

PROOF POSITIVE!

A Discussion on:
"The Value of Personal Choices"



Mike Farmer

- MDOC Trainer since 1989.
- Tactical Team Member/Assistant Commander since 1996.
- Part-time Deputy Sheriff for Calhoun County since 2000.
- Proud husband of 18 years (happily) :o)
- Proud father of 3 great kids and 2 dogs.

I like to cook!

- Food Network junky...
- Famous Meatloaf...
- What's for dinner?
- Why me?

THE FAMOUS COOK

- A former SEAL, now cook, is the only person who can stop a gang of terrorists when they seize control of a US Navy battleship.



What's on the menu?

- A waitress is explaining to a guest in the restaurant that the specialty of the day is calf tongue in beautiful port wine sauce.
- The guest shakes his head and says, "I don't want anything that comes from an animal's mouth, just give me some eggs."



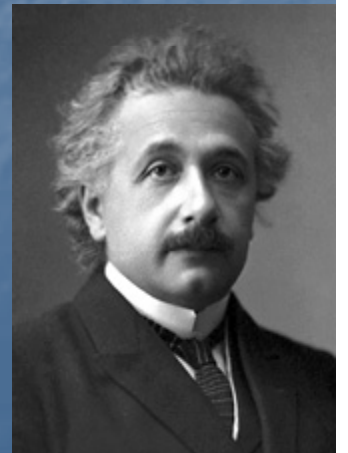
Points...

- **Defining and Recognizing Negativity.**
- **Objectively defining your situation.**
- **Understanding the Conflict Cycle.**
- **Examine Reaction vs. Response.**
- **Understanding the steps to Problem Solving.**

- **Determining Sources of Negativity:**
 - **Habit**
 - **Belief**
 - **Self talk**

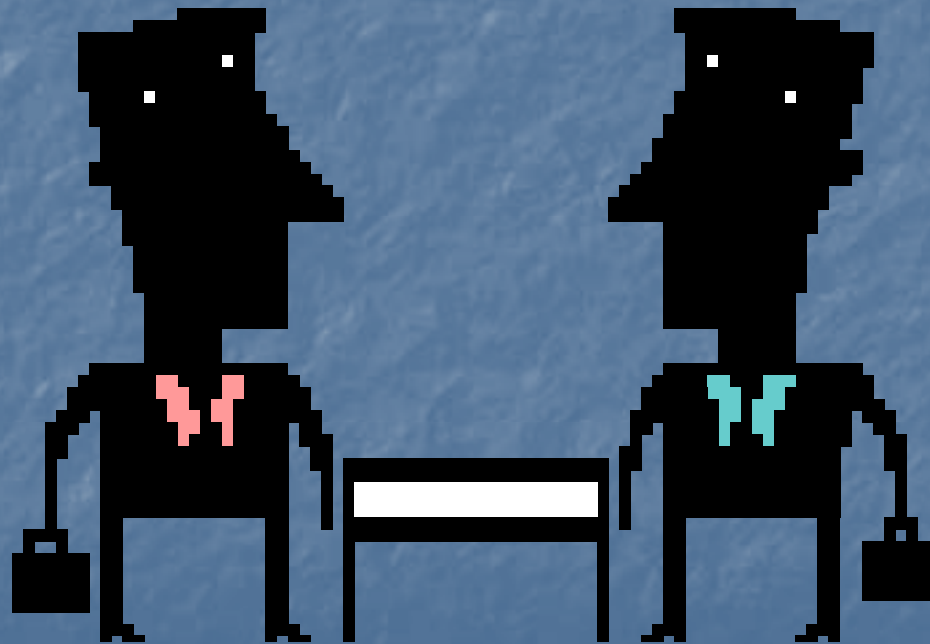
Quote:

"The world is a dangerous place,
not because of those who do evil,
but because of those who look on
and do nothing." - Albert Einstein



Negaholic Quiz

Dr. Cherie Carter-Scott



- 1. Do you sometimes have difficulty getting out of bed in the morning?
- 2. Do you sometimes focus on all the times you "blew it" and things didn't work out?
- 3. Do you often find yourself expecting the worst so as not to be disappointed?
- 4. Do you sometimes observe yourself feeling anxious when you hear good news in anticipation of the bad that will surely follow?
- 5. When asked "What do you want?" do you frequently answer "I don't know?"

- 6. Do you often hear yourself saying “it doesn’t matter” when you are asked what you want?
- 7. Do you often find yourself citing the mistakes, blunders, mishaps and in your past as justification not to take another risk?
- 8. When imagining a “big goal,” do you hear the voices in your head saying “You can’t do that” , “You’d never be able to _____”?
- 9. Do you have difficulty being enthusiastic about your “To Do list”?
- 10. Do you frequently find fault with little things you do?

CONCLUSION...

- If you answered “Yes” to more than two, then you probably have “Negaholic” tendencies.



DEFINITION

- **Neg-a-tiv-ism**- n. 1. an attitude or system of thought characterized by doubt and question, rather than approval and acceptance. 2. an attitude characterized by ignoring, resisting, or opposing suggestions or orders coming from other people.
- Webster's New World Dictionary



DEFINITION

- **Neg-a-tive adj.**
- 1. Indicating refusal, denial, contradiction, or disapproval.
- 2. Not constructive or helpful.
- 3. Not confident: unsure of oneself.
- Webster's New World Dictionary



DEFINITION

- **O-ver-come v.**
- 1. To conquer: defeat
- 2. To prevail over: surmount.
- Webster's New World Dictionary



At a glance...

- What does negative behavior look like?



At a glance...

- What does negative behavior sound like?



