



**CHANGE YOUR MINDSET;
CHANGE YOUR ATTITUDE**

An exclusive Leading and Learning with Character Course

Participant Guide

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Learning From Your Mistakes

Mistakes
Are The
Stepping Stones
To Learning!

Notes:



The Importance Of Self-Reflection

Notes:

Your Attitude, Your Responsibility



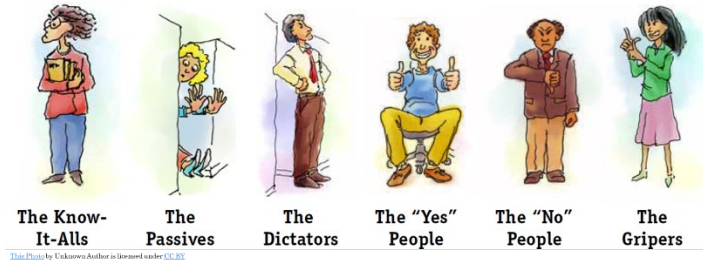
Notes:

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?

Dealing with Difficult People



Notes:

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



How you react to a situation is how those around you will react.

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?

Never Give Up!



Notes:

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?