



Blueprints FOR MANAGERS

Blueprints for Managers

Is a unique and comprehensive approach to help develop managers and supervisors. Providing the foundation, strategies, and tactics to better manage and lead their employees.

Foundational Blueprints

In leadership, your belief system, attitudes, perceptions, and past experiences have a direct affect on how you lead others. Your Foundational Blueprints are areas to learn and grow, developing a strong leadership base or foundation to stand throughout your career.

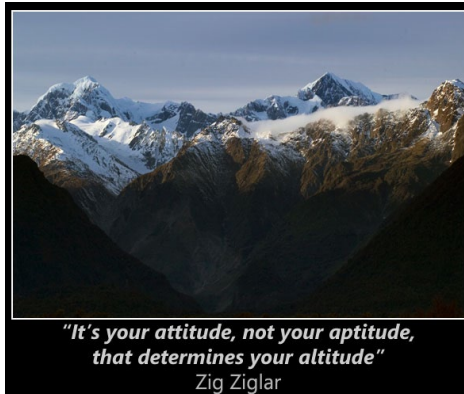
Strategic Blueprints

In management, strategy is the thinking process required to plan a change, or to organize something. What are the cause and effects of your management decisions? Strategic Blueprints are vital to the long term success of your organization and career.

Tactical Blueprints

In management and leadership, Tactical Blueprints are the "who, when and where outlines" for obtaining your strategic goals. Managers need tactical plans to measure their successes.

12B - Attitude: The Foundation of Success



- Roles and responsibilities as a manager in dealing with attitudes
- How to get ahead in your job
- How to impact the attitudes of others

WHAT OTHERS HAVE TO SAY ABOUT ATTITUDE MANAGEMENT

"If you don't like something, change it. If you can't change it, change your attitude."

Maya Angelou

"Choosing to be positive and having a grateful attitude is going to determine how you're going to live your life."

Joel Osteen

"Happiness doesn't depend on any external conditions, it is governed by our mental attitude."

Dale Carnegie



Session Learning Goals

- 1) Roles and responsibilities as a manager in dealing with attitudes
- 2) How to get ahead in your job
- 3) How to impact the attitudes of others

Session Opener - Foundational Ideas:

Think about the qualities and characteristics of highly successful people that you know or have seen in others. Write down top 10 characteristics below:

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____
- 6) _____
- 7) _____
- 8) _____
- 9) _____
- 10) _____



Attitude

1. Question to ask yourself as a manager: What are the untapped resources from your people and/or yourself?
2. You, as their manager, have a daily opportunity and responsibility to help brighten the days of your _____ (a) reports.
3. “Attitude determines strength and direction.”
Alan Cox, *Confessions of a Corporate Headhunter*
4. Statistics of 1,173 executives asked if their attitude impacted their success:
 - 49% felt “very strong”
 - 46.5% felt “significant”
 - 4.5% felt “neutral”
5. First significant encounter of your day is very _____ (b).
6. “_____ (c) % of the reason a person gets a job and gets ahead in that job is because of his/her attitude.” - Covett Robert
7. In changing attitudes and belief systems, get in front of a mirror.

The eyes are the windows to the soul, look at yourself in the mirror with excitement and gratitude and read what you are grateful for...
8. The healthiest of all emotions is _____ (d).
9. If you practice gratitude on a regular basis, you will change from a “fault” finder to a “good” finder and get over a bad case of “stinking thinking”.
10. Everything starts to change after you start to change _____ (e) thinking.



12. How can you change your thinking?
 - Change your mental diet: Prepare in advance a good clean positive mental diet, so that you have a more positive impact on those people surrounding you.
 - Become a good finder: Look for the “good” in everything.
 - Positive self-talk: Change self-talk to a more positive language.
13. You can't change from a negative mind-set to a positive mind-set without changing from negative talking to positive talking. To do that you must change the _____ (f) from negative to positive.

Shad Helmstetter, PHD
14. When you have the right mental attitude, you will respond to life instead of _____ (g).
15. In 3 years time, if you drive 12,000 miles per year, you can acquire 2 years of college education with your automobile university.
16. Positive thinking won't let you do anything, but it will let you do everything _____ (h) than negative thinking will.
17. Positive thinking will let you use your training, experiences and knowledge you already have.

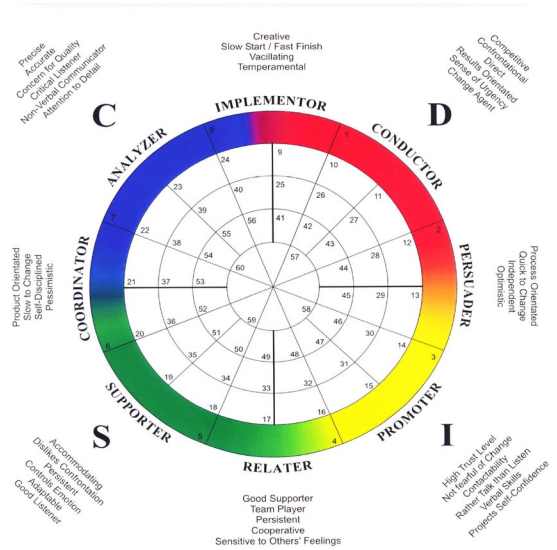


GROUP DISCUSSION OF KEY IDEAS FROM PRESENTATION



List what you think are the most important ideas from the presentation and how you can apply them to your role. Share your thoughts in small groups.

