

Teamwork: Have a Positive Attitude

When you maintain a positive attitude, it not only affects your feelings and behaviors, it also affects everyone around you.

Optimism has a positive effect on you and others! HOW?

- It helps you see the world through positive eyes.
- It helps you make the best of your circumstances.
- It is contagious, so you can pass it along.



Smiling is critical for an effective working environment. HOW?

- It makes others feel good and want to be around you.
- It gives encouragement to others.
- It tells others that you want to be around them.
- It creates an atmosphere where people feel they can work freely and openly.

Some tips for keeping a positive attitude:

- Make up your mind to be happy.
- Find pleasure in simple things.
- Don't take yourself too seriously.
- Think of others.

Did you know?

Helen Keller said, "Optimism is the faith that leads to achievement. "

Trick of the trade

Be sure to smile at your customers. Cleaning specialists who smile at customers tend to get fewer complaints.

Trainer's Toolbox

- *Discussion point: Who are some people you know that are optimistic? How do they make you feel when you are around them?*
- *Share Trick of the trade regarding smiling to customers. Discuss why Specialists who smile get fewer complaints?*