

**THINK IT,
SAY IT, FEEL IT**

UNIT 3

Developing Self-Esteem



Guess Who?

This person was cut from his high school basketball team. That night, he went home, locked himself in his room, and cried.

Developing Self-Esteem

Michael Jordan



6 time NBA champion
5 time NBA “MVP”
4 time NBA all-star

Developing Self-Esteem



Guess Who?

This person lost her job as a news anchor because someone told her she was not “fit for television.”

Developing Self-Esteem



Oprah
Winfrey

host of a multi-award winning talk show and once named the “Most Influential Woman in the World”

Developing Self-Esteem



Guess Who?

This person was fired from a newspaper job because he was told he had “no imagination” and had “no original ideas.”

Developing Self-Esteem



Walt
Disney

creator of Mickey Mouse and a winner of 22
Academy Awards

Developing Self-Esteem



Guess Who?

At age 30, this person was devastated and became depressed when he was fired from the company he had started.

Developing Self-Esteem



Steve Jobs

co-founder of Apple Inc.

Developing Self-Esteem



Guess Who?

She failed to get an acting job and nearly gave up when a director called her “too ugly.”

Developing Self-Esteem



Meryl Streep

nominated 18 times for an Academy Award and a
winner of 3

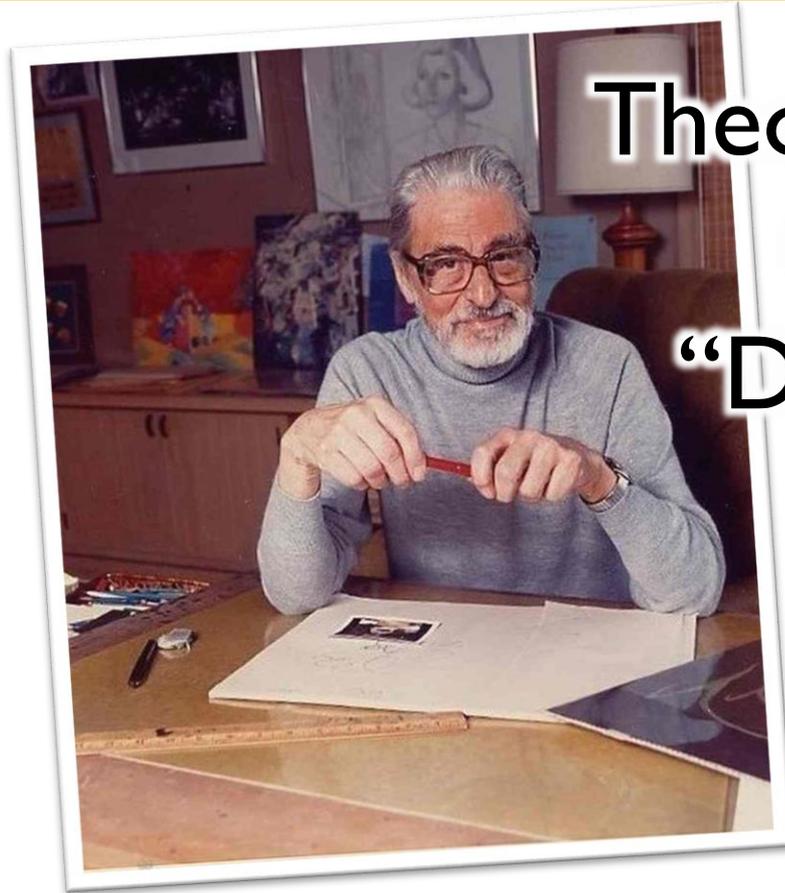
Developing Self-Esteem



Guess Who?

His first book was rejected by 27 publishers.

Developing Self-Esteem



Theodor Seuss
Geisel
“Dr. Seuss”