How does your natural behavior play a role in your ability to implement your key ideas?



- a. direct
- b. important
- c. 85
- d. gratitude
- e. your
- f. input
- g. react
- h. better



Scientific research about “Stinking Thinking”

Research has shown that we program ourselves and others in positive and negative ways on a regular basis. Conscious versus Subconscious mind, which is in control?

- 60,000 thoughts per day
- 40 per minute
- 90% are habitual
- 50% are negative

Time magazine: “The average person speaks to himself at a rate of 300 to 1,000 words per minute (40 thoughts). That means that for a tennis player competing in a typical 2 hour match...”

“Only about 40 minutes are spent on the court contesting points, leaving 1 hour and 20 minutes between points with little to do but talk to oneself...”

“Positive chatter can help athletes stay focused, but if the conversation strays into fears of failing (or negative things), then the self-talk can become counterproductive.”

Muscle testing - Educational Kinesiology: Results...

Negative thoughts prevent bodies from reaching full efficiency.

Positive thoughts help our bodies achieve things we never thought possible.

Scientist have discovered two types of thinking modes:

Negative: Also known as contraction thinking, stinking thinking, low frequency, ANTS (Automatic Negative Thoughts).

Unhappiness, fear, pessimism, resistance, reacting like victim, criticizing, condemning and complaining, negative thoughts, judging, worrying, anger, resentment...

Positive: Also known as expansion thinking, higher frequency.

Happiness, love, optimism, acceptance, connection, responding like a victor, focusing on solutions, looking for the lesson in challenges, making peace with yourself, positive, openness, gratitude, forgiveness...

Where do you want to spend a majority of your thinking? _____



Blueprint #1 - Increasing Positive Self-talk: Remember, the “things you habitually think or expose yourself to” become your beliefs and attitudes, and then your beliefs / attitudes become your behaviors.

If your thoughts control your attitudes, then to feel better you should think better. By applying five simple practical thinking techniques, you can learn to become the master instead of the victim of your thoughts and feelings.

1. **Listening In:** Training to hear yourself think and what you are saying to yourself.
2. **Highlighting:** Selecting the specific words in your internal dialogue that are detrimental to you and your own best interest.
3. **Halting:** Shutting off the negative words in your internal thought speech.
4. **Replacing:** Interrupting harmful inner-speech and substituting positive, internal voices. Can use phrases “in the past”, “up till now” and “yet”.
5. **Focusing:** Changing your thinking to an active, problem solving mode.

List some of the negative thoughts or phrases that you say to yourself.

List any words or phrases that need to be halted.

Rewrite and replace these negative thoughts as positive statements, using phrases “in the past”, “up till now” and “yet”.

How do we tell if our employees think negatively?



Blueprint #2 - Personal/Professional Success Foundation: The six foundation stones to long-term success. Research has shown that very few people have made it to the top of their field and stayed without having these vital 6 foundation stones.

1. **Honesty** - No one has ever been highly successful for a long period of time without being honest with people.

Example: Someone calls and you don't have the time to speak at this moment. You tell your assistant to say "he's not here right now" versus telling your assistant, "he's unavailable, I can take a message". Zig says, "If you have your employees lie for you, you give them permission to lie to you".

2. **Character** - Is the ability to carry out a good resolution long after the excitement of the moment has passed. It takes strong character to make long term success. What happens when no one is watching or counting?

Example: In the beginning of Blueprints training participants are really excited and motivated to participate in training and implement what is covered. However, as the year goes on your seeing good results by implementing new skills but you get a little lackadaisical and don't take the training as serious as you did initially. Strong character continues to implement the new material and expresses excitement regularly.

3. **Integrity** - Separates the winner from the losers, doing what you say you are going to do 100% of the time. Adherence to moral and ethical principles with soundness of moral character is strong leadership.

Do people "walk their talk" or do they "cater to the crowd"? People unable to maintain their Integrity tell others whatever they believe their listeners want to hear. Integrity means standing up to your principles and doing what you feel to be right whether it's the popular thing to do. Thomas Jefferson said, "when it comes to style you can swim with the current but in the matters of principle, stand like a rock".

Example, you tell someone you will be at the meeting at 8:00 am, and you show up late with no regard of time.



4. **Faith and Trust** - Having faith and trust in yourself, your country, company and what you do for a living. People with great faith and trust put fear aside. Fear is only “False Evidence Appearing Real”. We need to have a clear understanding of the marketplace, our lives and employees lives so fear doesn’t get in the way of having faith and trust in everything.

5. **Love** - Starts with loving ourselves, by respecting ourselves and having self-control. By completely following through with a plan or commitment builds our self-respect. Holding off on regular temptations gives us self-control and greater self-worth. Only by loving ourselves can we thoroughly love what we do and express love for others.

