



# *People & Solutions, Inc.*

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## **SOMETHING TO GIVE AWAY**

When you are frustrated by the behavior of others, you may be tempted to give them "a piece of your mind." This is understandable. It is a better policy, however, to give them "a piece of your positive attitude."

When you give part of your positive attitude to others, you create a symbiotic relationship. The recipient feels better, but so do you. It is interesting but true that you keep your positive attitude by giving it away. When it comes to giving your positive attitude to others, you can be generous and selfish at the same time.

Everyone has several opportunities each day to give their positive attitude to others. Taxi drivers, who make their passengers laugh, will increase their tips. Employees, who give co-workers deserved compliments, increase opportunities for more open communication. Homeowners can often eliminate problems with neighbors by giving away their positive attitudes when they see them. Vacationers can enhance their fun by simply being pleasant to fellow travelers. Opportunities abound.

The results are best, however, when the giving is toughest. The less you feel like giving part of your positive attitude away, the more giving it away will do for you. Sometimes it can get you out of your own rut.

**Everyone winds up a winner by sharing positive attitudes with others.**

## ***"UNDERSTANDING YOUR OWN PERSONAL POWER WITH OTHER PEOPLE"***

**WHEN KIDS FIGHT** avoid the worst three words.. "Who started it?" It is safer to assume both are guilty, don't focus on who is to blame. **Instead**, help them work out a solution with which they can both live.

Nancy Samalin, founder of Parent Guidance Workshops, New York

## ***"ACHIEVING EXCELLENCE WITH CUSTOMERS"***

### **THREE THINGS NO CUSTOMER LIKES**

**ROBOTISM.** "Thank you, have a nice day, NEXT." The worker who puts every customer through the same program with the same motions and never a trace of warmth or individuality.

**RULE BOOK.** This employee puts the organizational rules above customer satisfaction and is not allowed to make exceptions or use common sense. Banks are famous for this. They seem to do everything possible to eliminate all traces of human thought and judgement.

## ***"HOW TO KEEP PEOPLE, PAPER, & PRESSURE FROM GETTING THE BEST OF YOU"***

**FAST STRESS RELIEF:** Listen to music 10 to 20 minutes.

**Helpful:** Sit in a comfortable chair, away from disturbances, with lights dimmed. Choose music you know well, instead of a new piece that might keep you alert, but avoid melodies that cause tension or remind you of anything unpleasant. Instrumental music is preferable to songs with lyrics. The latter may distract you from relaxation and stimulate cognitive activity. If thoughts of the day's problems intrude, keep bringing your mind back to the music.

## ***"ACHIEVING EXCELLENCE WITH PEOPLE"***

***Good employees admit mistakes  
and learn from them***

They do not try to cover them up or pass the blame.

**Useful:** Have regular meetings to discuss mistakes. Mention ones you made, to break the ice. Then ask everyone to discuss mistakes they made recently and explain what they learned from them.

**Also helpful:** Thank people who occasionally make mistakes and admit their errors. Caution: Employees who chronically make mistakes must be warned to be more careful.

# DISTINCTIONS

To a foreigner, a Yankee is an American.

To a Southerner in the United States, a Yankee is a Northerner.

To a Northerner, a Yankee lives in New England.

In New England, a Yankee is someone from Vermont.

To a Vermonter, a Yankee is someone who still uses an outhouse.

I'll stop here.

Kenneth O'Neill in a letter to the New York Times Magazine