best selling children’s author in history

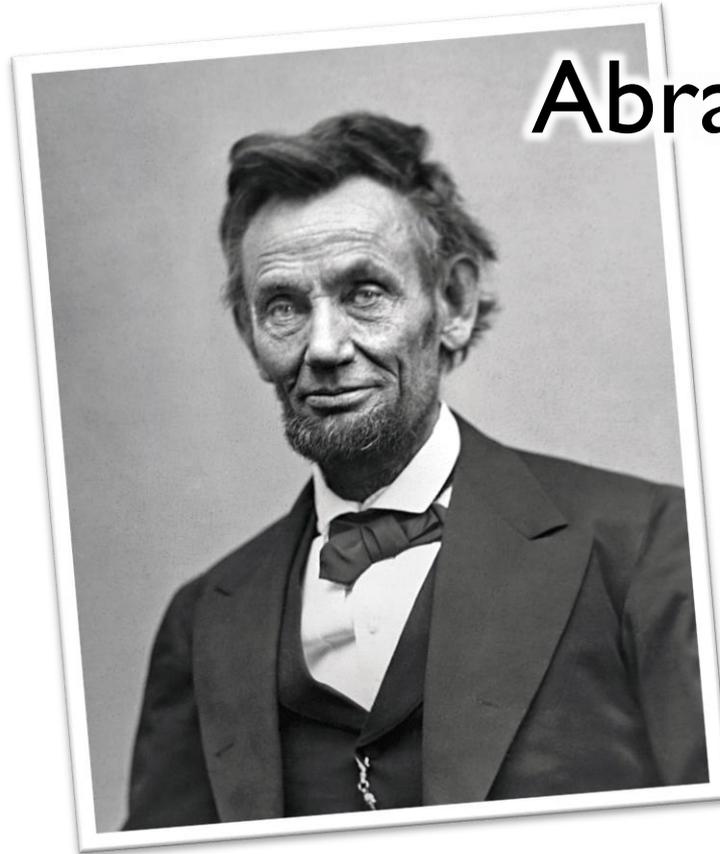
Developing Self-Esteem



Guess Who?

This person failed at business, had a nervous breakdown, and lost 8 political elections.

Developing Self-Esteem



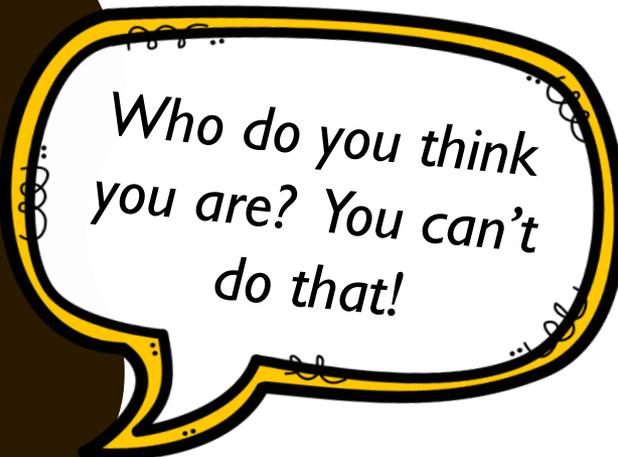
Abraham Lincoln

16th President of the United States

Developing Self-Esteem

Monster Talk

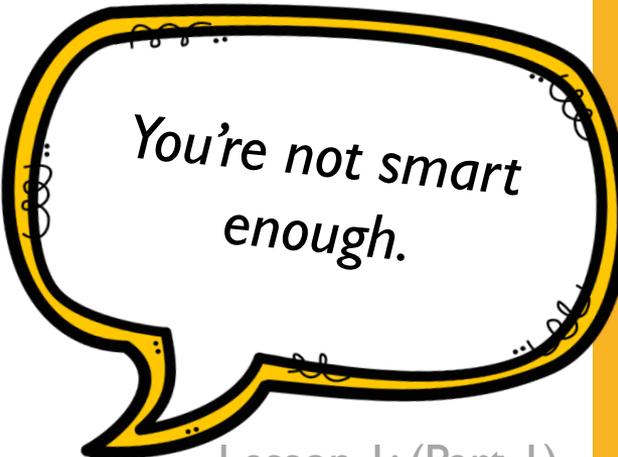
Monster Talk Statements are the **NEGATIVE things others say to us about our abilities. Monster talk can even come from our own inner voices.**



Who do you think you are? You can't do that!



You'll never be good enough!



You're not smart enough.

Developing Self-Esteem

Champion Talk

Champion Talk Statements are the **POSITIVE** things others say to us about our abilities. We can even have champion talk in our own thoughts.



*I have faith in you.
You can do this!*



*I'll just keep
practicing.*



I am capable!

Developing Self-Esteem

You tried, but you failed.

You'll never be a great basketball player.

You're not good enough.



Developing Self-Esteem

What's Michael's Champion Plan?



Developing Self-Esteem

The diagram consists of a large puzzle shape divided into four sections. The top-left section is labeled 'Goal 1:' and contains the text 'To make the basketball team'. The top-right section is labeled 'I will...' and contains the text 'practice 5x a week with my coach and work out to stay healthy.' The bottom-left section is labeled 'I can...' and contains the text 'focus on my own accomplishments and not on other's judgements.' The bottom-right section is labeled 'I know...' and contains the text 'that it is a long road ahead, but I am willing to work hard.' To the right of the puzzle is a speech bubble containing the text 'It's never going to happen, why bother!'. A yellow arrow points from the top-right section of the puzzle to the text 'Champion PLAN' above the speech bubble. Another yellow arrow points from the bottom-right section of the puzzle to the text 'Champion Talk' below the puzzle.

Goal 1:

To make the basketball team

I will...
practice 5x a week with my coach and work out to stay healthy.

I can...
focus on my own accomplishments and not on other's judgements.

I know...
that it is a long road ahead, but I am willing to work hard.

“Champion PLAN”

Monster talk to look out for:

It's never going to happen, why bother!

“Champion Talk”

Self-Awareness

HEADS



TAILS



Self-Awareness

Just like a coin has two sides, a person has two sides:

- Inside feelings
- Outside actions

This boy is feeling upset because he is getting yelled at. He shows his feelings by looking down and covering his ears.



Self-Awareness

What is self-awareness?

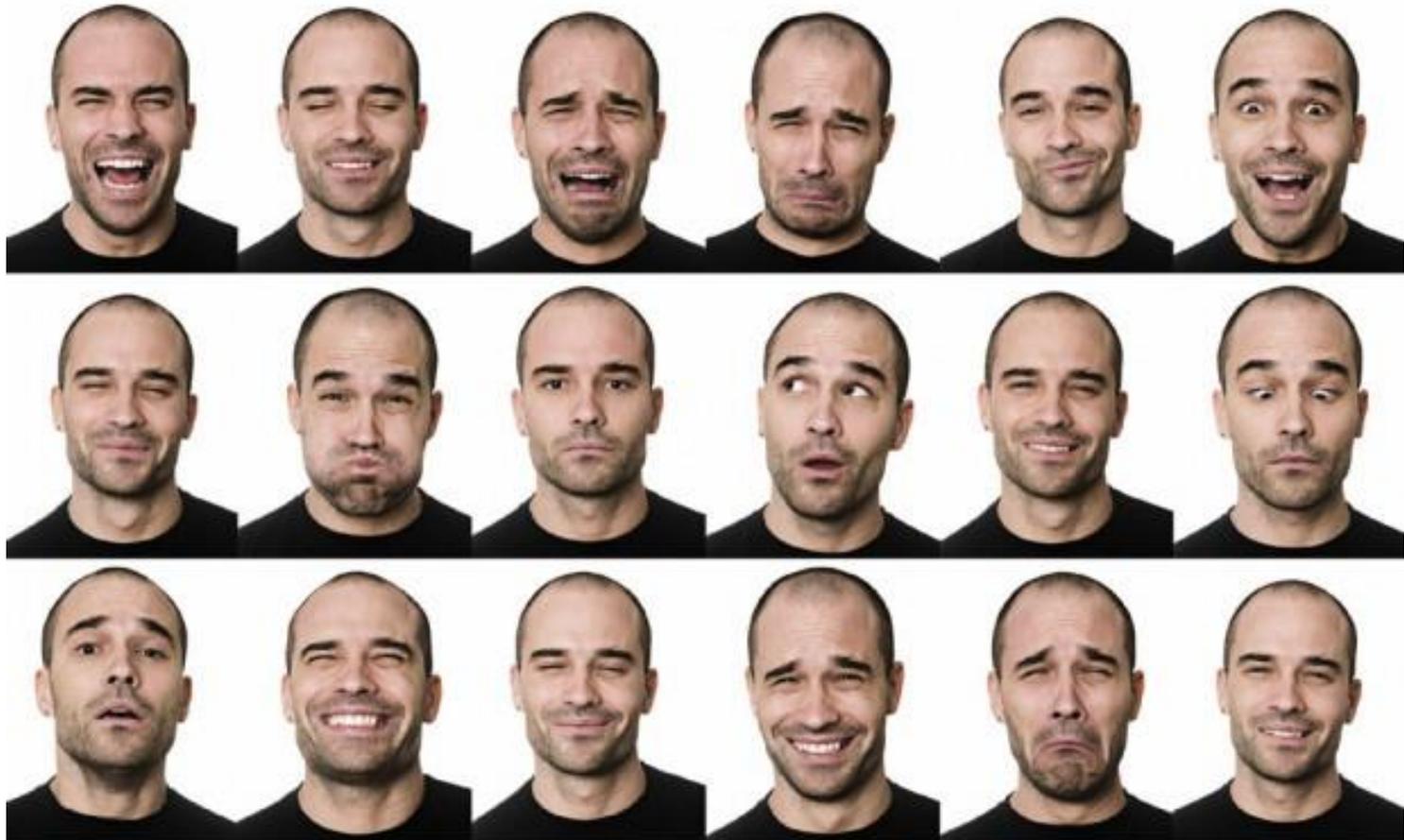


Self-awareness is an understanding of your own feelings and actions.

Being self-aware means you understand:

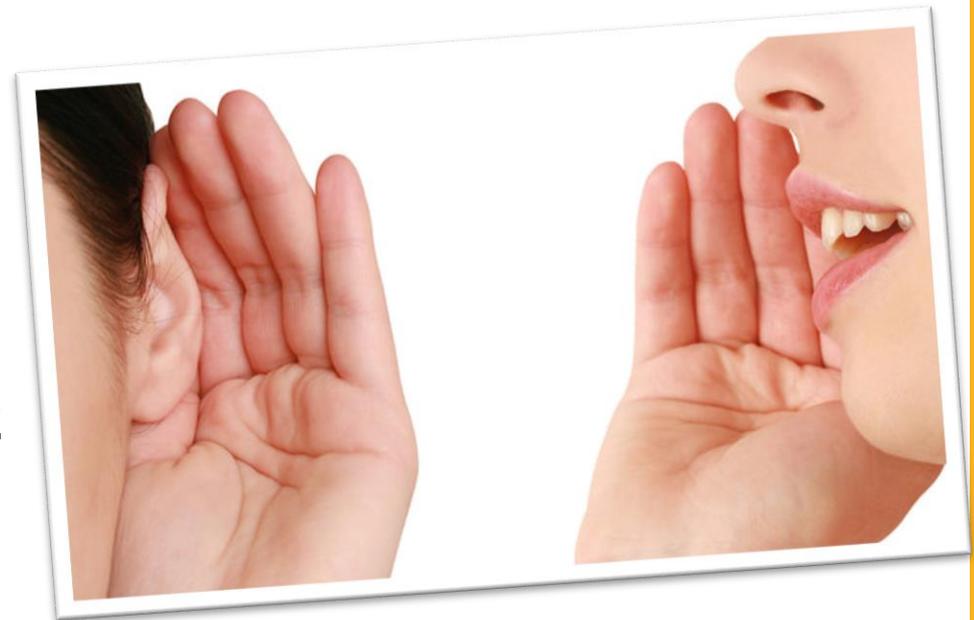
- your own strengths and weaknesses
- what motivates you
- how others see you

