

Relevance

The major goal of the session is to enlighten the most essential requisite of positive attitude development among the trainees and thereby bringing about attainment of personal effectiveness with a successful life.

Key concepts dealt: Attitude, Behaviour, and Effectiveness.

Effectiveness refers to ‘doing the right thing’ and efficiency refers to ‘doing things rightly’. Both appear to be synonymous but possess a lot of differences. Any way for human beings, we normally use the terminology of effectiveness. Here are some glimpses of personal effectiveness. Have a glance of the following remarks and the corresponding persons who really created a difference and made their presence remarkable due to their personal effectiveness.

- *A small boy-the fifth amongst the seven siblings of a poor father, as selling newspapers in a small village to earn his living. He was not exceptionally smart at school but was fascinated by religion and rockets. The first rocket he built crashed. A missile built crashed multiple times and he was made a butt of ridicule. He was the person to have scripted the space Odyssey of India single-handedly and later who became the honorable Indian President..... He was **Dr. A.P.J Abdul Kalam**.*

- *A man failed in business at age 21; was defeated legislative race at 22; failed again in business at 24; Overcame the death of his sweetheart at 26; Met with a nervous breakdown at 27; Lost congressional race at 34; Lost senatorial race at 45 ; failed in vice-president contestation at 47; Lost senatorial race at 49; finally won to be President of United States at 52and he was**Abraham Lincoln***

- *A candidate for a news broadcasters post was rejected because of his voice. He also told that with his obnoxiously long name, he would never be famous.....He is **Amitabh Bachan***

- *When a gentleman invented a communications machine in 1876, it did not ring off the hook with calls from potential backers. After making a demonstration call, President Rutherford Hayes said, “That’s an amazing invention, but who would ever want to see one of them? He said this to a person who made maximum inventions in the world and was none other than.....**Alexander Graham Bell***

- *A 4 year old girl, the 20th of 22 children, contracted double pneumonia and scarlet fever at a very early age, which paralysed her left leg. Thereafter at 9 years of age she removed her leg braces and started walking without them. At 13, she decided to become a runner but kept failing miserably in all races that she entered in. She kept trying in spite of several detractors and finally started winning every race she entered and became the winner of 3 Olympic gold medals. She is**Wilma Rudolph***

- *A school teacher scolded a boy for not paying attention to his mathematics and for not being able to solve simple problems. She told him that he would not become anybody in life. His mother however believed in him and coached him Maths. The boy went on to becomeAlbert Einstein*

These above motioned personalities were the ones who never failed, but who never quitted and proved themselves to be personally effective. The average life span of a human being is 70 years i.e. 26, 500 days and in this period he consumes 60 tons of food and he breaths 23,800 times a day on an average. After finishing every breath we have to realize we are approaching graveyard. So can't we think of something productive to be done by creating a difference to improve our personal effectiveness? The most important prerequisite for improving personal effectiveness is the necessity for a self-change.

As we all know, Education is a social process or growth in the senses of producing desirable changes in the behavioral components of human behavior, The behavioral components include knowledge, skill and attitude. For a self-change, 3 things need to be changed inevitably and they are our attitude, thinking and behavior. Components of education are teaching and learning. How we are learning? We know it is by sensory techniques. It has been proved that the comprehension though learning is like this. Reading 10 %, Hearing 20 %, Seeing 30 %, Seeing and Hearing 50 % and Doing 90 %.

How to be positive in a tough work environment

In the surrounding environment, we have to beware of a couple of bullets. They are Negative work environment, other people's behavior, Negative world view, changing environment, past experience and Determination theory. Let's look into each of these bullets.

Negative work environment

In a negative work environment, we can encounter these sorts of experiences.

- Dog eats dog . . . everyone fighting to get ahead
- No one appreciates your contributions
- Too much work . . . not enough help
- Deadlines are unrealistic
- Longer hours . . . additional work
- Budget Constraints
- Competition is eating us alive
- Poor management / direction
- Job insecurity
- Donkey Works

Other people's behavior

We can observe these types of personalities around us. Bulldozers, Complainers, Gossipers, Patronizes, Whiners, Snipers, Backstabbers, Controllers, Snuffers, Exploders, Hypocrites etc. who make out daily routine miserable.

