How to Achieve and Maintain a Positive Attitude

SC State staffers who exude a positive, can-do attitude tend to deliver great customer service. Maintaining a glass half-full outlook is important for anyone who serves our students and other customers. Here are six ways to develop or keep up a positive attitude - even when faced with rough times.

1. **Focus on the things you can control.** You cannot control a customer’s words or actions, but you can control your reactions to them. You are in charge of your attitude. Decide to be positive.

2. **Find daily inspiration.** Even the cheeriest people rely on other people and outlets to be happy sometimes. Find inspirational people, prayers, articles, jokes, music, and places when you need a little help to see the sunny side of things.

3. **Avoid negative people.** You know who they are. Limit your contact as much as possible. Negativity can spread like venom. Don’t let anybody steal your joy.

4. **Stop thinking and saying negative things.** Your mind takes cues from what you say. State what you can do, not what you can’t. Instead of calling a situation a problem, name it a challenge. Try to put a positive spin on everything you can.

5. **Be grateful for what you have.** Many people who have so much are often the ones who constantly complain. Why wait for some life-altering experience to be grateful? Be grateful, now. No matter what your situation, it could be worse.

6. **Turn failures into opportunities.** When you have a bad service interaction with a customer, assess what went wrong and ask for feedback from managers, peers and customers on what could have been done better. Don’t be defensive; be open to other points of view.

Sources: Geoffrey James in “The Customer Service Advantage”, Nancy Friedman of Telephone Doctor

Spike and the Bulldog family are very excited by the news that General Colin Powell, our nation’s 65th Secretary of State, will be the keynote speaker at the 2011 Spring Commencement Ceremony on May 6, 2011 at 7:00 p.m. in the Oliver C. Dawson Stadium. Go Bulldogs!

**Today’s Customer Service Quote**

A happy person is not a person in a certain set of circumstances, but rather a person with a certain set of attitudes

Hugh Downs

**COMING NEXT WEEK: Customer Service vs. Customer Satisfaction**

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