Self-Awareness



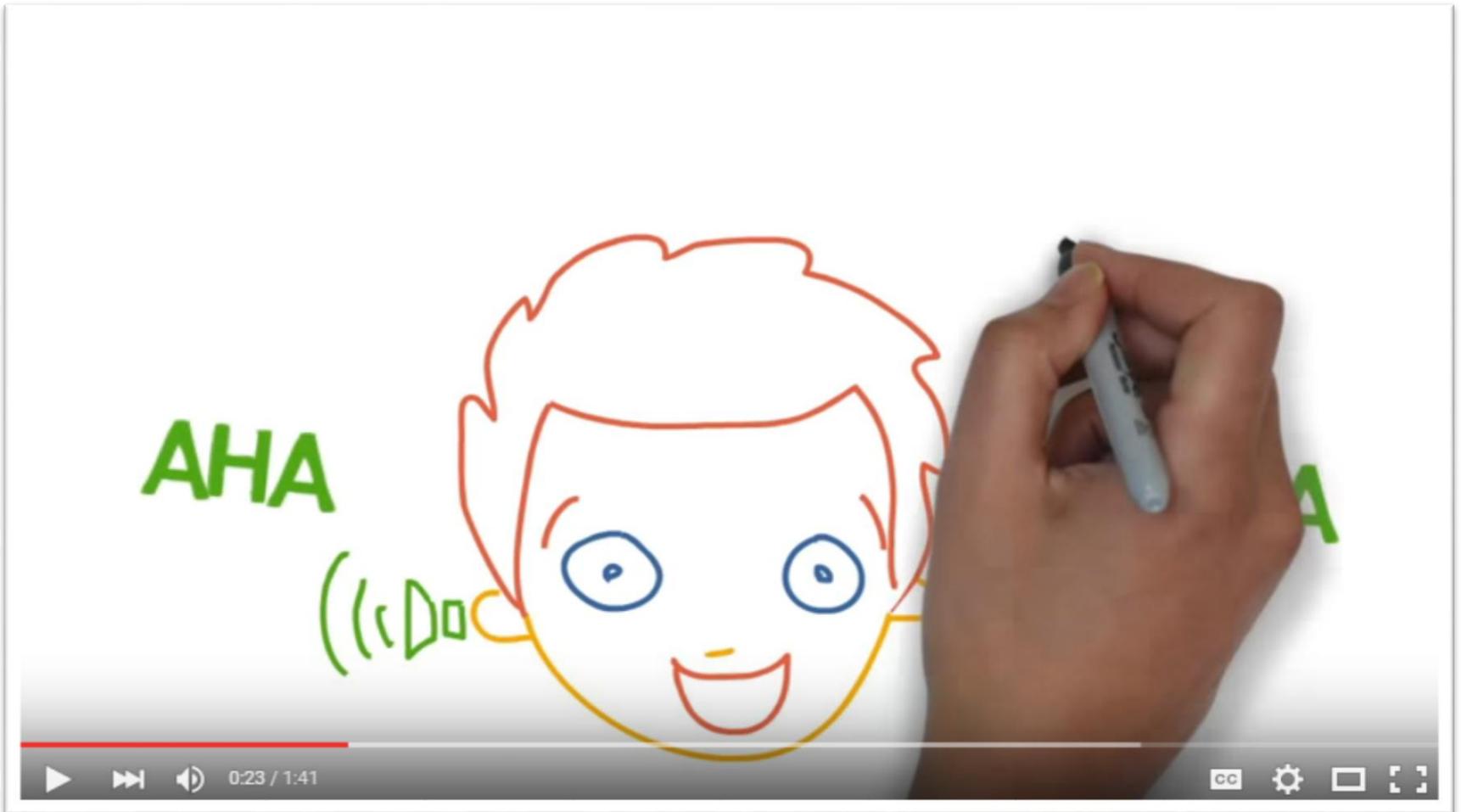
Listening Skills

Active Listening is a way of showing someone who is talking that you are interested and focused on what they are saying. Active listeners use eye contact and positive body language to show that they are focused on the speaker.



Listening Skills

click on the image below to view the video



Giving and Providing Feedback

Feedback is when someone evaluates a person's actions or performance of a specific task.



Giving and Providing Feedback

There are three types of feedback:



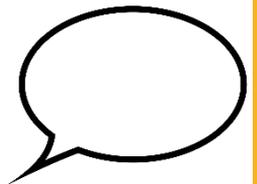
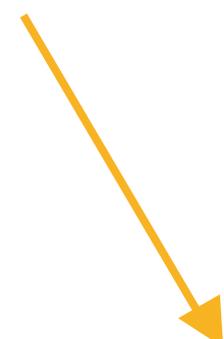
Positive Feedback

