



# LABLines

News from LABORATORY ALLIANCE of Central New York, LLC



## The Importance of Attitude

By Anne Marie Mullin, Chief Executive Officer

*“The longer I live, the more I realize the impact of attitude on life. Attitude, to me, is more important than facts. It is more important than the past, than education, than money, than circumstances, than failure, than successes, than what other people think or say or do. It is more important than appearance, giftedness or skill. It will make or break a company... a church... a home.*

*The remarkable thing is we have a choice every day regarding the attitude we will embrace for that day. We cannot change our past... we cannot change the fact that people will act in a certain way. We cannot change the inevitable. The only thing we can do is play on the one string we have, and that is our attitude. I am convinced that life is 10% what happens to me and 90% how I react to it. And so it is with you... we are in charge of our Attitudes.”*

— Charles R. Swindoll, American writer

I have always loved this quote by Charles Swindoll.

I believe there is something in it for each of us. Our attitude is **everything**. One of the most important steps each of us can take toward achieving our greatest potential in life is to learn to monitor our attitude and its impact on our work performance, relationships and everyone around us. Our attitudes have a profound impact on the way we lead people, how we sell our services, and the way we serve our customers. Our attitudes have a direct impact on how we communicate and collaborate with others, how we contribute to the culture of our work environment and how we perform our daily tasks and responsibilities.

I once heard it said, “Other things being equal, the person with the best attitude will win. Other things *not* being equal, the person with the best attitude still wins!” Unfortunately, many people chose to cling to attitudes that restrict rather than empower their performance.

As Charles Swindoll said, we determine our attitude. Our attitude is not something that happens to us. It’s one of the few things in life over which we have complete control. If we want to perform our best and reach our maximum fulfillment, we have to practice control of our attitude -- the life-shaping power of how we choose to see and respond to events, situations, people and ourselves.

When you read about the lives of consistently successful people, you learn that one of their distinguishing characteristics is their ability to maintain a positive and proactive attitude. Successful people produce better outcomes because their minds are not cluttered or distracted by pessimism, negativity or cynicism. Research has shown that, over time, positive thinkers consistently outperform negative thinkers.

A positive attitude is the result of a disciplined and deliberate way of seeing, thinking and responding ... it’s mental toughness. A positive attitude does not imply that one is naïve or sugar-coats problems. A positive person sees a problem, looks for opportunities within the problem and focuses on solutions. People with positive attitudes understand the power of their words – that what they speak reflects what is already in their heart. They understand the concept of “WOW” – watching our words. We create a direct path to success and happiness by what we say. As I stated in my article in the Winter 2016 issue of this newsletter, a person with a positive attitude lives life with an attitude of gratitude.

I conclude by sharing with you one more quote. It’s by Scott Hamilton, retired American figure skater, Olympic gold medalist and two-time cancer survivor. When facing his first diagnosis of cancer he said, “The only disability in life is a bad attitude.”