

Operations Training

Your Outlook - Managing My Approach to Work

Purpose: Reflect on your outlook/approach to work and professional brand attributes.

Preparation: Print out and bring copies of the Outlook/Approach Management Tool for all attendees. All attendees need a pencil or pen.

Facilitator: Read the following paragraphs to set the table for the session.

THE POWER OF POSITIVITY

We can train our brain for positivity or negativity. Unfortunately, negative thinking is popular where positive thinking and positive talk is less accepted. The old adage of “Misery loves Company” should be restated as “Misery is Contagious”. Think about times in your work life when someone else’s mood or reaction has influenced or changed your approach to work or a task.

Studies have shown that the human brain is more responsive to pleasant words than unpleasant words. Our approach or outlook to our work, even very busy and active times will significantly impact our productivity and how we impact our fellow colleagues.

During the next few minutes we are going to individually complete an Outlook/Approach Exercise in order to check our Outlook/Approach to work temperature and choose how we want our professional brand to be recognized in the workplace.

We will reflect on the following questions:

1. What do you want to be known for at work(your professional brand)?
2. How do you want to be recognized?
3. If a co-worker was to describe you at work in 3 words/attributes, what would they be?

EXERCISE

- Hand out the **Outlook/Approach Management Tool** to your attendees
- What would be the Top Three Professional Brand Attributes that you would be known for today? Enter those attributes honestly on your worksheet.
- Circle the attribute (Energy Producer or Energy Reducer) that honestly reflects your current Outlook/Approach to work.
- Write next to the Energy Reducing Attributes **WHY** you answered with a negative response
- Then write **WHAT CAN YOU DO DIFFERENTLY** to help you change that attribute to the positive. Read and review the example box on the next page.
- Once you have completed the Energy Chart, write down your top three professional brand attributes that you want to be known for in the future.
- Cut out the **Your Professional Brand** box and place it someplace in your office that you can see and be reminded of daily.

EXAMPLE

ENERGY REDUCER	WHY?	HOW I WILL CHANGE THIS APPROACH?
Stressed	Busy time of year with renewals	I will take time at the start of each morning to organize my to-do list for the day. Urgent and Immediate versus Nice to Complete.
Change Adverse	My company is focused on growth which means continuous change, such as new positions or ways of accomplishing tasks	I will reserve making comments on an upcoming change on my team until I review all of the information available and ask clarifying questions to my manager. I know once I have information and time to process, I am able to embrace the change.

Facilitator: Read the following paragraphs to the group to wrap up the day.

Each day will hold challenges and opportunities that we are not expecting or always prepared for. While we cannot control what happens, we can control our RESPONSE. Are we going to be realistic and a problem solver or will we complain, be loud and infect others? When it's a positive opportunity will we be grateful, or negative because we solely view the change as a burden and are not thankful that we have more clients to serve which provides financial security for our team?

Review some of the Outlook/Approach management tools on the worksheet that you have just completed. Find the one that works best for you. Remember, each day you get to choose your attitude. No one does it for you.

HANDOUT THE OUTLOOK/APPROACH MANAGEMENT TIPS PAGE.

We have some Outlook/Approach Management tips for you to review and get some ideas on creative and tried and true ways to support your outlook management. Enjoy!

OUTLOOK APPROACH MANAGEMENT TOOL

DIRECTIONS

- Circle the attribute (Energy Producer or Energy Reducer) that honestly reflects your current outlook/approach to work
- **Write down your top three professional brand attributes that you would be known for today**
- Write next to the Energy Reducing attributes **WHY** you answered with a negative response
- Then write **WHAT CAN I DO DIFFERENTLY** to help you change that attribute to the positive
- **Write down your TOP THREE professional brand attributes that you want to be known for in the future**

TOP 3 PROFESSIONAL BRAND ATTRIBUTES THAT I WOULD BE KNOWN FOR TODAY:

1. _____
2. _____
3. _____

ENERGY PRODUCERS VS ENERGY REDUCERS	WHY?	WHAT CAN I DO DIFFERENTLY?
In Control vs Stressed		
Positive vs Negative		
Encouraging vs Tearing Down		
Approachable vs Unapproachable		
Great Client Experience vs Neural/ Negative Client Experience		
Remarkable vs Ordinary		
Others Focused vs Self Centered - Inward Focus		

ENERGY PRODUCERS VS ENERGY REDUCERS	WHY?	WHAT CAN I DO DIFFERENTLY?
Change Embracer vs Change Detractor		
Promoter vs Detractor		
Problem Solver vs Problem Creator		
Ownership vs Finger Pointing		
Responsibility vs Not My Job		
Fun vs Miserable		
Achiever vs Minimum Effort		
Dependable/Trustworthy vs Being Double Checked and Followed Up		

MY PROFESSIONAL BRAND

TOP 3 PROFESSIONAL BRAND ATTRIBUTES THAT I WANT TO BE KNOWN FOR IN THE FUTURE.

1. _____

2. _____

3. _____

OUTLOOK/APPROACH MANAGEMENT TOOLS AND TIPS

Color - Check out Amazon for books - Search Adult Coloring Books



- Deep Breathing
- <http://healthland.time.com/2012/10/08/6-breathing-exercises-to-relax-in-10-minutes-or-less/>
- Meditate/Pray
- Journal
- Happify – Download the Happify App or go to happify.com
- Exercise
- Pictures or Positive Visualization

Write down everything you did today, in big bold letters and be proud of all you achieved – big and small!