



## **Unit II – Leadership Skills**

### **Chapter 5 - Attitudes and Emotions**

#### **Section 2 – Actions, Attitudes and Emotions**



# What You Will Learn to Do

Understand how human behavior is affected by human emotions and attitudes



# Objectives

1. Identify positive and negative attitudes
2. Discuss defense mechanisms
3. List strategies for expressing emotions



# Key Terms

**Defense Mechanisms** - The behaviors a person uses to deal with anxiety, stress or pressure



# How Your Actions Reveal Your Attitudes

We have learned that ...

**Actions** = practices and behaviors

**Attitudes** = perspectives, purposes and beliefs

Ideally, your **actions** should reflect and be in harmony with your **attitudes**.

Those who say one thing and do another seem hypocritical, as reflected in the saying:

*“Do as I say, not as I do.”*



# How Your Actions Reveal Your Attitudes

*“Actions speak louder than words.”* What you do counts much more than what you say.

Actions set goals in motion, and reveal your values and your character. The goals achieved above were due to consistent and committed action.



# How Your Actions Reveal Your Attitudes

Your actions reveal your attitudes, whether good or bad.

Everything you do or say tells others about your attitude.



Did you show up late for work or class today?

...You just sent a message to others about your attitude.



# How Your Actions Reveal Your Attitudes

Consider what these behaviors might say about a person's attitude....

- Avoiding eye contact with others
- Losing something borrowed from a friend
- Failing to use "Mr.," "Mrs.," "Ms.," "Sir," or "Ma'am" in speaking with adults
- Ignoring personal hygiene with hair, teeth, bathing and clothing





# How Your Actions Reveal Your Attitudes

Hockey legend Wayne Gretzky said:  
*"You miss 100% of the shots you don't take."*

With your actions, you have the opportunity to play – to be a team player, to follow rules and “take shots” – all guided by your attitude.





# How Your Actions Reveal Your Attitudes



Winning breeds winning.

If you have an achievement-focused attitude, it soon builds a positive and contagious habit, which leads to better results in your life.

This attitude also creates a cycle of even more good results.



# Which Type of Player are You?



Player 1: Sitting out the game and just hoping things will work out somehow



Player 2: Throwing yourself into the game with enthusiasm, taking charge and making things happen for yourself



# Which Type of Player are You?

Sometimes you'll win and sometimes you'll lose.

The key is to continue to bring a positive attitude, no matter what the score.

And never give up!





# Positive and Negative Attitudes

Positive thinkers make things happen and seem to have their share of “luck.”

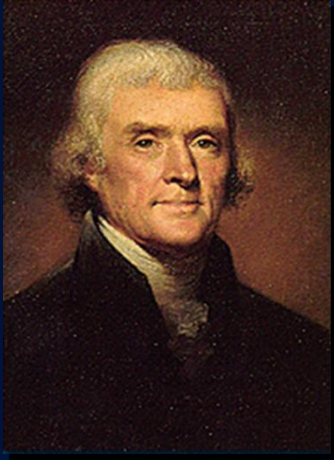


A positive attitude and dedication to seeing your goals realized generally result in a positive outcome.

To be a winner, you should try to think like a winner, with contagious enthusiasm and a positive attitude.



# Positive and Negative Attitudes



*"I'm a great believer in luck and I find that the harder I work, the more I have of it."* – Thomas Jefferson



*"Luck is the residue of design."*  
- Baseball executive Branch Rickey

*How would you interpret each of the statements above?*



# Defense Mechanisms

No one is without faults and weaknesses – and no one succeeds every time they try.

But some people have developed the ability to take setbacks in stride and keep themselves going.



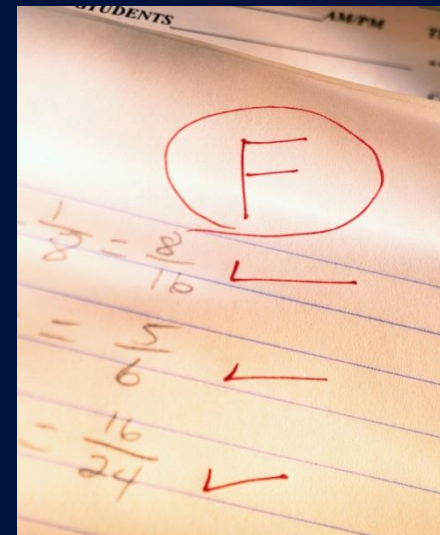
NJROTC can help you develop the mindset of a winner despite any weaknesses you might have.



# Defense Mechanisms

It's important to use a positive attitude to help you remember that times when you don't succeed are opportunities to learn and improve.

When you experience failure, it does not mean YOU are a failure, but just that your effort was not successful – and can now be adjusted to get better results.







# Defense Mechanisms

In the world of business and sports, people try to achieve specific goals every day.

They often fall short - and often fail more than they succeed.



But the more they “practice” their skills, the better they get.

This improvement would not be possible unless they pressed past the “learning curve”, stuck with it and kept trying.



# Defense Mechanisms

Some professions, of course, allow a much smaller margin of error - even a zero tolerance for failure - when safety or health are involved.

Architect



Pilot



Physician





# Defense Mechanisms

Why do some people handle their mistakes easily, learn the lessons and move on to get better... and other people struggle with failure?

Often, a person's **defense mechanisms** are called forward to help handle their anxieties.

Defense mechanisms are normal in humans, but they can easily turn into excuses for things we don't want to deal with.





# Defense Mechanisms

Do you use defense mechanisms to shield yourself under stress, pressure or anxiety? Those behaviors might look like this:

- Trying to convince yourself and others that you were not to blame for a mistake
- That you had no control over a situation when you actually did
- Deflecting anything that might bruise your self-confidence and pride, when you are feeling ashamed or inadequate



# Defense Mechanisms

Public examples of **defense mechanisms** on display:



Professional or college athlete who makes repeated excuses about his mediocre performance and blames the coach, the opponent and/or teammates



Musician or actor who criticizes his/her band, fellow performers, songwriters or anyone else around instead of owning up their own bad performance



# Defense Mechanisms

Constantly relying on defense mechanisms is a sign of **immaturity** and lack of **personal responsibility**. Often people may not even be aware they are doing it – it's such a well-ingrained pattern for them.

You will see this behavior in persons of all ages, not just young people!

Maturity doesn't necessarily follow age.





# Defense Mechanisms

Mature people recognize their tendencies to use defense mechanisms, and confront their problems directly to try to solve them.

Even though they are not always successful in solving problems, the mature person has the ability to “grin and bear it,” - just letting small things be small.

Maturity and a positive attitude give a person this ability.



# Defense Mechanisms

Obviously no one is guaranteed a perfect life without challenges.

But people with positive attitudes tend to develop complementary traits to further help them through life, such as those listed to the right....

Integrity  
Credibility  
Humility  
Patience  
Respect  
Appreciation  
Focus on task completion  
Focus on people





# Defense Mechanisms

*“How you think about a problem is more important than the problem itself - so always think positively.”*

- Dr. Norman Vincent Peale





# How Defense Mechanisms Affect Relationships

Defense mechanisms can be damaging to a relationship.

In the next several slides we see how defense mechanisms can be disruptive and hurtful in the relationship of Jack and Christine.



Jack's jealous behavior indicates he feels Christine is not happy nor trustworthy. His behavior includes many defense mechanisms.



# How Defense Mechanisms Affect Relationships

**Displacement:** *transferring a feeling about a person or object to another, less threatening object*

Example: Jack feels jealous toward Christine, so is rude to her little sister.

**Repression:** *pushing disturbing thoughts, wishes or experiences from one's conscious awareness, yet it continues on an unconscious level*

Example: Jack tells Christine everything is ok because he doesn't want to talk about it – yet he still feels bad.



# How Defense Mechanisms Affect Relationships

**Rationalization:** *concealing true motivations for one's thoughts, actions or feelings by offering reassuring, but incorrect explanations*

Example: Jack tells Christine that the problem isn't her, that he's having trouble at his job.

**Projection:** *falsely attributing to others your own unacceptable feelings, impulses or thoughts*

Example: Jack tells everyone that Christine is upset with him because he spends too much time with his friends.



# How Defense Mechanisms Affect Relationships

**Acting Out:** *using actions, rather than words, to express the emotional conflict*

Example: Jack uses a bar of soap to draw graffiti all over Christine's car.

**Denial:** *refusing to acknowledge some painful aspect of external reality or one's own experience that would be apparent to others*

Example: Jack doesn't realize he has a problem trusting other people, but he had the same types of behavior with his previous girlfriend.



# How Defense Mechanisms Affect Relationships

Before things can improve in the relationship of Jack and Christine, he must realize that his attitude needs to improve.



He probably isn't aware that he is relying on defense mechanisms to cope with his feelings.



# Strategies for Expressing Emotions

**Emotions:** spontaneous feelings that you experience

**Moods:** temporary general states of mind

**Feelings:** specific emotions such as joy, grief, love, fear, anger, disgust





# Strategies for Expressing Emotions

Babies come into the world with two basic emotions... and they quickly discover a way to express them in the most primal way.



Babies later develop other ways to communicate by smiling, body language and vocalizing.

**Delight**

**Distress**







# Strategies for Expressing Emotions

As children grow, they learn how to express emotions by language and behavior.

If tantrums = “I get my way” ....  
tantrums will continue!

Fortunately most of us learn to both express and control emotions in a socially appropriate manner that serves us.





# Strategies for Expressing Emotions

A leader is often especially challenged to maintain control of his/her emotions.

Some situations may make one “fly off the handle” or want to “tell someone off.”

Your social conditioning tells you this is not acceptable behavior, and you should trust that intuition.





# Strategies for Expressing Emotions

We have all been in situations that tested our ability to control our emotions. Some of us do this better than others.

However, there are constructive, socially acceptable ways to express your emotions...

(this isn't one of them!)





# Strategies for Expressing Emotions

If you need to “blow off some steam” to deal with strong emotions you’re feeling, try some of these emotional outlets:



## Physical Activity -

Can be a sports activity , a creative endeavor or something as simple as washing a car, mowing the lawn or cleaning the house.



# Strategies for Expressing Emotions

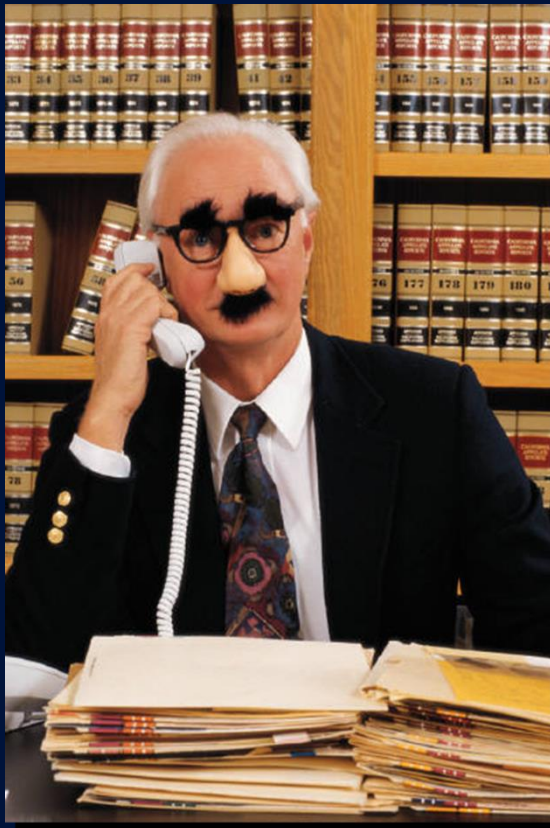


## Talking it Out-

Find a trusted friend , teacher, parent or counselor and share how you're feeling. Even if your listener can't offer a solution, sometimes it's helpful just to talk about it.



# Strategies for Expressing Emotions



## Sense of Humor -

Being able to laugh at yourself and to laugh *with* others is a great asset.

Be sure you don't let humor be confused with poking fun at others in a hurtful way.

Skip the sarcasm.



# Strategies for Expressing Emotions



## Positive Thoughts and Actions -

Improving positive attitudes begins with a healthy self-image, acknowledging instead of denying problems and with a conscious effort to build positive habits.



# Conclusion

- You can control your attitude, and it's a big factor in your success as a leader.
- People with good attitudes are generally happier and more successful in every aspect of life.
- People are drawn to and likely to follow leaders who exhibit positive attitudes.

*A positive attitude can be the leader's key to success!*





# Questions?

