

Keys to Developing and Maintaining a Positive Mental Attitude

Bill Collar, "All The Way With PMA!" www.billcollar.com

1. **Greet each day with a smile** and look forward to making a difference in the lives of others.
2. When introducing yourself in any new association, **take the initiative and volunteer your name first**, extend your hand for a firm handshake, and maintain eye contact when you speak.
3. **Be enthusiastic!** Move vigorously and use expressive gestures when talking. Walk with a confident stride.
4. **Speak in a loud, clear, voice.** Always use affirmative statements. Work the phrases "I Can" and "I Will" into conversations.
5. Concentrate on viewing yourself as a successful person. **You become that which you think about the most.** It becomes a self-fulfilling prophecy.
6. Look for good in the actions of others. **Treat everyone with dignity and respect.**
7. **Be polite and considerate** in your communication with others. Say, "Please" and "Thank You" and "You're Welcome." Compliment others on their good points.
8. Remember the "**Golden Rule**" in all your actions. This means more than doing unto others, as you would have them do unto you; it means refraining from doing unto others that which you would **not** like them to do to you.
9. Make good decisions when using the **Internet** and when sending **text messages**.
10. Demonstrate interest in the ideas and actions of others. **Be an active listener.**
11. **Have a plan to deal with criticism.** Consider the source and act accordingly.
12. **Be yourself.** Forget about impressing others, be the person you are most comfortable with – you.
13. **Always maintain your composure and self-control.** Consider the consequences before taking action and take personal responsibility for your actions.
14. Express a difference of opinion in a **constructive manner.**
15. **Exercise your mind and body** on a regular basis.
16. **View mistakes as learning experiences.** Realize that failure is often a test of your belief and conviction. Most of the great people in history have failed often. The most important thing is to be able to bounce back when things are not going well.
17. **Accept the things about yourself that cannot be changed.** This includes the shape of your face, the sound of your voice, the color of your skin, your height, etc.
18. **When someone pays you a compliment, accept it** and reply with a simple, "Thank You!"
19. **Condition your mind to look for the positive things in your life.** "Instead of seeing barriers, see hurdles; instead of obstacles, see opportunities; instead of problems, see solutions." Begin each day with a positive expectancy!

Effective Communication: The Art of Listening

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When the word communication is used, many people think of speaking, but the true communicators know listening is extremely important. Have you ever known someone who is an excellent listener, someone you enjoy conversing with because he or she is an "active listener," responding with thoughtful nods and verbal confirmations so you know what you're saying is not only being heard, but also comprehended?

Instructions: Respond to each item by placing an (X) in the space that best expresses how the statement describes you. If the statement is not like you at all, check space number one. If it fits perfectly, check space five. The spaces in between allow you to indicate various degrees of fit. If you are torn between feeling it does or does not apply, check space number three, the halfway mark.

Unlike Me

Like Me

1 2 3 4 5

- | | | | | | |
|-----|-----|-----|-----|-----|---|
| ___ | ___ | ___ | ___ | ___ | 1. Listen with your eyes - I maintain eye contact and focus on what the speaker is saying. This sends the message that I am interested in what is being said. |
| ___ | ___ | ___ | ___ | ___ | 2. Use positive body language - I am an active listener and demonstrate my interest by leaning forward, occasionally nodding, using facial expressions, and verbally responding with brief affirmations. |
| ___ | ___ | ___ | ___ | ___ | 3. Pause before replying - I pause to guarantee that I don't interrupt the speaker. This also indicates that I am pondering what is being said. The intelligent conversationalist is patient and aware of the power of non-verbal communication. |
| ___ | ___ | ___ | ___ | ___ | 4. Use names - Periodically throughout the communication process I use the name of the person. This demonstrated a personal interest in the individual. |
| ___ | ___ | ___ | ___ | ___ | 5. Ask follow-up questions - I often answer questions by asking follow-up questions. This indicates that I am listening and it keeps the conversation flowing. |
| ___ | ___ | ___ | ___ | ___ | 6. Ask for an example - To make sure I understand what has been said, I periodically ask the speaker to cite an example. |
| ___ | ___ | ___ | ___ | ___ | 7. Sum up what has been stated - By paraphrasing the speaker's words I confirm that I have been listening. This is also an excellent time to check for understanding. |
| ___ | ___ | ___ | ___ | ___ | 8. Take notes - By taking notes I send the message that I am sincere in following up on the key points. |
| ___ | ___ | ___ | ___ | ___ | 9. Eliminate distractions - When the conversation approaches a more serious level I make it a point to be more aware of the surroundings and avoid potential distractions. |
| ___ | ___ | ___ | ___ | ___ | 10. Build Trust - I'm non-judgmental and keep an open mind toward the speaker. The more I listen, the more I build trust and understanding. |

_____-----My Score

Scoring: Add up your total points to determine how you rank as an effective listener. The following scale will give you some idea of your listening effectiveness at this time.

