

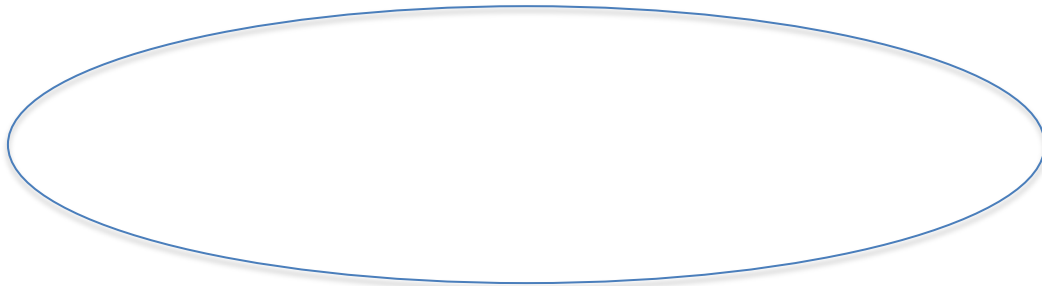
*Me, We, and Glee: How to have a great attitude, work as a team, and keep your sense of humor.*

Presented by Nick Arnette

Section 1-Attitude



Add some dots in the oval for anything that's stressing you out, or bugging you.



Who's in Charge Here?



- Learn to operate in the active mode vs. the reactive mode.
- The first 10 minutes of your day sets up your attitude for the day.

Attitude Check



- Our thoughts control how we feel.
- Feelings determine your attitude.
- Attitude determines your behavior.
- Behavior determines your character.
- You can't control what happens to you, but you can control how you respond to it.
- Don't be afraid to fail. FAIL is: First Attempt In Learning. We often learn more from our failures than our successes.
- How life seems to work., We're going through something We just got through something. We're about ready to go through something

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- *Be kind, for everyone you meet is fighting a hard battle that you know nothing about.* Plato



- When someone or something upsets you, ask yourself four questions?
  1. What part of this problem can I do **nothing** about?
  2. What part of this can I do **something** about?
  3. How can I keep these negative thoughts going and get myself even more upset?
  4. At this point in time, what are **my options** \_\_\_\_\_?

- **73%** of our self-talk is negative.

- Happiness is **Highly Overrated**. You can't always be happy.

- Joy is an **internal** sense of well-being.

- Have an attitude of **gratitude**. Benefits include: Boosts immune system, improves mental health, improved relationships, and increased optimism.



- A few ways to have more joy:

- Volunteering, exercise, family time, learning new things, taking up new hobbies, expanding skills, cooking, completing tasks, etc.

- Be open to **change** \_\_\_\_\_

- There is no growth without change. There is no change without loss. There is no loss without grief. There is no grief without pain.

- Five stages of change:

- 1) **Shock** & **Disbelief** \_\_\_\_\_
- 2) **Anger** \_\_\_\_\_
- 3) **Bargaining** \_\_\_\_\_
- 4) **Depression** \_\_\_\_\_
- 5) **Acceptance** \_\_\_\_\_



## Section II- Communication



### Some Basics About Communication

- 1) Maintain **eye** contact. What we take in can be as much as 60%- **90%** visually.
- 2) Repeat in your mind what the **other** person is saying.
- 3) Be sure the other person is finished **talking**. Interrupting says, "Shut up and listen to me. What you're saying is not **important** \_\_\_\_\_."
- 4) Feedback- "What I heard you say was....." or, "I want to be sure I heard you correctly."
- 5) If you think you may be interrupting, say "Were you finished with your thought?"

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- 6) SILENT and listen contain the same letters.
- 7) Be alert for non-verbal messages (body language, tone of voice etc.)
- 8) Talk face-to-face as much as possible. It's easier to "hear" and understand what you see a person's facial expressions and can read their lips.
  - a. If not possible, think about calling/video call instead of text or email.



- See something Say something. Catch people doing something well. *I can live for two months on one good compliment.* MarkTwain
- Less than half of employees know if they are doing a good job.
- Never give constructive criticism. Instead offer a suggestion or idea.
- Don't tell them like it is, tell them how it could be.
- If you come to someone with a complaint, offer at least two suggestions.

- THINK Before you Speak:
  - Is it True\_\_\_\_\_?
  - Is it Helpful\_\_\_\_\_?
  - Is it Inspiring\_\_\_\_\_?
  - Is it Necessary\_\_\_\_\_?
  - Is it Kind\_\_\_\_\_?



### Section III-Teamwork

- Which of the following is the correct definition of teamwork?
  - a) A group of people working together to accomplish a common goal to achieve a common purpose
  - b) One person does all the work, but the whole team gets the credit
  - c) One team gets credit for what another team did
  - d) **All or none of the above**
- Teamwork must be defined because it's a vague term.
- Why do we need a team?
  - 1) Get more done!
  - 2) To make up for our weaknesses.
  - 3) **Encourage**\_\_\_\_\_one another when the going gets tough
  - 4) Success is never an individual effort.
    - a. The heavy backpack concept.



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- Make a Mission Statement for Yourself. My Mission is to: \_\_\_\_\_



- When you focus on your mission it **Affects** everything you do, which will ultimately have a major **Effect** on your outcome.



### Section IV-Importance of Humor

- 2 percent of Americans are in a good mood every day. 5 percent are in a bad mood 4 out of 5 days. Average American is in a bad mood 110 days a year.



- The two primary ingredients in humor are element of **surprise** and **conflict**. Think about what causes all your problems. Are they the same ingredients?
- The average adult laughs 15 times a day. The average child laughs 400 times in a day.
- The most important element in gaining a humorous perspective is to take yourself **lightly** and your work seriously. Don't confuse **humor** with **goofing off**.



- Laugh **with** people not at them.



- It's OK to laugh at **yourself**. You'll always be amused!
- **Sarcastic** humor is usually harmful because it puts people on the **defensive**.



- Humor equals **tragedy** plus time.
- "Humor is another way of saying something serious." (*T.S. Elliot*)
- Laughter also helps maintain a healthy **immune** system. It decreases stress hormones, lowers bad cholesterol, and raises good cholesterol.
- Even the simple act of **smiling** (real or fake) will help boost your mood.
- Humor is an excellent way to **identify** and solve problems.
- If we can laugh about it we can **talk** about it.
- It's what you **do** that defines you as a leader, not how you **appear**.

- **ALWAYS** Remember!

- **Don't** \_\_\_\_\_
- **Forget** \_\_\_\_\_
- **To** \_\_\_\_\_
- **Be** \_\_\_\_\_
- **Awesome** \_\_\_\_\_!

WHO IS THE MOST AWESOME PERSON TODAY?



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