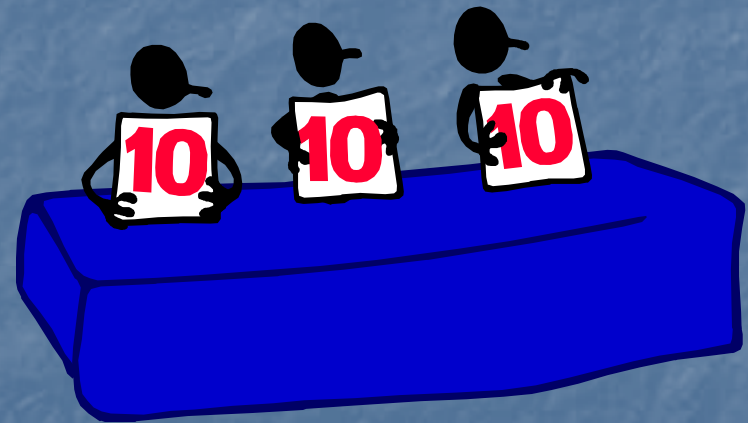
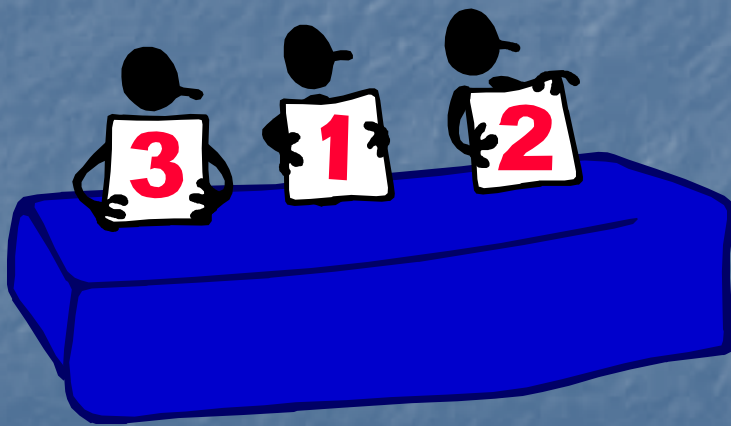
At a glance...

- What is the general outcome of negativity?



YOU NEED SUPPORT

- Which team would you rather be on?



JENGA

- OUR impact on OUR workplace:



JENGA



- Every time **YOU**:
- 1) Speak **out** with negativity.
- 2) **Refuse to participate.**
- 3) **Offer negative rather than positive remarks.** (an EVENT)

- **A piece is removed and the strength of the tower is weakened.**

How is Jenga like our negative situations?

- The **Jenga tower** represents the **team** or the organization.
- Each **BLOCK** represents an **EVENT** (situation).
- You **REMOVING** A block represents **REACTION** to the situation.
- The **OUTCOME** may not be evident right away, but each time a reaction occurs, it weighs upon the whole team. Eventually, the **team may crumble** under the weight of negative reactions to events that occur
- **Will you cause the team to stand, or fall?**

YOUR Situation

- Please take a moment and think about a negative situation in your workplace.





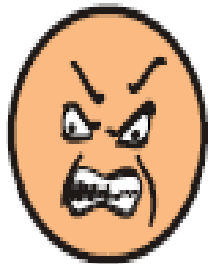
EXAMPLE

- Workplace where staff practices gossip and in-fighting. This causes a negative atmosphere throughout the workplace.

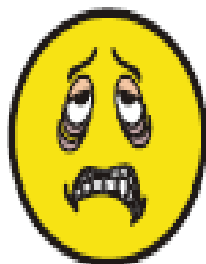
Knowing Your Feelings

- 1. Tune into what is going on in your body that helps you know what you are feeling. (physical response)
- 2. Decide what happened to make you feel that way. (situation)
- 3. Decide what you could call “the feeling” from the following pages.

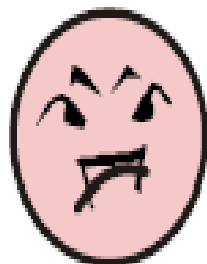
How Do You Feel Today ?



