

Customer Service *for* 9-1-1!

.....
DEALING WITH DIFFICULT PEOPLE
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Dedicated To:

24/7 Earth Angels In Headsets

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Customer Service

Frame *of* Mind

DEALING WITH
DIFFICULT PEOPLE

SELF ATTITUDE ASSESSMENT KEY

NOTE TO TRAINERS: The book states the assessment must be sent in, however we have also included the key here for your use in the classroom setting. This assessment must be kept personal. If you offer this assessment in a classroom setting, please ask people to respect one another's privacy.

OFFER TO STUDENTS: As you look at your chart keep in mind that this is what you think about yourself. This doesn't mean this is how others see you or the *reality* of you. This is a mirror of your perception of how you see yourself in the world. If your score is very low you can invert the statement to say the opposite (insert don't). i.e. "I" (*low score?*) ***I don't think I am a winner.***

O = Optimism - You feel things always have the capacity to improve. You know it is not true that the past equals the future. You trust in change.

M = Motivation - You understand yourself and your fears. You feel there are goals and rewards out there and motivated towards positive challenges.

I = Positive Image - You think you are a winner.

P = Sense of purpose - You have a clear purpose.

C = Choice and Change - You have high feelings of personal power over change needed; you do not feel like a victim. You know everything in life is a choice.

D = Self Discipline - You can get what you want, you have the power to make personal choice and change by sticking to it. You take action and achieve goals.

E = Self Esteem - You take care of self, likes self, is OK as you are, can sell yourself and can take praise because it's OK. You are as kind to self as others.

H = Human Vision - You believe in people and caring, have good vision of life and happiness.

A = Self Awareness - You know your strength and weakness.

J = Positive Projection - You are the kind of person everyone wants to be around because you make others feel good, you listen, you care and you are not centered on your own needs and self.