When someone tells you what he/she **LIKED** about what you did



Negative Feedback

When someone tells you what he/she **DISLIKED** about what you did

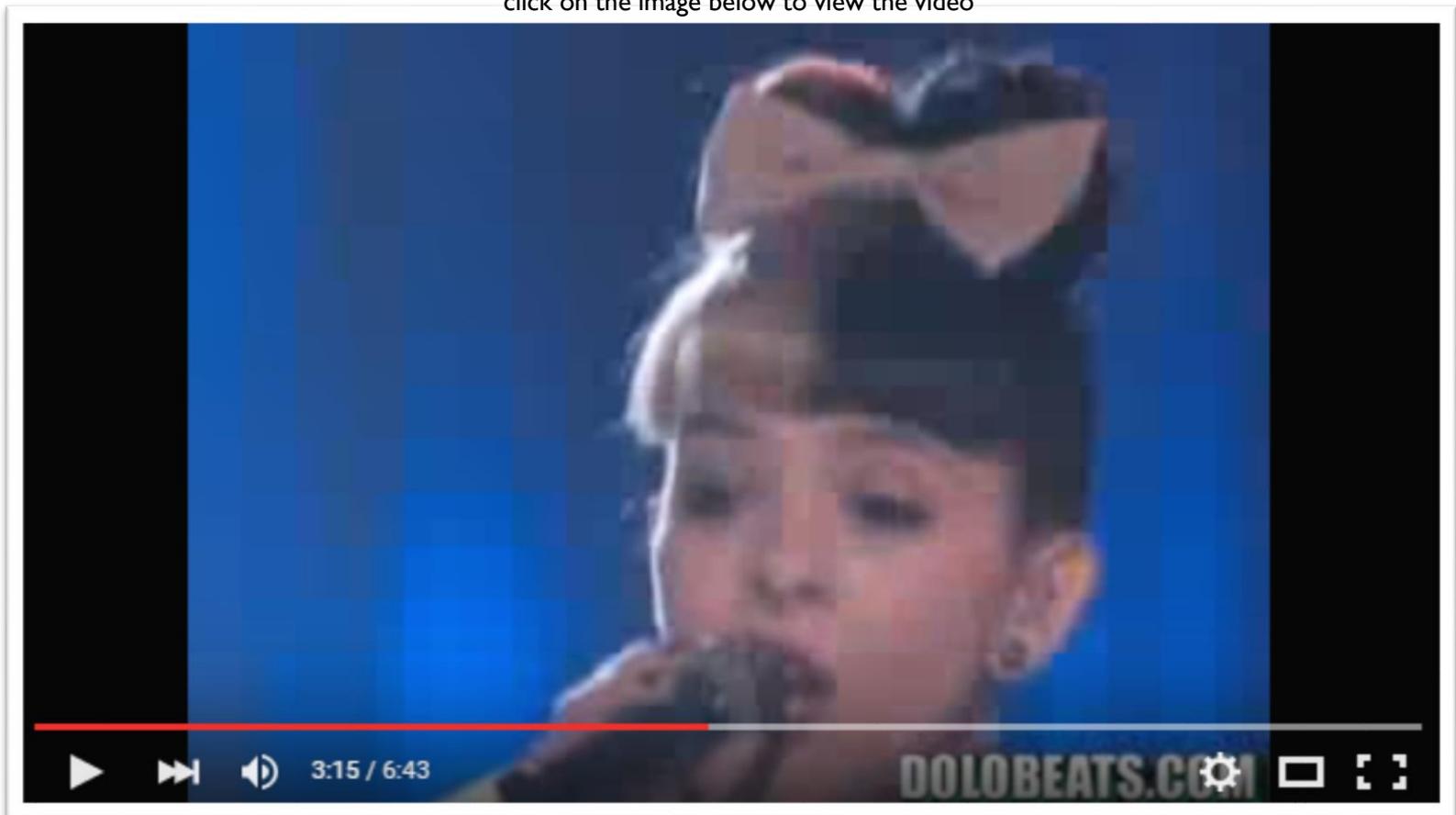


Constructive Feedback

When someone tells you what you did well **AND** what you can do to improve

Giving and Providing Feedback

click on the image below to view the video



(Begin Watching at 1:30)

Giving and Providing Feedback

click on the image below to view the video



(Begin watching at 2:18)

Giving and Providing Feedback

click on the image below to view the video



(Only watch 1:20 – 2:18)

Giving and Receiving Feedback

The **Do's** and **Don'ts** of GIVING Feedback

Do...

Tell the person what they are doing right.

Tell the person how he/she could improve.

Give examples of the person's performance to support your feedback.

Don't...

Only focus on the negative.

Yell at the person.

Mock the person for his/her actions.

Do all the talking. Listen for responses as well.



Giving and Receiving Feedback



GIVING Feedback

You are giving a coworker feedback on a project you are working on together. You tell your coworker that he is doing a terrible job at that you can't believe that he even got hired in the first place. Your coworker tries to respond, but you refuse to let him talk.

Giving and Receiving Feedback



GIVING Feedback

You are giving a coworker feedback on a project you are working on together. You tell your coworker that although he did a good job on collecting all the right materials needed for the project, you feel like you are doing most of the work. After talking a bit, you learn that your coworker is going through a tough time at home. You both work out an agreement about what to do next.

Giving and Receiving Feedback



GIVING Feedback

You are giving a coworker feedback on a project you are working on together. You tell your coworker what an amazing job he is doing and that you are so glad to have him on your team.

Giving and Receiving Feedback

The **Do's** and **Don'ts** of RECEIVING Feedback

Do...

Maintain eye contact with the person giving feedback.

Listen first, then respond.

Ask questions to if you don't understand something.

Take the feedback seriously and make appropriate changes in your actions.

Don't...

Let your emotions control your actions - Stay calm.

Get defensive.

Make excuses.

Ignore the feedback and keep acting in the same way.



Giving and Receiving Feedback



RECEIVING Feedback

Your supervisor just yelled at you for leaving the oven on in the restaurant that you work at. You screamed back at him: “I QUIT!” and stomped off.

Giving and Receiving Feedback



RECEIVING Feedback

Your supervisor just yelled at you for leaving the oven on in the restaurant that you work at. You apologize for not double checking and promise him that it will never happen again. Although you are embarrassed that he yelled at you, you took a deep breath and tried to remain positive.