Aggressive



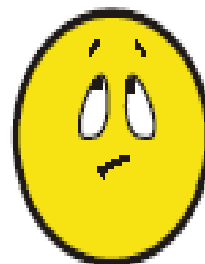
Agonized



Angry



Anxious



Apologetic



Arrogant



Bashful



Blissful



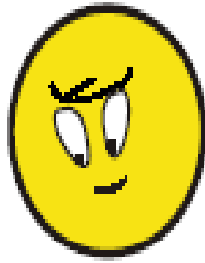
Bored



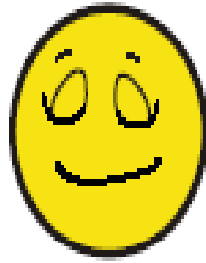
Cautious



Cold



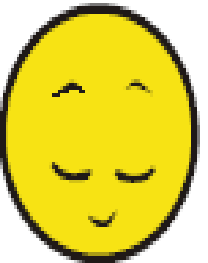
Concentrating



Confident



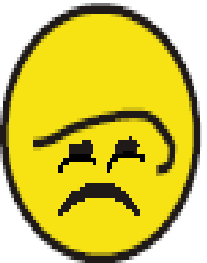
Curious



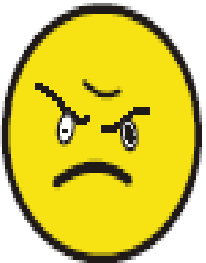
Demure



Determined



Disappointed



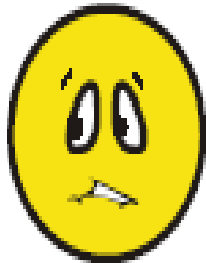
Disapproving



Disbelieving



Distasteful



Eavesdropping



Ecstatic



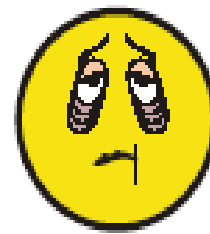
Enraged



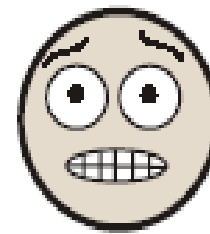
Envious



Exasperated



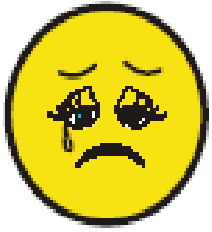
Exhausted



Frightened



Frustrated



Grieving



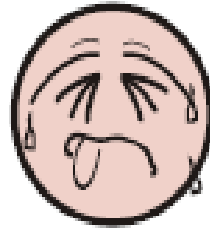
Guilty



Happy



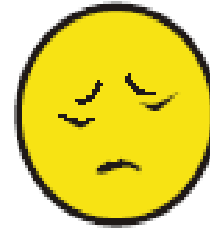
Horrified



Hot



Hungover



Hurt



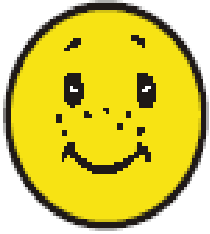
Hysterical



Indifferent



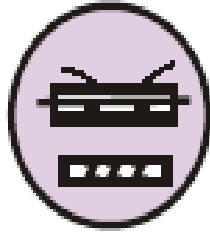
Idiotic



Innocent



Interested



Jealous



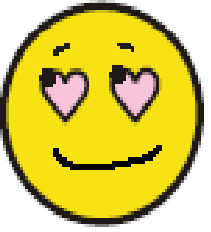
Joyful



Loaded



Lonely



Lovestruck



Meditative



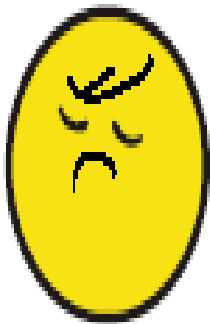
Mischievous



Miserable



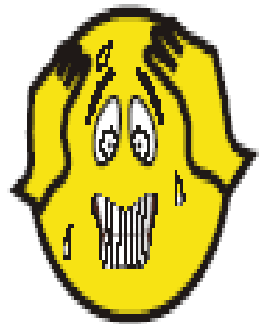
Negative



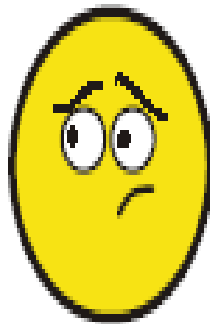
Obstinate



Optimistic



Overwhelmed



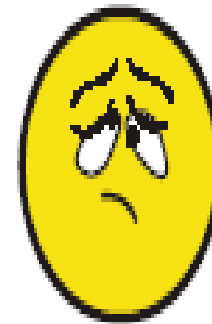
Paranoid



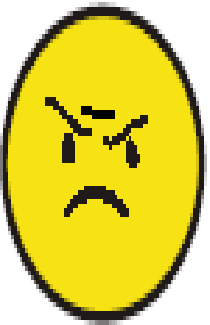
Perplexed



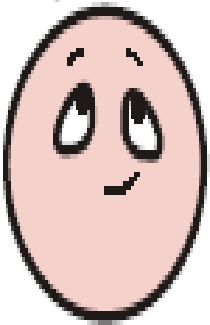
Purlish



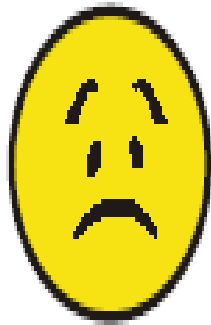
Puzzled



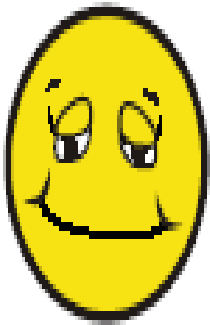
Resentful



Relieved



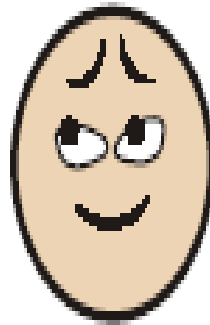
Sad



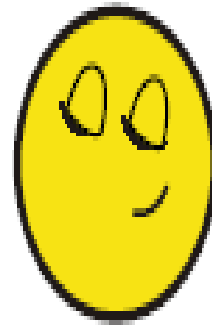
Satisfied



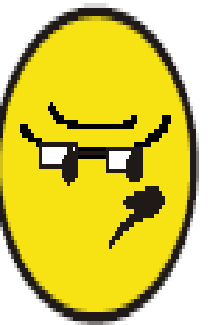
Shocked



Sheepish



Smug



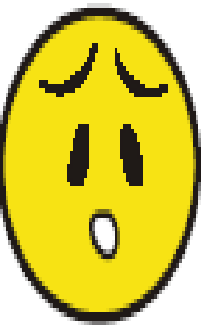
Surly



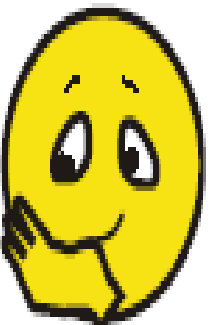
Surprised



Suspicious



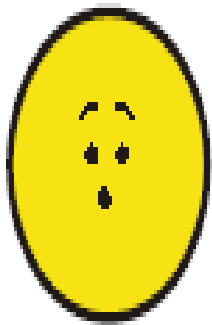
Sympathetic



Thoughtful



Undecided



Withdrawn

Understanding the Feelings of Others

- 1. Watch the other person.
- 2. Listen to what the person is saying.
- 3. Figure out what the person might be feeling.
- 4. Think about ways to show you understand what he/she is feeling.
- 5. Decide on the best way and do it.

