

Participant Guide

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Learning From Your Mistakes

Notes:

Key Questions:

1. How can I learn from my mistakes?

2. Do you have a trusted colleague to help point out mistakes that you may be ignoring?

Self-Reflection:

1. What do I need to do to understand and admit my mistakes?

2. Am I trapped in my inability to admit my mistakes in my personal life as well as work?

3. What do I need to change in order to get better at admitting my mistakes?



The Importance Of Self-Reflection

Notes:

Key Points:

1. Do my thoughts, my speech, and my actions really show who I am?

2. Are my thoughts, speech or actions sending a positive message (solutions) or a negative one (problem)?

Self-Reflection:

1. I must learn to lead myself first! Jumpstart your leadership growth.

2. Do my thoughts, my speech and my actions really show who I am?

3. What changes do I need to make to be the leader I want to be and that others will follow?



Your Attitude, Your Responsibility

Notes:

Your Attitude, Your Responsibility

Key Questions:

1. Who controls your attitude?

2. Why do we allow others to control our emotions/attitudes?

3. What steps do you need to take daily to set the tone for your attitude?

Your Attitude, Your Responsibility

Self-Reflection:

1. Who am I allowing to control my actions, attitude, and emotions?

2. Do I have accountability partners in my life?

3. Have I taken the correct daily action to set the right tone for the day?

Dealing with Difficult People



Notes:

Dealing with Difficult People

Key Questions:

1. How do I deal with difficult people?

2. What changes do I need to make to improve my customer service?

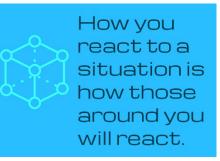
Dealing with Difficult People

Self-Reflection:

1. Am I part of the problem or part of the solution when dealing with difficult people ?

2. Am I a difficult person to deal with for customers and inside the organization?

Control Your Reactions/Emotions



Notes:

Control Your Reactions/Emotions

Key Questions:

1. Have I said or done anything to negatively influence the actions of others?

2. Who do I need to surround myself with to ensure that I influence others positively?

Control Your Reactions/Emotions

Self-Reflection:

1. Whom do I influence most with my actions and behaviors?

2. What are the challenges I am facing that could cause me to be negative or to make a bad choice?

Never Give Up!



Notes:

Never Give Up!

Key Questions:

1. Are you dragging that trailer full of failures around everywhere you go?

2. Are you allowing others to define who you are?

Never Give Up!

Self-Reflection:

1. Remember, you get to decide what defeat and success look like for you.

2. Are you hanging on to the past because it's easier than letting go?

3. Who am I and what do I stand for?