

## **Chapter 10 – Developing a Positive Attitude**

### **I-Study**

A positive attitude helps workers succeed. While employees cannot control everything that happens on the job, they can control how they react. A positive attitude, the ability to overcome doubt, and the ability to learn from your mistakes can contribute to high self-esteem. Employers want employees who act with enthusiasm and who are assertive but not arrogant. Being assertive helps you get the recognition you deserve.

Good employees work well with others and handle criticism gracefully and maturely. Employees need to show professionalism at work. Professionalism is handling problems, criticism, and pressures effectively. It includes not being defensive while receiving constructive criticism. Employers do not value employees who gossip. Anger has no place at work. Employees must learn to prevent frustration from becoming anger.

### **I-Quiz**

1. Criticism presented in a way that can help you learn and grow is called
  - A. professionalism
  - B. attitude
  - C. self-esteem
  - D. constructive criticism
  
2. The ability to handle problems, criticism, and pressure gracefully and maturely is called
  - A. enthusiasm
  - B. professionalism
  - C. self-esteem
  - D. arrogance
  
3. Being assertive means being
  - A. arrogant and overbearing
  - B. motivated and enthusiastic
  - C. positive and open-minded
  - D. direct and honest

### **Answer Key**

1. D
2. B
3. D