DEFINITION

- The formula for understanding resolution is to understand the complete situation:

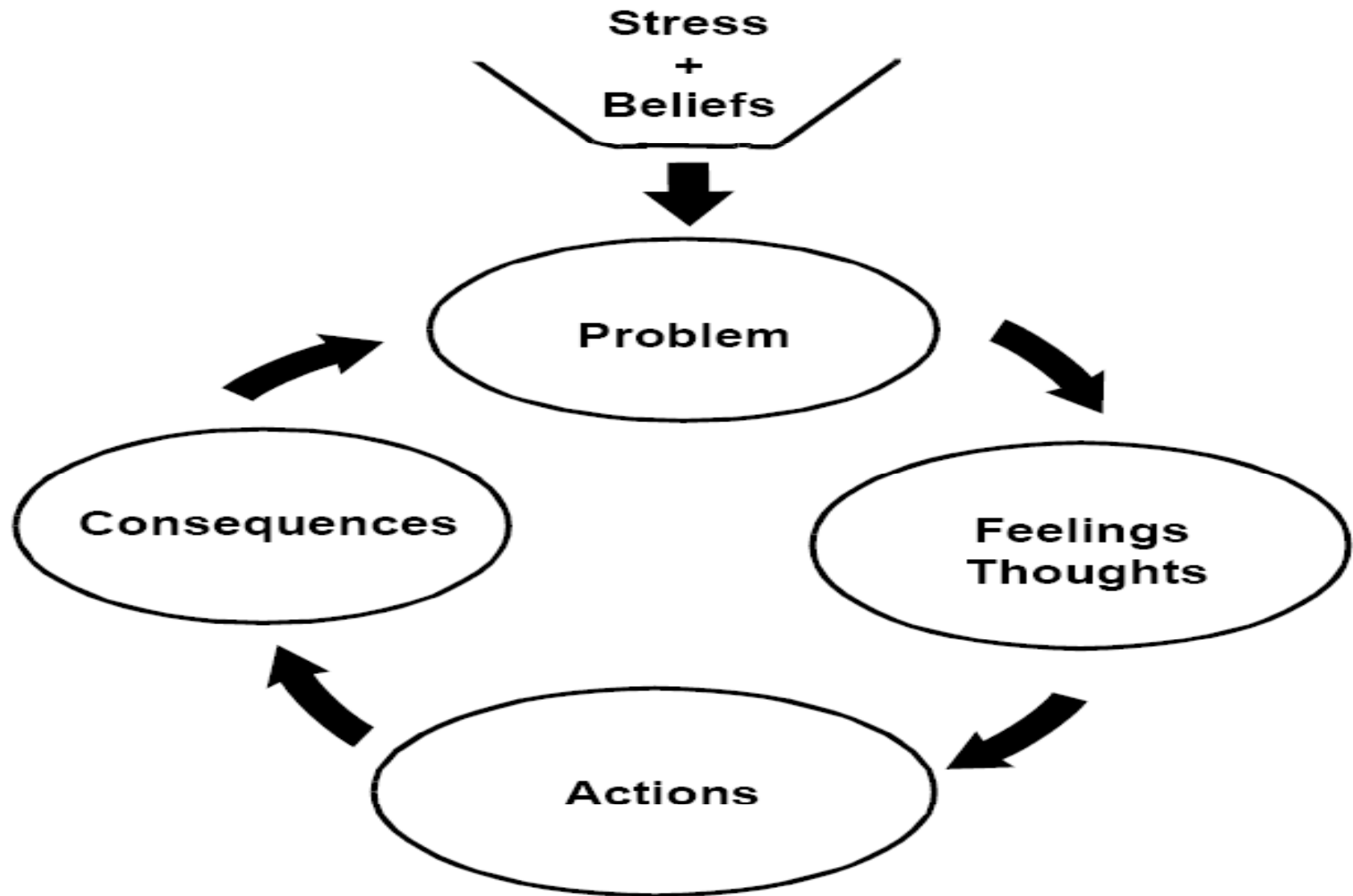
- $E + R = O$

- Events plus Response equals the Outcome

$$E + R = O$$

- The first step to resolution of conflict is to define the situation so that **everyone** understands the event.
- YOU choose how to respond which thus, determines the outcome.
- **YOU control the outcome**, without having control over the events.

Conflict Cycle



Quote:

- That which I would fix, I must know.



- We often find exactly what we are looking for...



- Where there is a will to convict, we will find the evidence.



Reaction vs. Response

- **Reaction:** Automatic, unconscious, doesn't consider consequences.
- **Response:** Controlled, conscious, considers consequences.



The "Key":

- The key to solving problems is to be able to use your head, rather than allowing your emotions to take over!
- We all have habits and impulses that can get us into trouble.



Section Summary:



SOURCES of Negativity:

- **Habit:** Remember, we don't drop habits, we replace them. The timeframe that we try to replace habits is often awkward, stressful and uncomfortable.
- Good and bad habits are formed the same way...through repetition.



SOURCES

- **Beliefs:** Based on stereotypes about people, places and sensitive issues.
- Absence of a positive focus is based on our negative stereotypes.
- Consciously, evaluate whether or not our current “beliefs” are working for us.

SOURCES

- **Experience:** Creates a judgment.
- Generalizations or similar circumstances will create a negative attitude toward the situation due to the past experiences.



