

# Session 1

## Developing Can-Do Attitude

---

# Introduction

---

1. Video: **Working in retail**
2. Question: what are key words of the video?
3. Self-introduction:
  - Name?
  - From which outlet?
  - Years in retail?
  - Likes and dislikes about sales job?
  - Expectation from the learning?
4. Ground rules:
  - Respect
  - Participation
  - Attendance
  - Confidentiality
  - What else?

# Learning Objectives:

---

After training, the learners will be able to:

- Explain **affective** component of can-do attitude
- Explain **cognitive** component of can-do attitude
- Explain **behavioral** component of can-do attitude

# Recall of Prerequisites

---

## What is attitude?

Attitude is a predisposition or a tendency to respond **positively** or **negatively** towards a certain thing.<sup>[1]</sup>

[1]: excerpt from <http://www.businessdictionary.com/definition/attitude.html>

# Recall of Prerequisites

---

## Differences between positive and negative attitude?

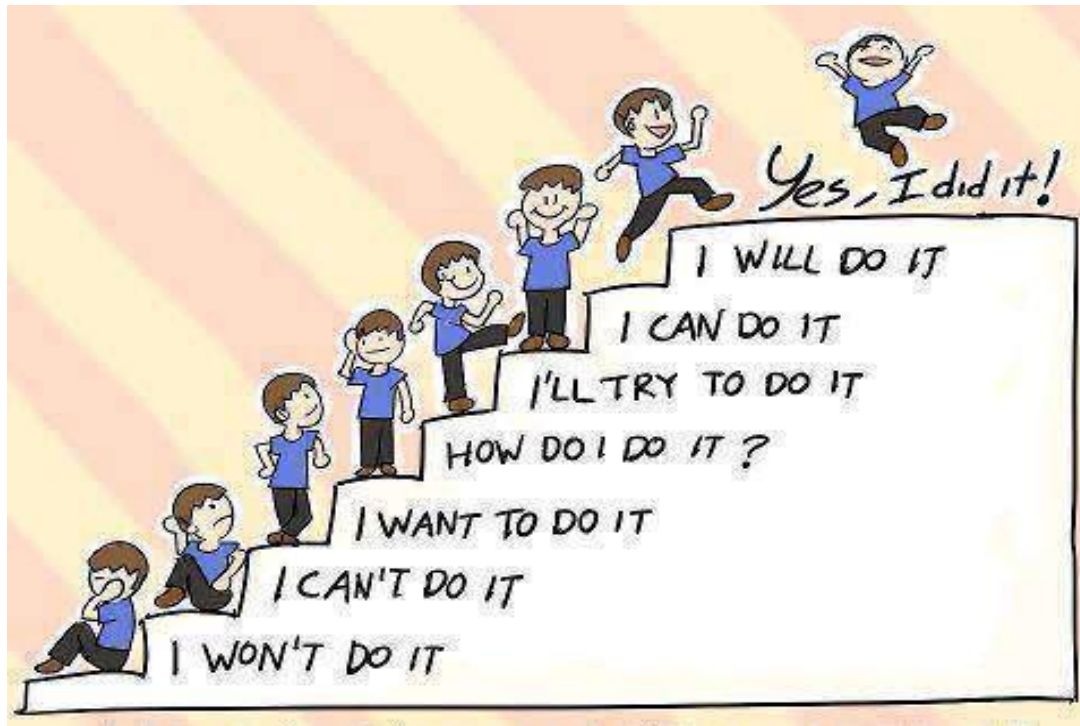
- Problem vs. Opportunity
- Refuse vs. Accept
- Excuse vs. Possibility
- Blame vs. Learn
- Resist vs. Change

# Defining Can-do Attitude

---

1. Video: **I can-do anything**
2. Question: What do you learn from the video?
  - Look for challenge
  - Knowledge, skill, ability
  - Valueability
3. Presentation: 3 components of can-do attitude
  - **Affective**: turn challenge into opportunity
  - **Cognitive**: turn impossible into possible
  - **Behavior**: turn no into yes

## Can-do Attitude



# Developing Can-do Attitude I

---

## Turning challenges into opportunities

1. Group discussion: group learners into three groups
  - What challenges are you facing as a sales associate? (Flip-chart)
  - What are the opportunities inherent in each of the challenges?
2. Debrief by asking: what do you learn from this exercise?
  - Find out the constraints
  - Think about the benefits if the constraints are removed



# Developing Can-do Attitude II

---

## Turning impossible into possible

### 1. Introduce trigger event

- Trigger: **Can you sell combs to monk?**

### 2. Appraise trigger event: didactic questioning

- Are you comfortable with taking the task?
- How are you going to respond?
- What are the assumptions behind your response?

# Developing Can-do Attitude II

---

## Turning impossible into possible

### 1. Explore possibilities: group brainstorming

- Are combs can be used for other purposes other than arranging hair?
- Is there situation where combs can be useful for a monk?

### 2. Develop new perspective: didactic questioning

- Can you sell combs to monk now?
- What we can learn from this exercises?

# Developing Can-do Attitude III

---

## Turning no to yes

1. Group learners into 3 groups
2. Challenge: Can you hit sales target in a quiet day?
3. Each group discuss:
  - What is the opportunity inherent in this challenge?
  - How is it possible?
  - What will do to make it happen?

# Recall and Retention

---

1. Distribute post-it notes
2. Group discussion:
  - What you have learnt today?
  - What will you do from now on when you face a challenge?
3. Pair up to share answers with each other
4. Go through learning outcomes
  - Affective component: turning challenge into opportunity
  - Cognitive component: turning impossible into possible
  - Behavior component: turning no into yes

**CAN DO!**