A nice, deep breath, a smile and your sense of humor can disconnect you from negative influences. Through the power of your mind, you can focus on positives rather than negatives and be less affected by others. Consider this your personal "declaration of emotional independence" at work and home.

Demonstrate your "positivity" in all that you do and say. Remember that your negative statements will have an impact on those around you. Rephrase the following statements with responses that accentuate the positive, demonstrate that you are taking responsibility, and shows you are offering choices.

Negative	Positive
No, I can't do that	
You're in the wrong department.	
I don't know.	
You forgot to sign it.	
It's hospital policy.	
I'm busy right now.	

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YOU CAN'T CONTROL
EVERYTHING THAT
HAPPENS TO YOU

...*BUT YOU CAN*
CONTROL HOW YOU
RESPOND TO IT!

Accentuate the Positive!

Service Key: Attitude

**ATTITUDES
ARE
CONTAGIOUS!**

IS YOURS
WORTH
CATCHING?

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