

Tampa Bay Local Chapter



July 2005

The Attitude Accelerator

By: Jeff Keller

"How can I build a more positive attitude and maintain it?" That's a question I'm constantly asked. My typical answer is this: you get a positive outlook by disciplining your mind through repetition. You read positive material every day. You listen to uplifting audio programs. You hang around people who are positive. You use positive language.

But there's one more technique you can use to get a tremendous boost in your attitude - I call it the "Attitude Accelerator." What is this magical formula?

PURSUING YOUR PASSION.

By passion, I mean an activity that when you do it or even speak about it, you get excited. You come alive. Your enthusiasm bubbles over.

Some people are fortunate enough to be in a career where they pursue their passion each and every day. These are the people who love going to work. Let's face it. If you hate what you're doing all day, it's tough to have a positive attitude.

For the purpose of this article, I'm concentrating on areas where you take an active role. For example,

you could be passionate about watching sports as a spectator, but that's not what I'm getting at. I'm asking you to identify opportunities where you can participate. It doesn't have to be something where you work up a sweat

You could collect stamps or coins or comic books. You could study art history and visit museums. You could write a book. Only you know what gets your juices flowing.

I know what some of you are thinking. You're saying to yourself, "I know what my passion is, but it would be unrealistic for me to pursue it right now. I have a mortgage to pay. I have to help support my family. It's just not possible for me to quit my job and do what I love." Rest assured, I'm NOT suggesting that you act irresponsibly. You don't have to quit your job to pursue your passion. Lots of people use this as an excuse. The truth is, you can treat your passion as a hobby at the outset. That's what I did. I loved motivational materials so much that I started to think about how I could share this information with others. All I knew was that I was passionate about this material and wanted to do something with it.

I was still a practicing attor-

ney at the time. I was also someone who never took risks, who always played it safe. I certainly didn't see how I could work this into my life. Then I got an adult education catalog in the mail at home, describing night courses being given at the local high school.

In the back of the catalog, there was a page that said, "Are you interested in teaching a course? If so, let us know your area of expertise and send us an outline." I submitted an outline, and much to my surprise, I got a call that the outline was approved and my class would start in a few months.

Since the course was at night, I was able to teach after working my regular day job as an attorney. It was one of the best decisions I ever made and it opened up a whole new world for me. I'm not telling you this story to pat myself on the back. The point here is this: you can keep working at your regular job and still follow your passion. I actually treated my passion as a hobby for five years while phasing out my legal career.

Let me share another example. David Baldacci was a lawyer with a wife and two children. Yet he had a passion to be a writer. Between 10pm and 2am every night, he worked on his writing. He

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A positive attitude may not solve all your problems, but it will annoy enough people to make it worth the effort

*Henry Albright
(1876 - 1944)*

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Putting a Positive Attitude to Work by James J. De Santis, Ph.D.

Business success depends, in part, on maintaining a positive attitude--with business associates, customers, and employees. Here are seven sure ways of demonstrating a positive attitude at work.

1. **Be conscientious.** Show you can be depended on to complete projects with quality in a timely way without reminders.

2. **Be respectful.** Give people the same courtesy you would like given to you.

3. **Be honest.** Admit mistakes and correct them quickly. Ask for help if you need it. Be direct about it.



4. **Be cooperative.** Be a "team-player" with colleagues and clients. Listen to others. Treat conflict as a challenge. Offer help where it's

needed.

5. **Be flexible.** Accept new challenges with a smile. Upgrade your skills to adapt to changing customer needs. Think creatively.

6. **Offer solutions.** Be optimistic--whenever you identify a problem, try offering a constructive solution with it.

7. **Work hard.** Show enthusiasm by setting ambitious goals. Be productive by using your work hours wisely. Take pride in a job well done.



Officer Spotlight Interview Sue Kirschner, Chapter Administrator

Originally from New Jersey, Sue packed it up and decided to move to Florida back in 1997. When she first moved down to the good ole sunshine state, she lived on the East Coast where she worked for Broward Community College.

Sue moved to the Tampa Bay area in July of 2002 and has been a member of HDI in Pinellas County for 3 years now. Prior to that, she was a member through Broward Community college when they were members of HDI several years ago.

"I've been involved in Technical Support/Help Desk functions since 1987, starting in New York City's Wall Street Area" states Sue. Since then all of her jobs have had some link to the Support Industry.

Her talents and knowledge continue to grow. Sue is A+ certified and she has certifications in Novell CAN, GroupWise, Microsoft's MOUS program and WordPerfect, just to name a few. She is currently in the process of obtaining HDI's HDA and HDM

certifications and she is scheduled for the ITIL shortly.

Sue has a 17 month old son who takes up a large portion of her free time, but she wouldn't have it any other way! *"He is the Light of my life and keeps me running"* says Sue.



Her "big baby" is a 17 year old pup named Sam.

Her passion is cooking. *"I love to cook, preferably for a crowd. Big sit-down dinners, buffet-style spreads. I love it all"* she states. Hey all, dinner at Sue's tonight!

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had fun doing this - it wasn't a chore. He did this for 10 straight years and completed some short stories and screen plays.

His sales during this period: ZERO. Then, in 1996, he received millions of dollars for the literary and movie rights to his thriller *Absolute Power*. Clint Eastwood starred in the movie. Baldacci has gone on to write many other best-selling novels. By following his passion and keeping a great attitude, his efforts paid off, big-time.

I'm guessing most of you have a passion you're not following right now. Maybe you want to be a writer. Maybe you'd like to sing, perform in a band, or do stand-up comedy. Perhaps you have talent working with your hands or you're a great cook with some unique recipes. You just know that when you think about, speak about or actually do this activity, you feel passionately alive. Time seems to pass quickly. You're completely absorbed and in the moment.

I think every person comes to this earth with special talents to express. You have talents that you bring to the table and you express that talent in a way that nobody else does. You feel positive, fulfilled and happy when you express the talent and you feel like "something is missing" when you refuse to engage in that activity and keep ignoring it.

Nature does not give you the desire to do something that you don't have the ability to do. You have the desire to pursue this

passion because it is something you were meant to develop - and more often than not, when you develop this talent and express it, you're going to make a positive contribution to the lives of others as well.

Following my passion led to a career change. But that isn't the case with everyone. You can have lots of fun and enjoyment pursuing your passion while remaining in your current line of work. In fact, you'll find that your enthusiasm carries over to your full-time job.

That's why I keep saying that you don't have to quit your job. Put that excuse to bed. Find some way to do what you love. Take the time you've been watching TV or reading the negative articles in the newspaper and re-allocate it to pursuing your passion.

By the way, just because you're passionate about doing something doesn't mean you'll be able to do it well right away. In most instances, you have to develop the talent, and be willing to face your fears.

I had a passion for communicating motivational ideas, but at the beginning I had no experience in public speaking. I had to develop that talent over a period of years. I also had to learn to improve my writing skills. The same is true with you. Here again, don't use the excuse that you're not good enough to pursue your particular passion. If you love to sing, but you think you're not good enough, take singing lessons. Sing badly at the beginning, but



SING!

When you follow your passion, you'll be much more positive and excited about your life. That will transfer over into other activities as well. And you'll be amazed at how

opportunities open up for you. I'm not saying your passion is guaranteed to make you a lot of money. It may, but then again it may not.

In any case, don't have money as your primary focus. You'll be a happier, more fulfilled person when you follow your passion. And, take it from me, it's a decision you will never regret, and it will do wonders for your attitude.

-- Jeff Keller
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About the Author

Jeff Keller is the President of Attitude is Everything, Inc. For more than 17 years, Jeff has delivered presentations on attitude and motivation to businesses, groups and trade associations throughout the United States and abroad. Jeff is also the author of the highly acclaimed book, *Attitude is Everything*. For more information, go to: <http://www.attitudeiseverything.com>



Integrated. Optimized. Fortified. Aligned. Mobile. Virtual. Agile. More than just the latest buzzwords — they're the crucial challenges we face and the technological/organizational goals we strive to reach in order to be competitive in today's fast-paced

and constantly evolving business environment. Join HDI for the 2005 IT Infrastructure Management Conference & Expo and learn, preview new solutions, network, and have fun while exploring a variety of issues. The conference will be held at the Gay-

lord Palms Hotel & Resort in Orlando from October 2-5.

For more information or to register, visit the following site: <http://www.thinkhdi.com/ITIM2005/default.aspx>

June Chapter Meeting Highlights

Thank you to Kevin Sturgill and Progress Energy for hosting our June Chapter Meeting!

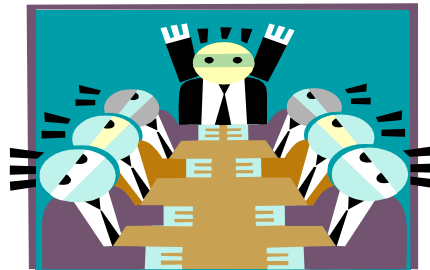
Opener: Cheryl Bierworth, Chapter President, welcomed everyone for attending and gave a brief introduction of Chapter Officers.

Newsletter: All attendees were asked if they had received their newsletter via email. It was requested that if they did not, to please verify/submit email address so that they can be included in future mailings.

ITIM Conference: Previously sponsored by Pink Elephant, it will be sponsored jointly by HDI and Pink Elephant. October 2-5, 2005 at Gaylord Palms, Orlando.

HDI Boot Camp: Cheryl mentioned the possibility of offering a discounted HDI Boot Camp for those members interested. Availability will depend on response.

Practices Survey: The HDI Practices Survey is available online. Anyone interested in taking the survey (about 20 minutes) will receive a free copy of the book once compiled.



HD Analyst of the Year: Tampa Bay has won 2 years in a row; we would like to see it happen a 3rd time. This year's winner, Frank Hartnagel, gave a brief synopsis of the process. A short video clip of this year's Conference was shown to the group. The 2006 Conference will be held in Opryland in Beautiful Tennessee.

Service Desk Quality Assurance: Our guest speaker, Lisa Marcum, Service Desk Quality Assurance Coach from Progress Energy, gave a 1-hour presentation on quality assurance and her role as Quality Assurance Coach.

The presentation is available for review on our web site. At the end of the presentation/meeting, Progress Energy led all attendees on a tour of their Customer Support Center.

Website of the Month

Next time you are traveling on business, check out this site to find out where you can get free Wi-Fi access while on the road. Find hotels, coffee shops, airports, etc. that provide free Wi-Fi access and stay connected! You can also check out the FAQs to learn more about using Wi-Fi FreeSpots.

<http://www.wififreespot.com/>

Comic Strip of the Month

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Customer Service Department



"No, I'm not angry at you, sir. I'm angry at the random act of fate that directed your call to my extension."

5 Tips for Relieving Stress

1. **Be Prepared for the rain.**
2. **Tickle a baby or pet an animal.**
3. **Don't try to have all**



the answers.

4. **Look for the silver lining.**
5. **Say something nice to someone.**