Giving and Receiving Feedback



RECEIVING Feedback

Your supervisor just met with you for your yearly review. He told you that you were doing a great job and that he is proud to have you on his staff. You thank him for his kind words and ask: “*Is there anything you’d like me to work on?*” Your supervisor gives you a few suggestions and you begin to apply those suggestions to your daily work.

Understanding the Needs of Others



Understanding the Needs of Others

“I’ve had it! My friend is late picking me up for school again! That’s the third time this week.”

What is this person feeling?

What does this person need?

Understanding the Needs of Others

When you show your understanding of what someone says, you:

- paraphrase, or sum up, their thoughts in your own words
- state what that person may be feeling and what they may need based on what they say

Phrases to paraphrase with:

“It sounds like...”

“I hear you saying...”

“I imagine you are feeling...”

“It seems like you need...”



Understanding the Needs of Others

Assembler Job Description:

This company is a manufacturer of hearing aids. Their production facility in Aurora has over 400 employees.

Shift:

-1st (7AM-4:00PM)

-2nd (4PM-12:30PM)

Duration: Contract-To-Hire

Responsibilities:

Will be sitting at a desk all day and assembling hearing aids. There are multiple departments (i.e., lacquering, outer ear assembly, inner ear assembly, etc.) to work in, but all are extremely repetitive and require great attention to detail. Candidates must be comfortable with using a microscope to aid them in the assembly process.

Although a basic position, candidates will be subjected to hitting quotas on a daily basis, so they must be able to work efficiently and hit their goals in order to have success in the role.

About Aerotek Commercial Staffing :

Aerotek, headquartered in Hanover, Md., is a leading provider of technical, professional and industrial staffing services. Established in 1983, Aerotek is an operating company of Allegis Group, the largest provider of staffing services in the U.S. Aerotek operates a network of more than 200 non-franchised offices throughout the U.S., Canada and Europe. For more information, visit Aerotek.com.

Contact Information

Christopher Dante Betts

chbetts@aerotek.com

Aerotek Commercial Staffing - Oak Brook, IL

903 Commerce Drive
2nd Floor
Oak Brook, IL 60523

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Creating Questions that Lead to Conversations

Lisa: Hi. My name is Lynne. What is your name?

Chris: My name is Chris.

Lisa : I really like baseball. Do you like baseball?

Chris: No.

Lisa : Oh. Well, I also like watching movies. Do you like watching movies?

Chris: Yes.

Lisa : Cool. My favorite movie is The Truman Show. Have you seen that movie?

Chris: Yes. I liked it too.

Lisa : Do you go to the movies often?

Chris: No. Not often.

Lisa : I go to the movies every week.

Chris: I don't.

Lisa : I use my allowance money to go to the movies.

Chris: I don't get an allowance.

Lisa : Oh....

Creating Questions that Lead to Conversations

Closed Questions:

Closed questions usually only require “yes/no” or very short answers. They do not ask for a lot of details.

Example:

“Do you like soccer?”

“Have you seen Star Wars?”



Creating Questions that Lead to Conversations

Open Questions:

Open questions allow for people to provide detail in their answers.

Example:

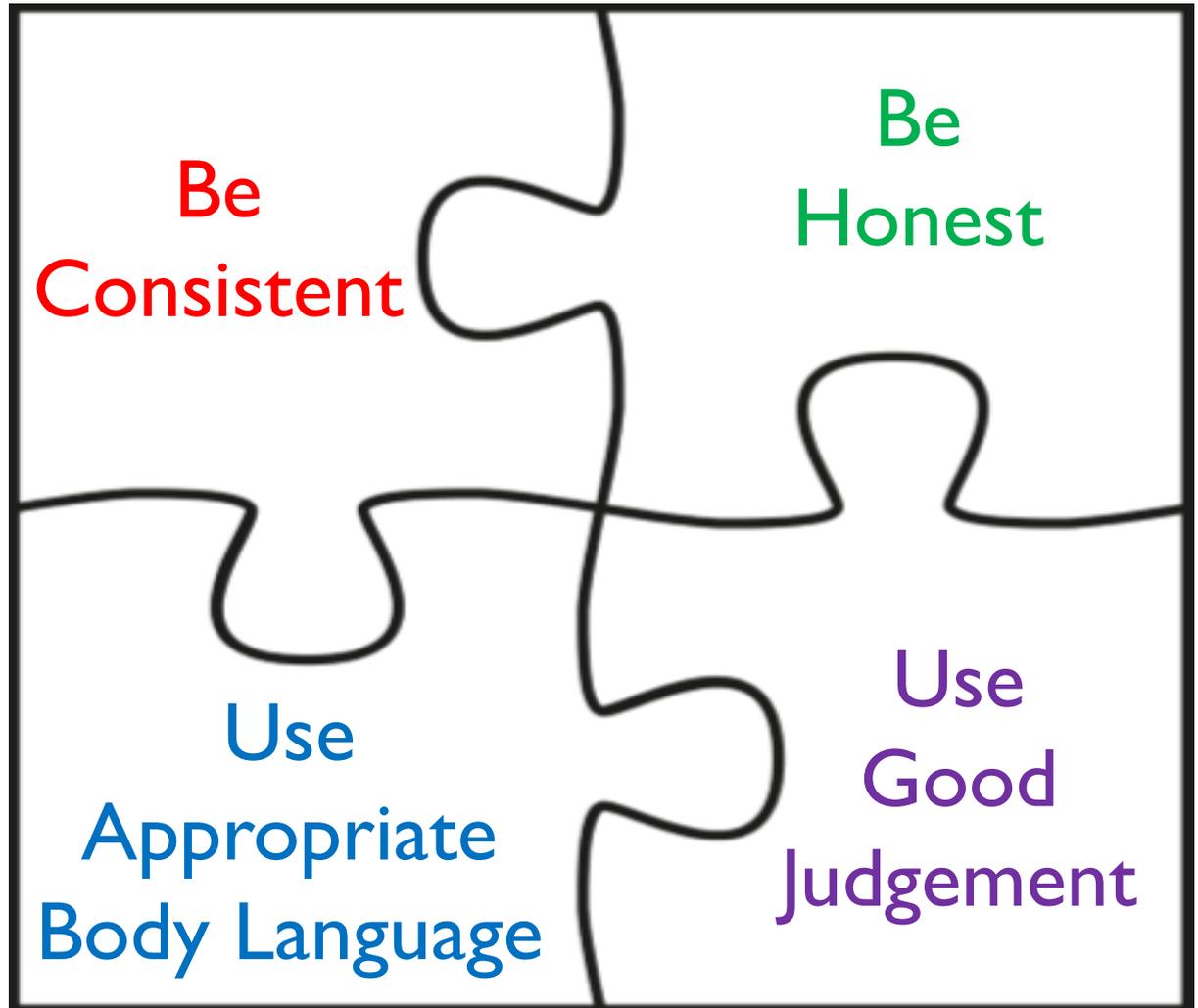
“What do you like about soccer?”

“What kinds of movies do you like?”



Building Trust

You need all four pieces of the trust puzzle to be complete!



Building Trust



The first step to building trust is to be honest.

- Tell the truth always. Even telling small lies can hurt your reputation of trust.
- Take responsibility for your actions.
- Don't steal from your workplace or employers.

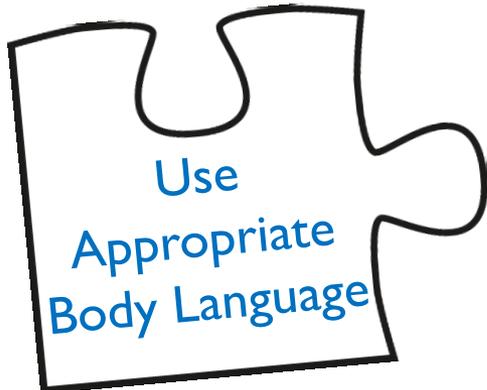
Building Trust



Do what is expected of you always.

- Be on time every day and complete your entire shift.
- Actually DO what you SAY you will.
- Let your employer know that he or she can count on you.

Building Trust



Communicate trust through your body language.

- Look others in the eye when you talk to them.
- Do not cross your arms when talking to someone.
- Stand tall and confident.

Building Trust



Learn what to participate in or talk about and when to remove yourself from a situation.

- Do not share other employees' personal information with others.
- Think twice before talking or acting.
- Don't engage in activities that could get you in trouble.

Building Trust

Dan shows up on-time
for work each day.

Building Trust

Karen forgot to turn the oven off at the restaurant she worked at. She took full responsibility for it.

Building Trust

Amber overhears two coworkers gossiping at lunch. Amber decides to sit somewhere else and not get involved.

Building Trust

At his interview, Justin walked in with confidence and gave a firm handshake to the employer.

Building Trust

When working with a customer, Joe kept strong eye contact to show he was listening.

Building Trust

Sarah always completes
the tasks her employer
asks of her.

Building Trust

Jim notices two of his coworkers goofing off when they are supposed to be working. Jim still continues to stay focused.

Building Trust

Jacob noticed that a customer gave him too much money when buying her groceries. He gave her back the extra amount instead of pocketing it.