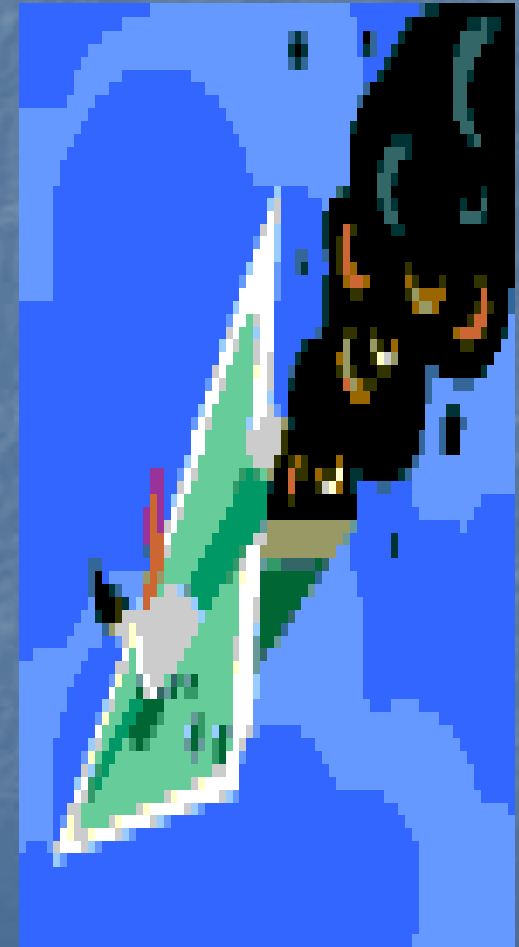
Quote:

- Seeds dropped in a dark, dirt floored basement can get nutrients and moisture, but soon after they sprout they will die, because they are not exposed to the light.



Quote:

- If you choose **not** to strive for excellence, you are accepting mediocrity.
- What **you** tolerate...**you** teach.





Self- Talk

- Conversations in our mind, positive feedback and motivation to keep trying.
- (yes, it's normal and everyone does it...)
- Remember: **Junk in = Junk out**



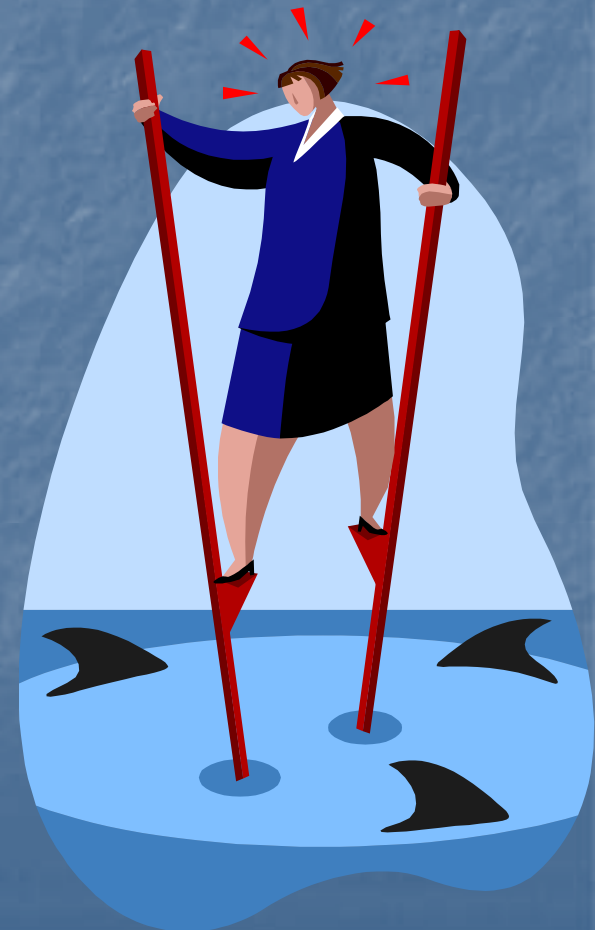
VIEWPOINT

- Your perception, beliefs, self talk and viewpoint creates your attitude.
- Pessimistic vs. Optimistic
- Pessimists view negative situations as permanent.
- Optimists look at what lesson can be learned.



VIEWPOINT

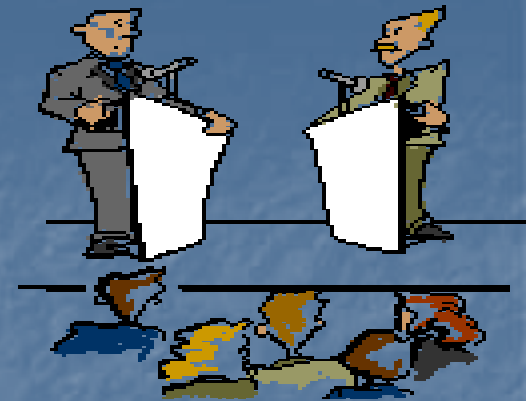
- Be careful to not create a permanent solution to a temporary problem.



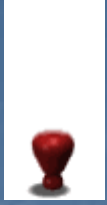
VIEWPOINT

- Pervasive vs. Specific
- Specific - people may do bad things, but **not everyone** does bad things.
- Pervasive - “**You people**” don’t care about me.

VIEWPOINT



- **Internal vs. External**
- **Internal** - people tend to blame themselves, personally for being at fault or the source of a problem.
- **External** – people tend to blame everyone else.
- **Concentrate on fixing the problems, not fixing the blame.**



Point

When considering a positive or negative focus, Remember it starts with YOU!



Section Summary:



ACTION

- Next we will look at six POSITIVE Responses:





ACTION

REFRAME: View all situations in the most beneficial way.

Situation

Perception

Evaluation

Emotion

Do



ACTION

RELATE: Ensure that you speak **your** desired outcome.

Do you want a solution, **or** do you first want to be listened to?

Ask for help.

Share positive attitudes.

