



Challenges to good attitude

The biggest challenge to a good attitude at work is when our mood really doesn't match up with how we should act. It happens a lot! No one is in a good mood all the time. We come to work angry, or frustrated, or sad, or worried. Or something happens at work to put us in a bad mood. How can we keep control of our attitudes when that happens?



Let's talk about it

Think about the situations below.

- Your boss comes into the lunchroom where you and your coworkers are eating. He says that there is an emergency and that you will all need to work late that day.
- You and a coworker have both been nominated for a customer service award. You learn that she won it.
- You get to work on time every day. Your coworker is always late, and she sometimes leaves early too. Your boss doesn't notice what is happening.

How would you feel in each of these situations? How would that make you want to act? How do you think you should act?

Have you ever been in a situation like one of these before?
What did you do?

A place for your notes:
