

Welcome to
YOU
Are The Difference



Alf Dunbar



Purpose of The Session

To highlight the important role the 'spiral of positivity' can play in our daily lives and to provide you with a few simple tools to help you have a more positive day.

Elephant & The Stick

The Spiral Of Positivity

Attitude Ours To Own

Feel - Behave - Result

A Great Team In Action

The Path To A
More Positive
Day!

The elephant and the stick!





Make It Happen!

YOU Are The Difference



Royal College
of Nursing
Emergency Care Association

The Spiral of Positivity

RAIN!

NO MILK!

TRAFFIC!

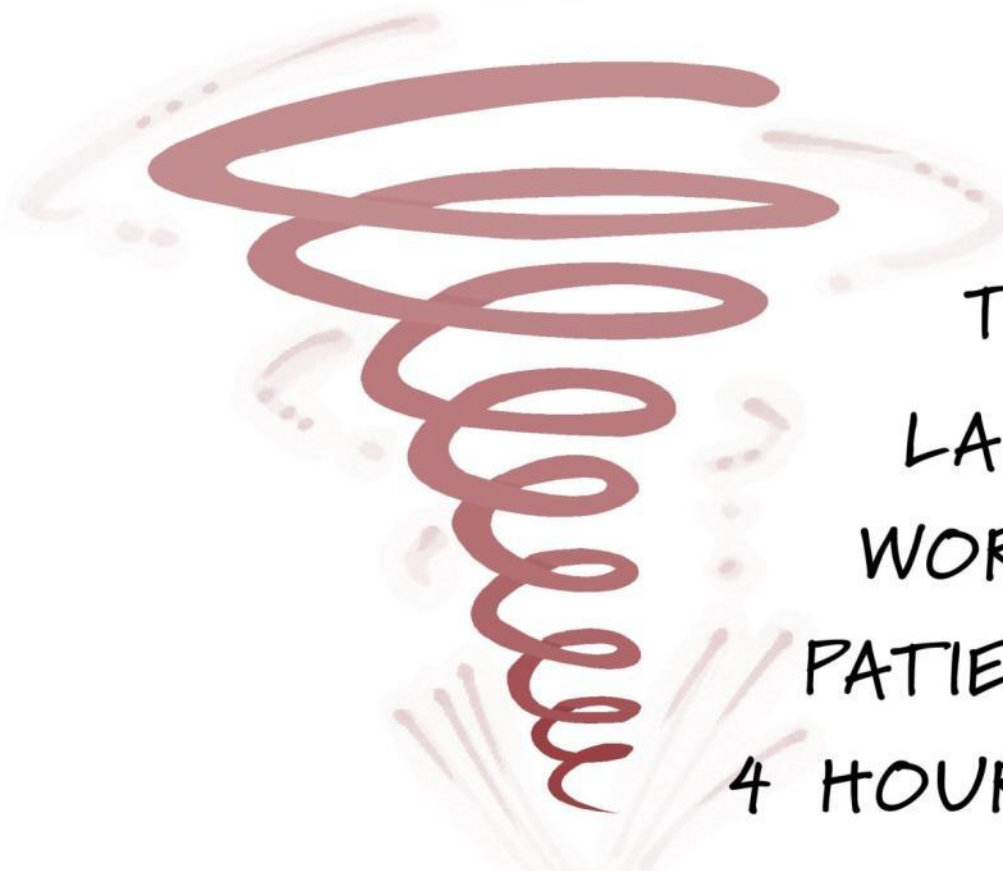
LACK OF STAFFING!

WORKLOAD!

PATIENTS BEING MOVED!

4 HOUR TARGET!

CRASH!



What if Our ATTITUDE was 100%?

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Amazing... But True!

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T	-	20
I	-	9
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U	-	21
D	-	4
E	-	5

100

The “Neg Repellent”

Fantastic!

Feel → Behaviour → Result

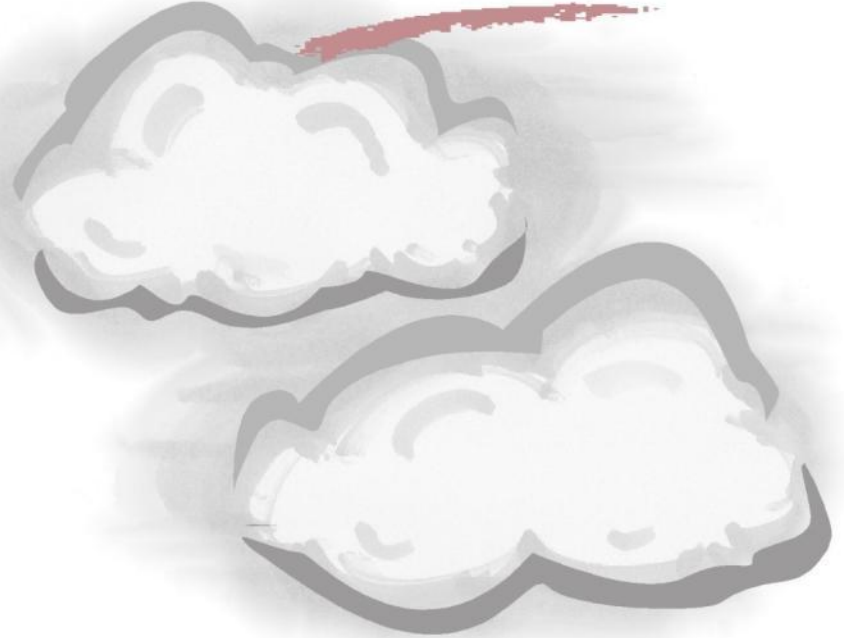
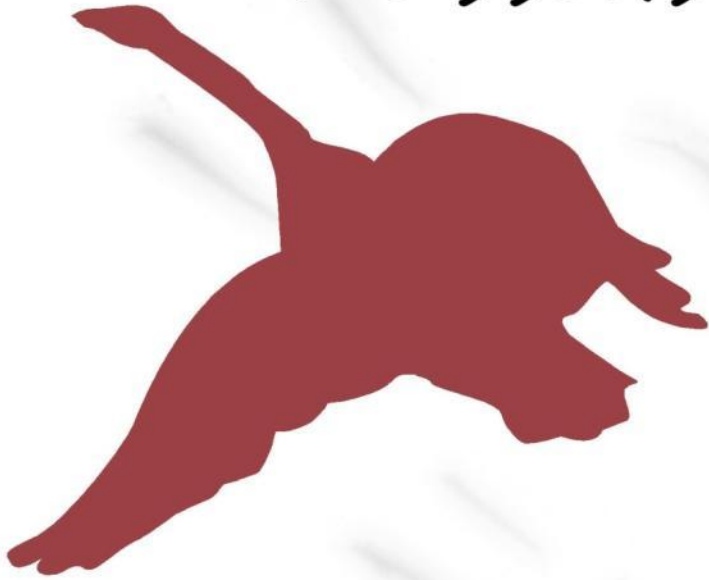
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How We Feel When
We Step Into Work Every
Day Can Effect The Results
We Achieve!

Lessons From Gleece



What Can Gleece Tell Us About
Being An Effective Team?

YOU Are The Difference



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DVD
VERSION
AVAILABLE

"JUST LOOKING THANKS!"

THE STRAIGHT-FORWARD GUIDE
TO CREATING BRILLIANT
CUSTOMER SERVICE

ALF DUNBAR



Introducing The Unique Customer Service Coaching Programme
"You Are The Difference"