Find a friend that will listen.



ACTION

REFLECT: Stress management.

Worry is the eager anticipation of what we don't want to happen!

Be where you are.

Love what you have and accept where you are in your career, personal life and relationships.

Find balance.



ACTION

REFLECT: Stress management.

Mind over Matter

The greatest remedy for **anger** is.....delay!

People go to work and worry about what they didn't do at home, then go home and worry about what they didn't do at work.

It's no wonder they aren't getting anything done!

Quote:

- People do things for **their** reasons, not **yours!**



ACTION

REFUEL:

Nutritional Value of meals.

Think fresh and live!

Supplement diet with vitamins.

Drink Water!

Sleep!

STOP to eat!

Break bad routines.

Fatigue causes bad decision making.

I can resist anything except temptation.



ACTION

RECREATE:

Do something that you are good at!

To create again, to create anew.

Look better for yourself!

Make a church or spiritual connection.

EXERCISE!

Do something totally different and completely NEW!

“You’re never too bad to come in, nor too good to stay out”

sign on a church



ACTION

RELAX:

To make or become lax or less tight: loosen.

To cease working or straining ;rest.

To become less tense, formal, or reserved.

Remember to breathe!

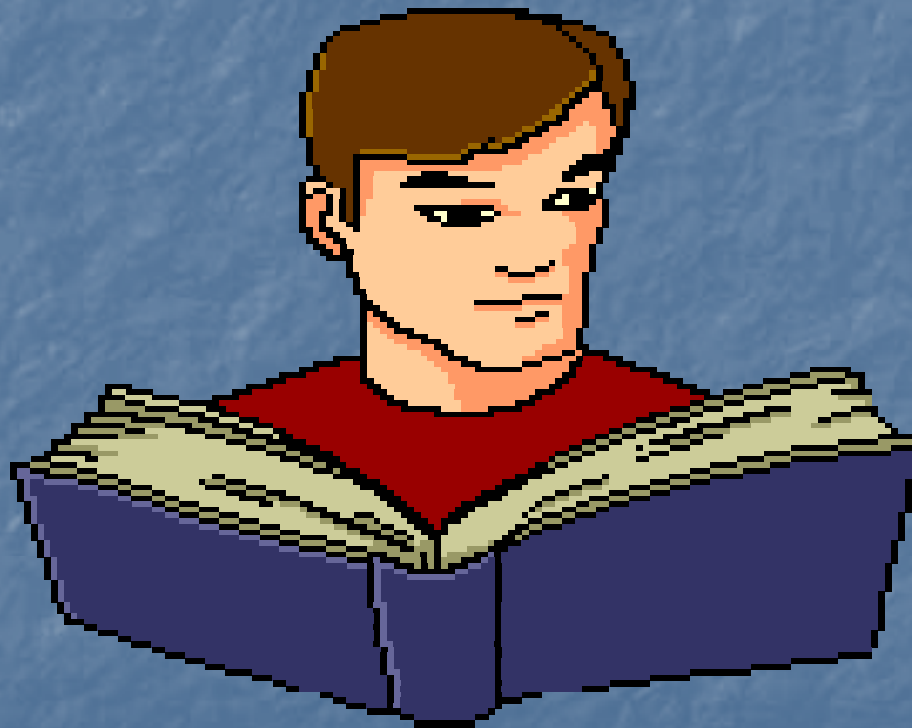
Be yourself!

Pick your battles wisely!

Let go...

Beware of your inputs: what you read , watch and listen to.

Section Summary:





Dealing with Specific Forms of Negativity

■ Defensiveness

1. Identify behaviors, not “how they are”.
2. We can change the behavior, we cannot change “who they are”.
3. What do you agree on? Focus on that common ground.
4. What is more important, to accomplish the task or win the battle?



Dealing with Specific Forms of Negativity

Skepticism:

1. Consider the return on the investment.
2. Be prepared.
3. Let them play devils advocate.
4. Involve them in strategic planning.

General Strategies for Dealing with Negative Behavior

Use exhaustive listening.

1. Is there anything else?



General Strategies for Dealing with Negative Behavior

- Follow with Selective Agreement.
 1. Agree with their feelings and emotions, even agree that they said something without agreeing with what they are saying?



General Strategies for Dealing with Negative Behavior

- Question Focus.
 1. What is most important?
 2. Are you really intent on changing things? Or just complaining?



General Strategies for Dealing with Negative Behavior

- **“Make a Wish”.**
 1. What would you like to see happen?
 2. If you could do anything to change this, what would be the end product?



General Strategies for Dealing with Negative Behavior

- Collaborate a Strategy.

1. Work together to design a “plan of action”.
2. Remember, people don’t argue with their own information.



Responding to Anger

- 1. Listening openly to what the other person has to say.
- 2. Show that you understand what the other person is feeling.
- 3. Ask the other person to explain anything you don't understand.
- 4. Show that you understand why the other person feels angry.
- 5. If it is appropriate, express your thoughts and feelings about the situation.

Quote:

- Always say “I”
when you are
thinking “you”.

