

Attitude

Attitude is the major determinant of success in any endeavor. Your thoughts color everything you do. Each person has a filter through which all sense perceptions pass. Since the conscious mind can only process so much information, perceptions are screened and only those supporting your thought system, biases, and views are accepted. All others are rejected. Stated another way – since your brain interprets sensory information to support what you already believe – **you are what you think!**

The implication is that you create the world you want through your thoughts. People who are upbeat and look for the good in everything know that, while they cannot control events, **they can control their reaction to those events!** Simply put, you can make whatever you want of any situation.

Attitudes are clearly infectious and you owe it to others to be as positive and cheerful as possible. One defeatist, grumbling, negative attitude can ruin the day for many others. The sad thing is that you allow the negative person to do this. When one considers the uproar in society over the danger to people's health from passive smoking, it is surprising that they aren't just as adamant about the threat to health from passive bad attitude.

So don't tolerate your employees' bad moods. Confront them; shock them back into an acceptable frame of mind. Tell them to go home if they can't be in a better mood. The requirement must be:

"Be of Good Cheer or Don't Be Here!"

As a leader you are responsible for building morale within your team. Protect your employees from people with negative attitudes and sour moods. Don't permit one employee to drag down an entire operation. Confront, counsel, and, if necessary, terminate the employee.