Changing environment

There is a widely accepted quotation that *"The only person who always likes change is a wet baby"*. This is essentially because of the following aspects concerned with change. The change challenges our paradigms. It alters the way we think. It makes life more difficult for a while. It causes Stress. But we have to realize and accept an inevitable truth that Change is an ongoing fact of life.

Past experience

The past experience also might have created a story in our mind. This story will lead to another story and that will lead to another one which in turn makes everything a confusing mesh, which won't make realize the difference between fact and interpretation. Past is only to be refereed for future prospects and never live in the past.

Negative world view

A recent Statistic says crime down 20% in America is being reported up to 600%. Because the trend is to create sensationalisation. Look at what you are looking at! People are bothered on sensational news as the general view of the world itself has become negative. The front page of the newspapers gives the indication that to what extent people are bothered on sensational items.

Determination theory

The determinism theory makes us conclude certain items that it is none of our faults and we find excuses of our own mistakes with justification that those are due to these genetic, psychic or environmental aspects.

GENETIC: My Grandparents did it to me. (Inherited traits)

PSYCHIC: My Parents did it to me. (Upbringing)

ENVIRONMENTAL: My Teacher, My Spouse, My Boss, the Company, the Economy, etc..is doing this to me. (Surroundings)

Life's Little Question

"Are some people just born positive thinkers.....or is it their CHOICE?" We have two luggages here. Our task is to choose the Choose the Right Luggage: We have to either dodge bullets or wear the bullet proof armor. The problem with dodging bullets is 'You're definitely going to get hit! Choice 2 is wearing a bulletproof armor. Wearing the bulletproof armor comes from 'SELF CHANGE'. So while putting on the armor. We have to change 3 Things! Attitude, Behaviour and Thinking.

How to Change Your Attitude

Now comes the relevance of the major crux of the topic: the 'Attitude.' Attitude is the positive or negative affect towards a psychological object. Attitude change happens personally from the inside out. So we have to accept our responsibility that I am responsible for who I am, for what I have and for what I do. Second step is to take control over our ownerships, values, mission and discipline.

How to Change Your Thinking

Changes in thinking come from observing logically in every situation. For that we have to observe our thinking and manage our self talk. Henry Ford's quotation is 'If you think you Can, or you think you Can't...you're right'. When you get up in the morning, just feed your sub-conscious mind that, this is going to be a wonderful day!. Automatically it can be ensured that entire activities will lead to a positive mental stage bringing about a fruitful day. Instead, when you get up and feed your sub-conscious mind that this is going to be a crappy day!, entire activities will become negative leading to a totally embarrassing situation.

How to Change Your Behavior

Behaviour changes take true assessment, determination & discipline. For this we have to go for a paradigm shift from the normal reactive behaviour to a proactive/responsible behaviour. Reactive behaviour is just the normal stimulus- response behaviour. But in Proactive behaviour, in between the stimulus and response there is 'our choice'. Untiring perseverance is required to change our habits and behaviour. Four unique human endowments are Self-Awareness, Imagination, Conscience and Independent Will.

Steps towards Changing Behavior

This can be explained with an example of learning Car Driving.

1. Unconscious Incompetence: A boy in his childhood doesn't not what a car is and what driving is. He is unconscious and incompetent to drive a car.
2. Conscience Incompetence: As the boy grows, he knows what a car is. But not competent to drive.
3. Conscience Competence: Slowly when he learns driving skill, he is conscious about car driving and is very careful in driving without any distraction as he is consciously competent.
4. Unconscious Competence: In the final stage after expertise in car driving, he drives systematically while he talks or wave as if he is unconsciously competent in car driving. Out entire deeds and activities should reach to this stage for personal effectiveness to emerge as a new personality.

So influence your environment by adding positive behavior

- Replace the bad habits!
- Spread a SMILE around
- Sprinkle some "positive" on the "negatives"
- Focus on the good of each day

- Stay out of the “feeding frenzies”
- Say “please” and “thank you”
- Practice *EMPATHY*
- Evaluate *YOUR* behaviour
- Never miss an opportunity to complement
- Before you say anything to anyone, ask yourself three things
- Is it true? 2. Is it harmful? 3. Is it necessary?
- Keep promises
- Have a forgiving view of people
- Keep an open mind with changes
- Count to 100 if necessary
- See criticism as opportunity to improve
- Cultivate your sense of humour

Have a look at a very interesting quotation ‘*Watch your definitions.....they become thoughts, Watch your thoughts..... They become words, Watch your words they become actions, Watch your actions.....they become your destiny.*’

The choice is yours, i,e with a bad attitude, we can never have a positive day and with a positive attitude, we can never have a bad day.

