



Care Enterprise, LLC

Solutions to Complex Problems

In Business Attitude Is Everything

By Sharman G. Lawson

Workers are the backbone every company and organization. An employee's behavior, attitude, and demeanor can actually make or break a company. An attitude is a person's individual outlook on something, and is shown in their body language, conduct, and speech. Attitude can make the environment in a corporation pleasant or toxic. Like a cold an attitude can be transmittable and spread like wild-fire.

Whether you are an employee or business owner, many people create their own happiness and *drama*. If you are an employee not pleased with your present position, then do something about it. If you're not getting paid a sufficient amount – find a new job. Want a promotion? What can you change in your habits, behavior, and attitude to make you promotional? Do you hate your job? Thank God you have a job that is paying you while you look for a new one -- so stop complaining.

It's not just the employee's attitude that makes an unpleasant work environment. Employers and owners have many things they can change as well to create a better work atmosphere. Happy employees will create more happy customers. Below are a few things an employer can do to help change the morale, attitude, and culture of their company.

- Speak to your staff – say hello, smile, and ask them how things are going.
- Ask for employee's insight and opinions on different matters – they may actually teach you something that you didn't have a clue about.
- Train and develop your employees – show them that you care about them as a person and value them as a member of staff.
- Encourage a balanced work-life environment – create a culture of balanced living.
- Build a culture of trust – let them know that you hired them because you trust them to do what you hired them to do, until they prove otherwise.
- Allow your employees to think and be creative – their brain may be different than yours, but it is still a brain that thinks and functions.
- Say “*please*” and “*thank you*” – an act of kindness goes a long way.

Businesses survive and fail every day because of good or bad customer service. As a business owner be mindful of the attitudes of management and all your staff. Their attitude is a reflection of you and your business. The culture and attitude of the company starts with management, is passed on to employees, and then transferred to clients. How you think, act, and feel will affect your business now and in the future. The bottom line, having a positive, optimistic, and encouraging attitude will help you *win* and survive in business now and in the future.

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