

CHAPTER 2:

FEELING GOOD ABOUT YOURSELF

The way we feel about ourselves strongly affects how we deal with others.

Other people quickly notice worry, anger, or depression. An uncaring attitude influences the customer care we provide.

WE NEED TO LIKE OURSELVES

We need to feel good about ourselves in order to adequately utilize Caring Communication.

It doesn't happen automatically. First, we must take ownership of what we do. We need to recognize that customers rarely cause our problems. By understanding and remembering this, we can deal with other people in a more caring manner.

GIVE YOURSELF A PAT ON THE BACK FOR A JOB WELL DONE

To successfully deal with others, we must first successfully deal with ourselves.

So, when you know you are doing your job well, give yourself a compliment, especially if no one else recognizes your performance! We need to take a step back and savor our accomplishments. A foundation of self-praise helps counter-balance any uncaring or negative experiences we may encounter.

**ACCEPT
COMPLIMENTS
GRACEFULLY**

Gracefully accept compliments from others when you do receive them.

If we can accept compliments from people we know, we also need to feel good about accepting compliments from customers and co-workers we don't really know.

Studies show that when we look good we feel good about ourselves. We feel good when we wear nice clothes, get a haircut, or successfully lose five pounds.



ACCEPT COMPLIMENTS GRACIOUSLY.

**APPEARANCE IS
IMPORTANT
FEEL GOOD
ABOUT
YOURSELF**

Our appearance greatly impacts the first impressions of those we encounter. Wearing appropriate clothing, smelling fresh and clean, having a well-kept hairstyle and fingernails, all contribute to a positive first impression.

When we feel good about ourselves, we know we can successfully manage problem situations. Beginning with a positive attitude gives us more self-confidence. This allows us to put problems in perspective and concentrate our efforts in more productive areas.

Exercises:

1. We all take pride in certain personal qualities. How do you think your family or close friends see you? What are four words they might choose to describe you? (i.e. organized, efficient, good-natured, moody, prompt, neat, hot-tempered, etc.)
2. What are four words your co-workers might use to describe you?
3. Compare the two lists. Do you think your friends and co-workers see you in the same way? If the lists are different, how do you account for the differences?
4. List four personal qualities you possess that you take the most pride in:
5. Do you feel like you see yourself as essentially the same person your friends and co-workers see? If not, explain why you see yourself differently.

CHAPTER TWO REVIEW

Points to Remember

- Our customers notice our attitudes and feelings no matter how hard we try to hide them.
- We deserve recognition for our accomplishments on and off the job.
- Accept compliments graciously.
- A well-kept appearance shows self-respect and generates caring feedback from others.
- To successfully deal with others, we must first successfully deal with ourselves.
- **FEEL GOOD ABOUT YOURSELF: YOU'RE A VERY SPECIAL PERSON.**