

ACHIEVING PERSONAL AND PROFESSIONAL SUCCESS

Customer Perceptions

Employee attitude is increasingly cited in surveys as the number one performance related issue companies face. Sixty-seven percent of customers who changed suppliers named "attitudes of indifference" on the part of the employees as the reason. When attitudes deteriorate so do commitment, loyalty and performance.

Attitudes and values are belief systems that determine the choices people make and how they respond to events around them. Understanding your drives and attitudes assists you in making better decisions when faced with alternatives. Understanding what inspires others impacts your ability to motivate them.

Attitudes and Values Model Why Learn it?

People frequently experience "differences of opinions", "ethical dilemma" or "value conflicts" between themselves, and their spouses, friends, or their organizations. By being able to recognize and understand the six value clusters or "filters" that all people use to process information and make decisions, you can communicate more effectively.

This highly interactive workshop helps employees see the world through someone else's eyes, as well as, more clearly seeing how they view the world.

Changing Attitudes And Beliefs

Behavior always supports the belief system. In order to make lasting behavioral changes the underlying attitudes and beliefs must be changed. It is the key for establishing personal responsibility and accountability in the midst of change.

Attitude is Everything is a two-day program that uses group interaction, shared personal experiences, individual and group exercises to make a positive difference in personal and organizational performance

- **Create an atmosphere of empowerment**
- **Increase self-awareness**
- **Transform negativity into positive energy**
- **Increase flexibility and overcome resistance to change**

Drive & Motivation

Our personal interests and values determine how we judge experiences. We value experiences and activities that are in line with our interests. Conversely if we are in a conversation, activity or a career that is opposed to our dominant interests we will be indifferent or even negative. Employees learn the six primary values that direct their actions and the actions of others.

The Six Drivers of Behavior

The Personal Attitudes and Values™ (P.I.A.V.) instrument measures why people behave in the ways they do. Participants discover their hierarchy of values in their personal survey and identify potential inner conflicts and conflicts with others.

Theoretical

Searches for Truth & Knowledge

Utilitarian

Seeks what is Useful & Productive

Aesthetic

Seeks Self-Actualization & Harmony

Social

A Passion to Help Others

Individualistic

A Passion to Achieve Position

Traditional

Seeks a Higher Meaning to Life

Put Yourself in the Driver Seat of your Life

Knowing the priority of your values empowers you to take control of your decisions and your life.

Understanding the values of others enables you to persuade and influence them to action.

- **Know which attitudes drive your life, actions and decisions**
- **Understand each value and attitude and their interactions**
- **Recognize the driving forces in others' lives**
- **Be able to dialogue convincingly with others' by seeing the world through their eyes**
- **Discover the difference between D.I.S.C. and values**
- **Develop new attitudes and beliefs for personal achievement**