Section Summary:

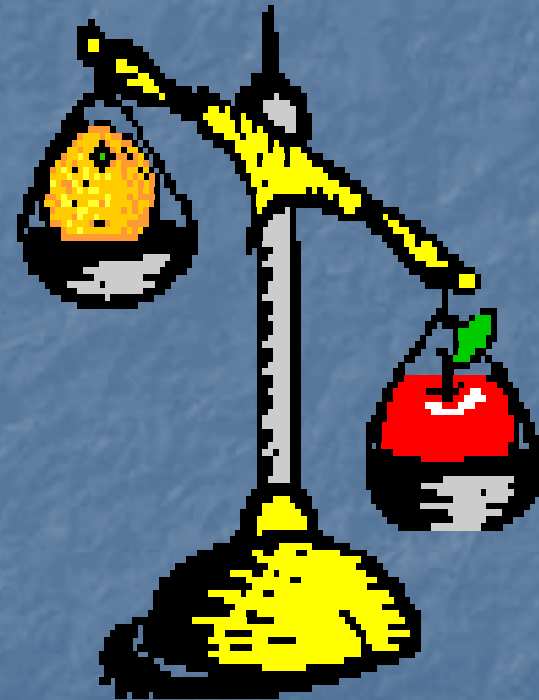


Dealing with Accusations

- 1. Thinking about what the other person accused you of.
- 2. Think about why the person might have accused you.
- 3. Think about ways to answer the person's accusations.
- 4. Choose the best way and do it.

Quote

- Measure your success by your results.
- Measure your performance by the results you get.



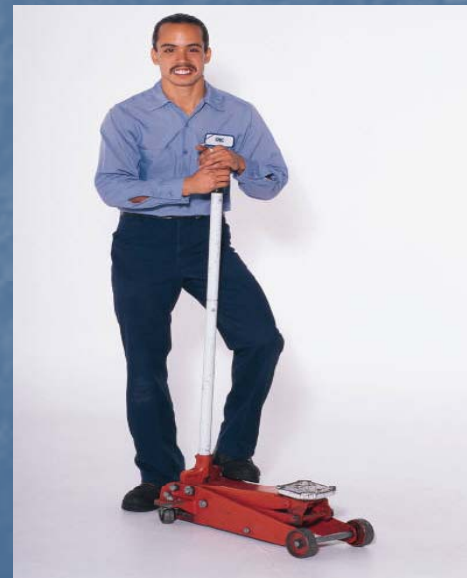
Positive Action Step

- Buy a Mirror!
 1. Monitor yourself.
 2. What do you do/say when you are around people?
 3. What is your body language saying?



Make Circumstances Better

- “That which I would fix, I must know”



Giving Feedback

- 1. Decide if you want to provide objective information to someone about their behavior, thoughts, or feelings.
- 2. Decide what kind of information you wish to provide.
- 3. Think about different ways to give the information and pick one way.
- 4. Pick the right time and place to give feedback.
- 5. Give the other person the information in an objective manner.

Positive Principle

- **Surface rather than hide:**

1. What I tolerate, I teach.
2. If people complain, ask them why? Don't let them off the hook until a solution is found.
3. Avoid sarcasm when dealing with negative people.



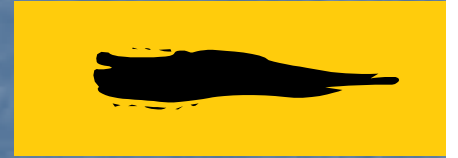
Positive Principle

- **Focus on “What’s Best?” rather than “Who’s Right?”:**
 1. **What** is the solution to the problem?
 2. **NOT, WHO** is the cause of the problem!
 3. **“You might be Right”** is a conversation winner!



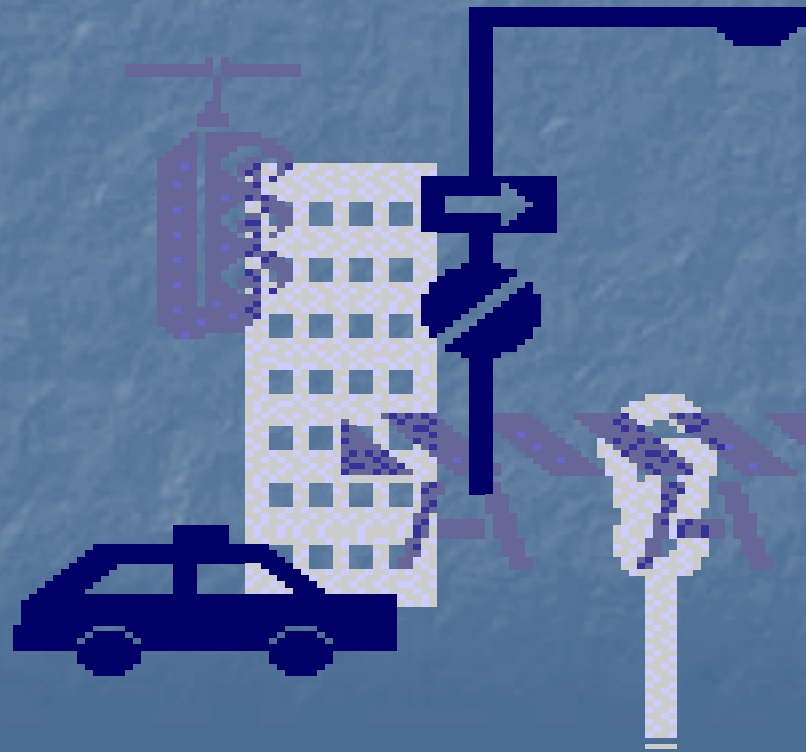
Quote

- Situations are neutral, it's the choice **YOU** make that create the positive and negative.



CHANGE:

- Here are seven (7) actions to change any behavior:



CHANGE:

- Become **aware** of what I am doing.



CHANGE:

- **Acknowledge** what I am aware of.



CHANGE:

- Choose to change the behavior.



