

Mumbai Mirror

MIND YOUR ATTITUDE..

Date: 22-01-2009 | Edition: Mumbai | Page: 36 | Source: Bureau | Clip size (cm): W: 26 H: 16

Clip: 1 of 1

Illustration by: Sachin Varadkar



We've met people who are always complaining – either about their boss, their work, their home or social life. At the same time, we also see people who are perpetually smiling and are happy! Does this mean that they are blessed in life with no problems or difficulties? Or is it just a positive attitude?

"Well, I rate positive attitude as one of the best traits," says Jyothi Menon, Senior Vice President and Head, HR Shared

Services, Standard Chartered Bank, Chennai, "Being positive puts a person in command of his entire faculties."

Cherian Kuruvila, Director, Operations, Manpower India, believes that satisfied employees are more productive, work more diligently and enhance the organisation's brand value. "Satisfied employees demonstrate commitment to service with every customer/client. Pessimistic employees, on the other hand, work to the

MIND YOUR ATTITUDE

Even amidst several demotivating factors, confidence and positive attitude can help you stay afloat in your job, says **Kavita Krishnamurthy**

advantage of your competition while on your payroll! They are usually depressed and transmit these emotions not only to fellow colleagues but also to the clients/customers," he explains.

LEARN TO COPE

Considering the current market scenario, it's important to not just stay put in your job and perform, but also to stay positive. The current economic slowdown is indeed demotivating for many. For instance, Neeraj who works in a BPO, is worried about the possibility of the status quo on his promotion. "Last year I did not get a promotion and a good raise because my boss quit just before my appraisal. My equation with my new boss was not very great, and he gave me an average rating as he did not know me well as a performer. Now, despite the fact that I have done well, the company may not consider promotions/pay revisals. So although I deserve a good hike, I may not get it!"

Now, such instances are common at workplace. There can be various factors contributing to negativity. "Lack of clear

goals, unfair treatment, unhealthy rapport with the boss are all factors that make an employee develop negative feelings," explains, Somsuvro Chatterjee, Head of Training, AIG India.

EFFECTIVE MANAGEMENT

According to Menon, lack of awareness and insecurity results in apprehension; this in turn can lead to negative thoughts. It is the duty of the manager to keep his/her team charged with positive energy. So, what is expected of managers to pep up their team?

"Set clear directions for the team and be fair in the treatment of employees. Managers should also set examples through their own behaviour," suggests Chatterjee.

Menon quotes an example: "I had a team member, who was not being promoted or recognised. He worked in the same position for almost ten years; he had reconciled to himself that he was not going to grow and that he was being tolerated. I started giving him responsibilities and reinforced my trust in him. The more he delivered, the more I gave him. I changed

the trust quotient, and consequently his attitude also changed. He now heads the Admin team in another organisation," she smiles proudly.

SELF HELP

Not everyone may be lucky to have a manager like Menon. But remember it's your (positive) attitude that will eventually help you chug along, while keeping up your momentum. So, what is it that helps keep you positive? What should you as an employee do to keep yourself in high spirits?

"Well, for one, do some physical exercise everyday. It increases the flow of oxygenated blood to the brain and works wonders," says Menon. "Feel good about yourself. Develop one aspect of yourself – physique, language or anything else – in such a way that you start 'owning' it. Sometimes we are snowed down by merely looking at the bad instances we are faced with. Start appreciating the positivity in your day-to-day life. Increase the gratitude quotient – it's may probably not be as bad as it appears .

kavita.krishnamurthy@timesgroup.com

BE POSITIVE

- ✓ Don't get swayed by the negative energy around you
- ✓ "Corridor conversations" are usually negative; so stay away
- ✓ Associate with winners and learn from them
- ✓ Get a buddy who is always positive
- ✓ Be confident