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Attitudes Training Will Increase Productivity In Your Company And Home Based Business!

By Kenny Anderson

That's right! Understanding the power of attitudes training will increase the productivity of your company and home based business!

At the turn of the century, it used to be that employees learned they could get ahead at work if they checked their brains at the door. To get ahead, employees were encouraged merely to do as the employer dictated and not think while doing.

With the complexities of today's multi-technological work environment, employees and entrepreneurs can advance their lot by checking their bad attitudes at the door and putting on positive thinking caps.

We've gone from worker robotics, to worker neurotics. Workers must now transform themselves from reliance on their IQs to self-reliance on their EQ (emotional quotient). The quickest way to emotional intelligence is to learn to control one's attitude.

What is attitude? Attitude is disposition, demeanor; it is a manner of doing things. It is the spirit that underlies our behavior. It is the bearing and feeling that we put with our actions and the temperament that defines who we are and what we do. While a good attitude connotes a caring, positive and upbeat approach, a bad attitude is sullied by uncaring, rude and negative behavior. Bad attitudes in an organization can become a cancer that can drive customers and good employees away. As employers continue their efforts to downsize, merge, and streamline costs — sped up by technology— employees are caught up in the emotional squeeze.

How do we change the attitudes of employees and frustrated entrepreneurs? A training program on attitudes is a perfect solution. The right training program can help foster a more positive work environment for all employees, increase employee morale, improve performance and productivity and place entrepreneurs in the frame of mind necessary to be successful.

Overcoming the first obstacle - is naming the training program. When you want to change a persons attitudes through training, name the course so they will be excited and inspired to participate. Mandatory attitude training, for example, automatically causes resentment and resistance. Some

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individuals will say, I don't have a bad attitude, why are they trying to fix me, or what did I do wrong to have to participate in this program. Like it or not, it is human nature to think the worst about these kinds of programs. Seminar titles like, "How to Stay Motivated all the Time" or "How to Be Better in All that You Do", work well.

It is helpful to take a measure of key attitudes that you want to change with the training. It is also useful to take the position that this effort is not just employee training for example, but long-term development because you want to change behaviors in the long run. You will want to assess the current state of the organization or your business that leads you to want to change employee or your own attitudes. Ask the questions: What behaviors are occurring that is symptomatic of poor attitudes? It may be that you have observed or experienced behaviors such as short tempers, poor customer treatment, or disrespectful treatment of others, which may lead you to conclude that attitudes training would benefit your organization. A short survey (using a rating scale) of employees for example prior to training, works well with questions that pertain to how they view the present environment and their own

behaviors. This same survey can be administered several months after the training has been administered to see what gains have been made.

What is the content for effective attitudes training? - Individuals will enjoy training that is applicable to their whole lives, not just the workplace. Training should be interactive and participatory and use practical examples for learning, focuses on the individual and then the organization. Training objectives for participants:

You may not like your job or others around you. You may not even be able to change your position at the present time. But the one thing you can change is your attitude.

You may not be able to control your feelings but you can control your attitude. Attitude management is the ability to control how we act out our emotions.

Some useful elements of an effective attitudes training program include:

Self-assessment and personal inventory– to include personal assessment of how well an employee feels they interact with others inside and outside of the work environment

Developing Personal Effectiveness– to include opportunities for participants to visualize success and their own capacities and abilities, to strengthen inner resources and mental attitude

Assessing Limitations and Strengths - to include taking a realistic look at limitations and strengths and assess opportunities to capitalize on personal strengths. Identify those limitations that may not be rooted in fact but affect individuals capability to fully contribute, create or apply skills.

Understanding the Dynamics of Positive and Negative Attitudes–to include developing an understanding between the relationship between thoughts and actions.

Transition and Change Model - Incorporate a process to help individual employees identify attitudes

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they want to change and timetable that will let them transition plan.

Lasting change - Can be accomplished if we give individuals adequate time to adopt new attitudes, positive rewards and celebrations for demonstrating positive behaviors. Using the measurement tool to conduct a post assessment of training impact and rewarding participants for positive change will be reinforcing.

True empowerment is the ability to take control and avoid knee jerk emotional responses to hostile work environments or the challenges associated with your home based business. Remaining optimistic and positive are challenges that we all face in these circumstances. Attitude management is the ultimate productivity enhancement. Mastering the ability to maintain a positive outlook will draw others toward you and keep you motivated to achieve more with what you do.

Warm regards,

Dr. Devona Williams Kenny Anderson

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Cultural Awareness – an HR perspective

By N.A. Johnson

The use of cultural awareness training has increased rapidly in the majority of global companies over the last decade.

My experience working in global companies in which effective cross–cultural functioning was critical, involved the devotion of considerable time and energies to ensuring that cultural training needs were identified and accommodated as necessary.

This commitment to bridging cultural gaps represents a perceptible shift in attitudes amongst British company global thinking. This is a shift from the prevalent subconscious (and sometimes not so subconscious) driver, which existed in previous years. Thinking typically held that the way in which the West did business was the norm to which to strive and that non–western citizens should assimilate into our own particular mode of cultural thinking as opposed to vice versa.

Little effort was truly made to understand the cultural differences between countries. This thinking was

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gradually moulded and changed by the realities of the failure of such thinking - including ineffective team functioning, lack of productivity and general dissatisfaction amongst cross culturally functioning staff. It also become apparent that the financial costs of failed cross-cultural initiatives could be readily assessed and had a tangible impact on the financial bottom line.

It is also interesting to note that the view that cultural awareness is unnecessary within other western groups has also changed.

Commonality of language can sometimes be an impediment as opposed to an advantage as it disguises the differences of thinking and approach, which may underlie whole strands of business practice. When dealing with countries with obvious 'differences' in respect to language, religion, values and behaviours etc., then individuals more readily accept the need to understand the motivations of the other party. When multicultural differences arise between western groups however, conflict within approach is often attributed to the 'ineptness' / 'stubbornness' of the other party. When such attitudes become ingrained within teams, then self fulfilling prophecy may kick in and poor relationships become the norm - affecting productivity and hence financial gain.

Recent experiences of running cultural awareness sessions for a UK team dealing on a regular basis with the US proved invaluable to overcoming a number of issues which had become entrenched into the operating behaviours of the teams. The sessions heightened awareness within the team of operating differences and helped to generate an understanding of why these differences existed within the groups. It also presented the teams with an opportunity to understand the potential frustrations that their US colleagues may have had with their UK peers in respect to their own personal approach to managing meetings, negotiations, making decisions, resolving issues etc.

Involvement in awareness programmes across a range of diverse issues is proving invaluable in resolving numerous poor performances in international business and in enhancing day to day HR

practices; for example: Expatriate assignments, management, training and benefits Production of international relocation guides and related support materials International company and office relocations International recruitment Corporate mergers and acquisitions Training and development

Policy development

Clearly from an HR, and hence a business perspective, cultural awareness has been critical to the success of global companies with the progression of strong acceptance within businesses for the need to enhance cultural awareness through diverse cultural interventions.

N.A. Johnson was an HR consultant for many years with the world's leading global companies. She now works freelance as a consultant on HR issues. This article was written for

www.kwintessential.co.uk

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