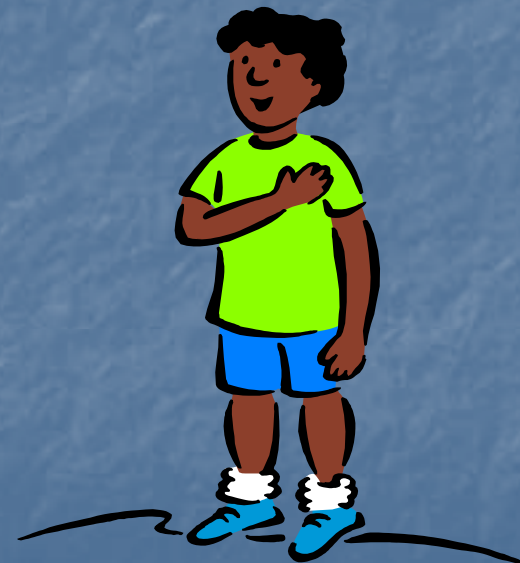
CHANGE:

- Make a **plan** which will work.



CHANGE:

- Commit to the plan.



CHANGE:

- Follow-up and follow through.

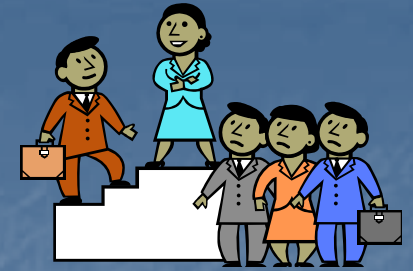


CHANGE:

- Create external **accountability**.



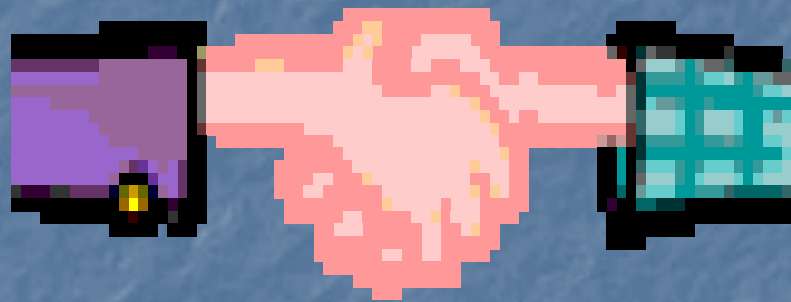
CHANGE:



- Some may seek to discourage you and “put out your fire” of change.
- Others will try to pull you down, with them.

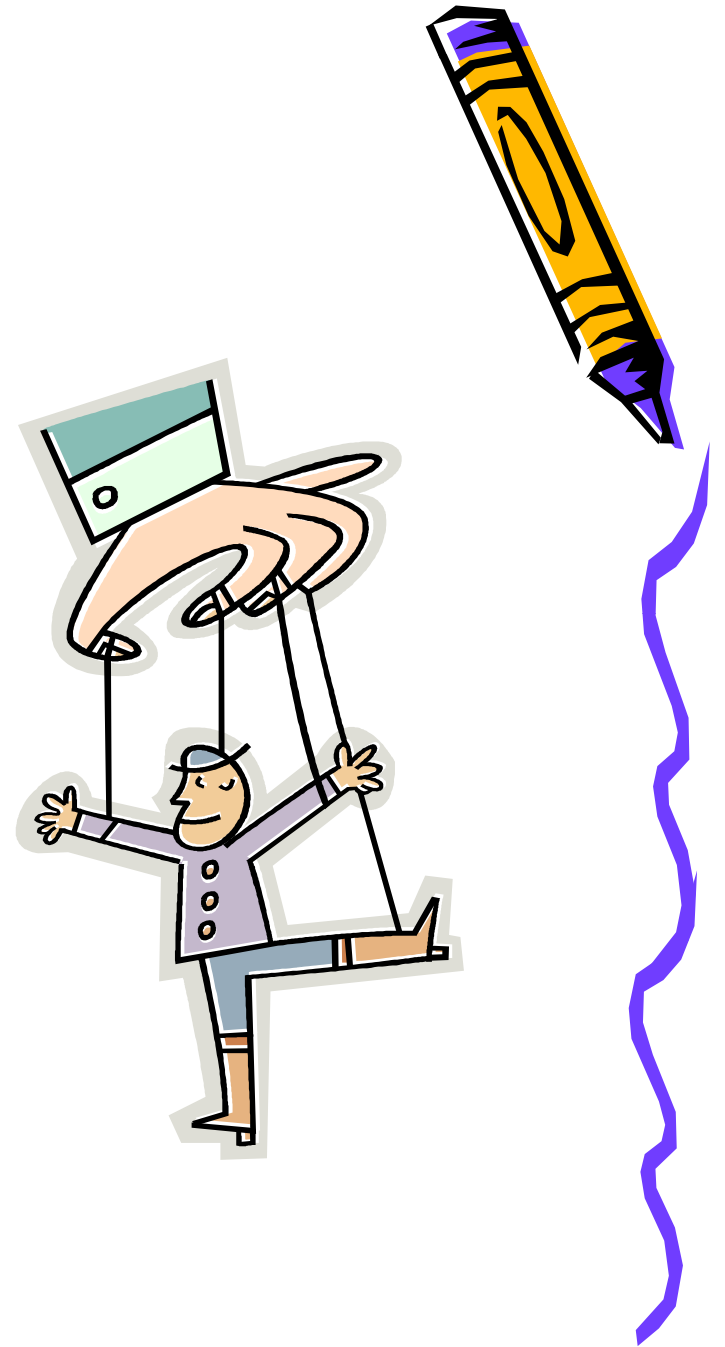
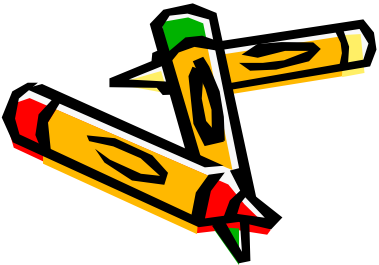


Section Summary



The "Key":

- We must practice controlling our thinking in every situation.
- That gives us power.
- It lets us decide what will happen.



Questions?