Choose POSITIVE Living. When you have two choices in a natural motivator’s case study.

"Each morning I wake up and say to myself, I have two choices today. I can choose to be in a good mood or I can choose to be in a bad mood."

“I always choose to be in a good mood.”

“Each time something bad happens, I can choose to be victim or I can choose to learn from it”.

“I always choose to learn from it.”

‘Every time someone comes to me complaining, I can choose to accept their complaining or I can point out the positive side of life’.
‘I always choose the positive side of life’.

So ‘Life is all about choices. When you cut away all the junk every situation is a choice”.

- You choose how you react to situations.
- You choose how people will affect your mood.
- You choose to be in a good mood or bad mood.
- It's your choice how you live your life.

I chose it, because I chose itBe happy.....

These positive changes in thinking, attitude and behaviour are inevitable for leadership. Leadership is to be observed in a broader perspective compared to

management. Because management consists of planning, organizing, leading and controlling and is obvious that leadership is one of the functions of management. It is the degree to which a person can influence other people's behaviour in a desirable way. Inculcating this leadership quality is of paramount significance for personal effectiveness. For that a paradigm shift to a proactive behaviour is mandatory. In the proactive model, our choice is there between the stimulus and response and this freedom to choose is based on our self awareness, imagination, conscience and independent will.

Here are some of the habits of highly effective people.

- **Being Proactive:** Proactive people take responsibility for their own lives. They determine the agendas they will follow and choose their response to what happens around them. On the contrary, Reactive people don't take responsibility for their own lives. They feel victimized, a product of circumstances, their past, and other people. They do not see as the creative force of their lives.
- **Beginning with the End in Mind:** These people use personal vision, correct principles, and their deep sense of personal meaning to accomplish tasks in a positive and effective way. They live based on self-chosen values and are guided by their personal mission statement. But those beginning with no end in mind, lack personal vision and have not developed a deep sense of personal meaning and purpose. They have not paid the price to develop a mission statement and thus live life based on society's values instead of self-chosen values.
- **Putting First Things First:** These people exercise discipline, and they plan and execute according to priorities. They also "walk their talk". On the other hand, those putting second things first are crisis managers who are unable to stay focused on high-leverage tasks because of their preoccupation with circumstances, their past, or other people. They are caught up in the "thick of thin things" and are driven by the urgent.
- **Thinking Win-Win:** These people have an abundance mentality and the spirit of cooperation. They achieve effective communication and high trust levels in their emotional bank accounts with others, resulting in rewarding relationships and greater power to influence. But those thinking Win-Lose or Lose-Win, have a scarcity mentality and see life as a zero-sum game. They have ineffective communication skills and low trust levels in their emotional bank accounts with others, resulting in a defensive mentality and adversarial feelings.
- **Seeking First to Understand, Then to Be Understood:** Through perceptive observation and empathic listening, these non-judgmental people are intent on learning the needs, interests, and concerns of others. They are then able to courageously state their own needs and wants. But those seeking first to be understood, put forth their point of view based solely on their auto-biography and motives, without attempting to understand others first. They blindly prescribe without first diagnosing the problem.
- **Synergizing:** Effective people know that the whole is greater than the sum of the parts. They value and benefit from differences in others, which results in creative

cooperation and team-work. . Ineffective people believe the whole is less than the sum of the parts which ultimately results in compromise, fight or flight. They try to “clone” other people in their own image. Differences in others are looked upon as threats.

- **Sharpening the Saw:** Effective people are involved in self-renewal and self-improvement in the physical, mental, spiritual, and social-emotional areas, which enhance all areas off their life and nurture the other six habits. Ineffective people fall back, lose their interest, and get disordered and they wear out the saw. They lack a program of self-renewal and self-improvement and eventually lose the cutting edge they once had.

Practical Exercise:

A practical exercise on filling a schedule can be advocated which can make a true assessment of the score on Personal Effectiveness based on the remarks of trainees.