44 – 50 Outstanding listening ability! You must share your techniques with others.

36 – 43 An impressive score! You possess the key characteristics of effective listeners.

28 – 35 Improve in several categories and you will become an excellent listener.

20 – 27 Much potential exists. Keep working on a self-improvement plan.

Below 20 – It is up to you to alter your attitude and approach to develop a better listening ability.

Determine Your H.Q. (Humor Quotient)

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Instructions: Respond to each item by placing an (X) in the space that best expresses how the statement describes you. If the statement is not like you at all, check space number one. If it fits perfectly, check space five. The spaces in between allow you to indicate various degrees of fit. If you are torn between feeling it does or does not apply, check space number three, the halfway mark.

Unlike Me

Like Me

1 2 3 4 5

- ___ ___ ___ ___ ___ 1. **Laughter** – I laugh often and have a lot of fun.
- ___ ___ ___ ___ ___ 2. **I am capable of laughing at myself** – It is easy for me to laugh at my mistakes and shortcomings.
- ___ ___ ___ ___ ___ 3. **Humorous Stories** – I enjoy a well-told and appropriate humorous story. I will repeat jokes or stories that I have heard.
- ___ ___ ___ ___ ___ 4. **Feelings** – I consider the feelings of others before attempting any humor. I realize it is not humor if others are offended.
- ___ ___ ___ ___ ___ 5. **Life Stories** - I like to share humorous stories from my life with others.
- ___ ___ ___ ___ ___ 6. **Stress** - I use my sense of humor to help combat stress. I am in charge of my life.
- ___ ___ ___ ___ ___ 7. **Play** - I find it rewarding to break away from the daily routine and find the time to engage in activities I find entertaining.
- ___ ___ ___ ___ ___ 8. **Unpleasant Times** – I use my sense of humor to cope in unpleasant times. This serves as a diversion from the prevailing problem.
- ___ ___ ___ ___ ___ 9. **Have Fun** - I enjoy interacting with people and find that I can have fun without trying to be funny.
- ___ ___ ___ ___ ___ 10. **Chill Out** - I am tolerant of mistakes made by others and am more likely to see the humor in a situation than to criticize.
- ___ ___ ___ ___ ___ 11. **Spontaneous Comments** – I have developed the ability to engage in off-the-cuff banter with others.
- ___ ___ ___ ___ ___ 12. **Silly Ideas** - I see original ideas and comments as stepping-stones to solving problems. I reserve judgment and encourage others to voice their opinions.
- ___ ___ ___ ___ ___ 13. **Communication** – When I am asked to speak or express my thoughts, I am comfortable working in humorous examples or references.
- ___ ___ ___ ___ ___ 14. **Health** – I believe the more I laugh, the healthier I am.

_____ -----My Score

Scoring: Add up your total points to determine your humor quotient. The following scale will give you some idea of of your level of humor at this time.

60 – 70 An excellent level of humor. You have a great attitude and are fun to be around.

50 – 59 An impressive score! You utilize humor to stay in control of your life.

40 – 49 Improve in several categories and raise your H.Q. to a point where it will be an asset.

30 – 39 Lighten up and laugh more. Keep working on a self-improvement plan.

Below 29 – You are at risk of becoming humor impaired. Act now to welcome more fun into your life.

How's Your Attitude?

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**This is
me!** **This could
be me?** **This is
not me!**

Directions: The decisions you make help form your attitude. Take this simple self-evaluation by checking the blank that best describes you. Add up the "This is me!" column and use the scale to determine your rank.

- | | | | |
|-------|-------|-------|--|
| _____ | _____ | _____ | 1. When my alarm goes off I hit the "snooze button" or shut the alarm off and go back to sleep. I had too little rest and hate to have to get up and go to work. |
| _____ | _____ | _____ | 2. I find something to wear, but realize clothes are just to cover the body. Tying in fashion or matching colors really doesn't concern me. |
| _____ | _____ | _____ | 3. Glancing at the morning newspaper I realize this is the worst condition our country has ever been in and it is just a matter of time before the government or economy will crumble. |
| _____ | _____ | _____ | 4. Most people drive too slowly and they bog me down. I would like to drive a tank so I can get to work on time. Everyone is a terrible driver but me. |
| _____ | _____ | _____ | 5. People are much too happy at work. They must be faking it. When someone says, "Good morning," I respond with, "What's good about it?" |
| _____ | _____ | _____ | 6. When I'm asked, "How are you today?" I proceed to tell about my physical ailments and personal problems. People should know just how tough my life is. |
| _____ | _____ | _____ | 7. I make it a point to complain about co-workers, even though I wouldn't consider speaking with them privately. Many people just don't know how to work. |
| _____ | _____ | _____ | 8. Everyone in the supermarket is conspiring to slow me up. The express line is closed because they saw me coming. Why can't people move faster? |
| _____ | _____ | _____ | 9. I go to my child's game and he/she is sitting on the bench because the coach is, "playing favorites again." Someday I'll give the coach a piece of my mind. |
| _____ | _____ | _____ | 10. I'm definitely overworked and underpaid and no one appreciates everything I do. I should have taken up a more rewarding occupation. |
| _____ | _____ | _____ | 11. When playing golf, cards or other games I will do anything to win. A little cheating really doesn't hurt anyone and it is acceptable as long as no one finds out. |
| _____ | _____ | _____ | 12. Anyone who doesn't share my political beliefs really doesn't understand the issues and is poorly informed. |
| _____ | _____ | _____ | 13. I know pretty much everything there is to know about my job or profession. I see little need to take classes, go to workshops or waste time with more training. |
| _____ | _____ | _____ | 14. I only have a few more years left before I can retire. It really doesn't pay to, "Rock the boat." If I suggest changing some things it will just create more work for me. |
| _____ | _____ | _____ | 15. I'm so busy with work. It's impossible for me to find time to spend with the family. |