That may mean that you do what is best for a person, not necessarily what that person wants you to do.

6. **Loyalty** - Loyal to your convictions, passions and giving focused attention to your company and people. No one gets the best effort from their people without loyalty.

How do managers build loyalty:

- Offer more than a job, explain to them how it’s a career.
- Generate goodwill through good deeds.
- Support the community at large to show you are in it for more than the buck.
- Pay someone what they are worth.
- You can’t buy loyalty but you can destroy it if someone feels unappreciated.
- Empower employees.
- Train your employees.
- Share vision.
- Recognize and reward employees.
- Etc...



Blueprint #2 - Continued: Determine which foundation stones apply to each scenario below. As their manager, how would you handle the situation and coach the employee.

One of your long term customers calls you direct and is very upset. He tells you that he called Tracy in the Customer Service Department last week to determine the shipping date for a piece of equipment that he desperately needs in order to make his deadline. Tracy informed him that the piece of equipment would ship today. When he called to confirm the shipment early this morning, customer service representative Debbie said she could not understand why he had been told that the equipment would ship today. She reported that the piece of equipment will not be ready for shipment for another two weeks.

Foundation stones that apply: _____

How would you handle this situation and properly coach the employees?

As a major toy manufacturer, your company is introducing a new product that is practically guaranteed to be a success. Your company anxiously anticipates rollout of this new product because you need the sales and market share that it will generate. With two weeks before the new toy must be shipped to be on store shelves in time for the holiday rush, you learn that there is a knob on the toy that can easily break off and could be a choking hazard for children. A redesign to fix the defect will take six weeks.

Foundation stones that apply: _____

How would you handle this situation and properly coach the employees?

For the past month, one of your company's best employees has been acting strangely at work. He has been short tempered and has failed to meet several deadlines. Associates share that they have seen him in a bar across the street at lunchtime and after work.

Foundation stones that apply: _____

How would you handle this situation and properly coach the employees?



Blueprint #3 - What do these foundation stones look like in the marketplace or in daily work, so that we can build and strengthen our own stones.

1) Name someone who you know personally and you consider them to be a successful and balanced person. _____

Which of the success foundation stones do they possess?

Specifically, what behaviors have you seen in this person that shows they possess these foundation stones.

2) Pick one of the six foundation stones and one of the characteristics of highly successful people that you would like to strengthen in yourself during the next 90 days.

What specifically can I do to strengthen these attitudes/foundation stones within my life.

Potential hurdles to anticipate and ways to overcome.

3) Pick one of the six foundation stones and one of the characteristics of highly successful people that you would like to help strengthen in a co-worker during the next 90 days.

What specifically can I do to help strengthen these attitudes/foundation stones within their life.

Potential hurdles to anticipate and ways to overcome.



Blueprint #4 - Attitudes In Your Workplace: Refer to page 1 of participant packet and transfer all the qualities and characteristics that lead people to be successful at your company. Per the facilitators instructions we will relate all the qualities and characteristics to specific attitudes and behaviors in the workplace. The point of this exercise is to get others to duplicate the behaviors continually within your company and make them part of your culture.

Qualities & Characteristics: Top 5 list the items from page one that lead people to be successful at your company.

1. _____
2. _____
3. _____
4. _____
5. _____

Examples of Qualities & Characteristics: What are the behaviors and who are the team members exhibiting them, what are they doing and what does it look like?

1. _____

2. _____

3. _____

4. _____

5. _____



Blueprint #4 - Attitudes In Your Workplace (continued): To make these attitudes pervasive throughout the company and get all employees to duplicate them we must take action. Specific actions to acknowledge the attitude, praise and reward the person publicly. Take three of your attitudes and explain how you and your team will put a strategy into action and lead your team members to success at your company.

Attitude / Behavior #1 _____ **Who** _____

How will you acknowledge him/her publicly?

How will you praise him/her publicly?

How will you reward him/her publicly?

Attitude / Behavior #2 _____ **Who** _____

How will you acknowledge him/her publicly?

How will you praise him/her publicly?

How will you reward him/her publicly?

Attitude / Behavior #3 _____ **Who** _____

How will you acknowledge him/her publicly?

How will you praise him/her publicly?

How will you reward him/her publicly?

My Personal Blueprint for

Attitude Management



Name: _____ Employer: _____

Date: _____ Manager's Name: _____

I plan to **implement**: _____

The expected results for our organization, workgroup and personally include:

Specifically, I will _____

Measurements for success include (e.g. lower costs/increase retention/revenue targets/quality)

Attainment requires (e.g. staff/budget approvals) _____

Relevant to Company Goals, _____

Time-based plan is to be started by, evaluated by and accomplished by:

I will start this goal by: _____ I will evaluate this goal on: _____ I will complete this goal by: _____

Action Steps to be taken include:

1. _____
2. _____
3. _____
4. _____

I/we need the following people/materials/resources to reach this goal: who, what, when & where:

