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Reflection Paper #2- Attitude and Motivation

Attitudes toward people, events, objects and goals are learned over time. They can be taught by our parents, friends, and the heroes we want to be more like or can even be learned by ourselves through life long experiences. Attitudes shape who we are because they are the likes and dislikes that we develop. They determine the positive and negative behaviors that we use to confront our day to day obstacles, influence mental health, and create labels on one's self by other people who interact with them.

In my work and learning experiences, I have had encounters with people who develop attitudes where they treat everything as a road block. I believe that this attitude can come from previous failures in life, laziness, or the lack of encouragement from a parent or peer. I have noticed that some people reach a point where they don't want encouragement because it makes their situation more painful. I have also noticed that you can change someone's attitude under pressure.

I worked for a family owned restaurant where the daughter, an employee, had no drive to do anything. Most employees felt that they could work faster with her out of the way and gone; in fact, she looked for the opportunity to bail. No one gave her any encouragement. One night, her parents threw her behind the dishwasher as a punishment and said she couldn't leave. She sat and sulked for an hour before I decided to lay on the pressure. This restaurant has a door bell. I would occasionally go over and open the door to get it ringing. Every time I re-entered the kitchen, I made myself appear more rushed, demanding dishes we were not low on as if we were

in a weekday noon rush. She went from a sulking attitude to an attitude where she had a crowd that was counting on her. When she finished and came outside, she found herself an empty restaurant, a finished job, and plenty of applaud from the other employees. She was mad, but she was in a good mood the rest of the night that she wasn't expected to do anything more.

This story is also an example of how the attitude of one employee can affect everyone else in the work place. The more co-workers want an employee out of their work space, the more dislike and tension will build up. Not all attitudes are necessarily negative or positive though- could be no more than a preference or a religious belief. Those are attitudes that are not changed so easily, because it is a type of attitude that has been drilled into our person at a young age. Culture and heritage play a big role in determining these as well. No one wants to stray from their family or group values.

Attitudes come from our values and influence our behaviors, which play an important role in human relations because the behaviors affect us all, and we all play apart in developing other people's values.

Motivation is an action that can encourage or discourage an attitude; for instance, the ringing of the door bell to get the restaurant owner's daughter in gear. I used motivation to keep the daughter from making her situation worse than it was. There can be negative motivation as well as positive. I feel that I may have used negative motivation to get a positive result because I used trickery rather than strong inspiring words of encouragement, but I also realized by that point, the daughter didn't want to be encouraged.

I have had several managers at different work places since early high school, and there are some that I would bend over backwards for with little pay because I was complimented, and then I had some that treated me as a nobody even though I was a major asset. Even if the

employee is willing to put up with the lack of appreciation due to high pay, they aren't apt to perform and function as someone who feels needed and appreciated. I have a manager at the moment that I swear has taken training in how to butter his employees up. You could be planning on a vacation and you will alter everything because he made you feel like you are the cornerstone of the whole operation, and he was always the one in control.

People who have a positive attitude, tend to have a desire to take on challenges. Motivation is the will to overcome that challenge with a reward of some sort. It happens all the time at carnivals. The announcer of a game will challenge your abilities, whether it be knocking over milk bottles with a baseball or plopping a frog in a plastic lily pad. The prize and the accomplishment of overcoming the feat is the motivation.

In class, we talked about sights, sounds, smells, tastes, and textures. Those are either rewards or punishments that stimulate the body to react in a certain way. When a manager makes you feel like you are the corner stone of the operation, that is your self-fulfilling reward. When you walk away from a carnival booth with proof that you are skilled, you have another reward. The smell of fresh cookies are pleasing to the senses, and therefore rewards your sense of smell. A smelly bathroom is also motivation to clear out, because the reward is negatively enforced.

In human relations, the positive attitudes and behaviors of people become the good scent of fresh baking cookies that motivate others to be in the same mind set.