Rate Yourself: Total the "This is me! column.

0 – 3 Congratulations! You have a super Positive Mental Attitude!

4 – 9 Your attitude needs work. Develop a plan to improve your daily outlook.

10 – 15 "Attitudes are Contagious." Please stay away from other people.

How's Your PMA?

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Do you see barriers or hurdles, obstacles or opportunities, problems or solutions? Your perspective can have a powerful influence on your well-being. Take this quiz to determine where you fall on the PMA scale. For each statement chose the ranking that describes you best. Then see the answer key below.

NOT AT ALL
TRUE OF ME

1 2 3 4

VERY TRUE
OF ME

Adapted from the Optimism/Pessimism Instrument, developed by William N. Dember.

- | | | | | |
|-----|-----|-----|-----|--|
| ___ | ___ | ___ | ___ | 1. It doesn't take me long to shake off a bad mood. |
| ___ | ___ | ___ | ___ | 2. In general I try not to set my hopes too high so I won't be disappointed. |
| ___ | ___ | ___ | ___ | 3. I can be comfortable with nearly all kinds of people. |
| ___ | ___ | ___ | ___ | 4. I believe in the saying, "Where there's a will, there's a way." |
| ___ | ___ | ___ | ___ | 5. I think it is had to get ahead without cutting corners here and there. |
| ___ | ___ | ___ | ___ | 6. I expect that I will achieve most of my life goals. |
| ___ | ___ | ___ | ___ | 7. I try to make light of my problems when possible. |
| ___ | ___ | ___ | ___ | 8. I go out of my way to flatter important people. |
| ___ | ___ | ___ | ___ | 9. Before an interview, I am usually confident that it will go well. |
| ___ | ___ | ___ | ___ | 10. In my opinion, honesty is always the best policy. |
| ___ | ___ | ___ | ___ | 11. When I make a decision on my own, it's usually a poor one. |
| ___ | ___ | ___ | ___ | 12. I have a tendency to make mountains out of molehills. |
| ___ | ___ | ___ | ___ | 13. If I had to choose between happiness and greatness, I'd choose greatness. |
| ___ | ___ | ___ | ___ | 14. I'm afraid the future of mankind doesn't look too bright. |
| ___ | ___ | ___ | ___ | 15. When the weatherman predicts a 50 per cent chance of rain, I expect to see rain. |
| ___ | ___ | ___ | ___ | 16. My most difficult battles are with myself. |

<p>My Score</p> <p>_____ A.</p> <p>- _____ B.</p>
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Answer Key

Disregard questions 8, 10, 13, and 16; they are "filler" questions, designed to minimize subconscious bias in your response. Add the numbers you selected for questions 1, 3, 4, 6, 7, and 9. Then add the numbers you selected for questions 2, 5, 11, 12, 14, and 15. Now subtract the second from the first total.

-18 to -5 Points

You see the glass as half empty which may be your way of coping with anxiety. Negativity is most likely causing you to miss out on opportunities in life and excessive pessimism is associated with depression.

-4 to 4 Points

While you usually maintain a sense of hope, you're still highly aware of potential disappointments. Negative expectations may make it tough for you to feel excited about your prospects. Less enthusiasm can mean less motivation.

5 to 10 Points

From your perspective things usually work out. Your ability to focus on the potential for good allows you to see the best in yourself too. People who score in this category tend to be more outgoing, resilient, and happier.

11 to 18 Points

You are one of the few super-optimists. Only 10 percent of people score above 10 points. You are confident of your ability to shape situations to your advantage. Be careful of unrealistic expectations and overconfidence.

Peak Performance Quiz

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1. _____



2. _____



3. _____



4. _____

5. BSAINXLEATNTEARS

6. _____ →

7. _____

8. _____

9. _____

10. _____

