
Team Player Fundamentals Online Training

Six examples of mindsets, talking and thinking, that might indicate a negative attitude and top tips on how to develop an attitude advantage.

Worst Case Scenario Mindset: This is talking and thinking only about all the negative that could happen if something goes wrong. This can particularly come into play when change happens, when there are unknowns, and when we do not have all the information or understand something. This is where imagination and worry can also start to happen.

Top Tips for Changing this Mindset to an Attitude Advantage:

- Consider the potential positive outcomes.
- Determine proactive actions that can be taken to minimize the potential negative outcomes.
- Accept that negative outcomes can and may happen. Establish actions that can be taken to address the negative if it does happen.
- Ask for help and support. Get additional training and resources.
- Be objective and balanced. Make sure that you have clarity on the facts versus beliefs.

Overgeneralization Mindset: This is talking and thinking about the few mistakes, the few challenges, the few negatives, and letting the “few” outweigh all the positives or good, or missing the positives and good altogether. And when referencing “few”, the “few” may be only one: the one mistake, the one challenge, the one negative. This negative mindset can also sometimes get very locked onto the past, and believing whatever happened in the past, will always be the same in the future.

Top Tips for Changing this Mindset to an Attitude Advantage:

- Assess what is going well: the brighter side, the silver lining, the learning. Concentrate on the bigger and whole picture.
- Celebrate the learning that comes from making mistakes, which can also increase the chance of future success. Apologize if needed.
- Broaden perspectives on the negatives. Evaluate whether your expectations are realistic. Will this matter tomorrow, next week, a month, and/or a year from now?
- Ask for help and support. Get additional training and resources.
- Be objective and balanced. Make sure that you have clarity on the facts versus beliefs.

Victim Mindset: This is talking and thinking that we have no choice or control, and that everyone else has the control and influence. This negative mindset can sometimes include thinking that it’s everyone else’s fault, and that everyone else has to improve. This mindset can also be negative about authority, and view actions by leaders and bosses as essentially bad and not in the best interest of themselves and others.

Top Tips for Changing this Mindset to an Attitude Advantage:

- Determine what is within your control, and be completely responsible and accountable for what’s within your control.
- Focus on what you can do versus what everyone else is doing or not doing.
- Look for the best in other people. Look for the good intentions.
- Ask for help and support. Get additional training and resources.
- Be objective and balanced. Make sure that you have clarity on the facts versus beliefs.

Who Cares Mindset: This negative mindset involves not caring about other people on the team, the company, job expectations, policies and/or procedures. This mindset of 'who cares' is the belief, which drives the thinking, talking, and behaviours. This potentially negative mindset of not caring usually results in negative behaviours.

Top Tips for Changing this Mindset to an Attitude Advantage:

- Find something to be hopeful, enthusiastic, and/or confident about.
- Actively practice gratitude for others, seizing opportunities to acknowledge, thank, and praise other people.
- Challenge negative beliefs and check out perceptions by seeking more information from others.
- Ask for help and support. Get additional training and resources.
- Be objective and balanced. Make sure that you have clarity on the facts versus beliefs.

Complainers Mindset: This negative mindset can involve situations where the individual does not approve of someone or something. For example, they may disagree with the way something is done, or they may not like a decision that was made. This potentially negative mindset of disapproval can result in the negative behaviour of complaining.

Top Tips for Changing this Mindset to an Attitude Advantage:

- Take initiative. Be solutions oriented. Offer help.
- Prioritize acceptance of what can't be controlled. Talk about something else. Free yourself from gossiping about the negative.
- When someone makes a mistake or when you have a disagreement, resolve to be a person who let's go and forgives. At some point, we'll all need this from others. Have the emphasis be on moving forward.
- Ask for help and support. Get additional training and resources.
- Be objective and balanced. Make sure that you have clarity on the facts versus beliefs.

'I Can't' Mindset: This is talking and thinking about all the reasons and/or excuses on why we can't do something or why something won't work. There is often an underlying negative belief about ourselves or the situation. This negative mindset can involve instances where the individual hasn't ever really tried and has closed themselves to the possibility of 'I can' or 'We can'. The more accurate response: 'I don't know whether I can or can't, and I'm not motivated to put in the effort, learn the skill, and/or develop the knowledge to find out'. People have different potential, and 'I can't' puts limits on the situation, the something, and/or the person exploring how much they 'can' do.

Top Tips for Changing this Mindset to an Attitude Advantage:

- Be willing to try and try more than once.
- Give your best. Honestly check-in and self-assess if you're doing your best.
- Admit mistakes and weaknesses, recognizing them as opportunities to improve and get better.
- Ask for help and support. Get additional training and resources.
- Be objective and balanced. Make sure that you have clarity on the facts versus beliefs.

Suggestions for supervisors who might be managing ongoing performance regarding negative attitudes:

- Review expectations.
- Together, determine the solutions, goals, timelines, next steps, and consequences.
- Offer additional coaching and training if needed.
- Provide ongoing feedback. Schedule a follow-up conversation.
- Progress with performance management if needed.
- Ensure leaders set the tone from the top.
- Recruit and hire positive attitudes.