



UNIVERSITY
OF LAGOS



A MONTHLY NEWSLETTER OF THE UNIVERSITY OF LAGOS STAFF TRAINING AND DEVELOPMENT UNIT

Vol. 1 No. 11 – November 2024

THE IMPACT OF WORKPLACE ATTITUDE



INTRODUCTION

The age-old saying, "attitude determines altitude" rings true in the workplace. Training on skills and knowledge cannot compensate for poor attitude. The concept of competence is a dynamic integration of attitude, skills, and knowledge.

The fusion of the three enables individuals to optimize their potentials, drive productivity and contribute meaningfully to organizational success and institutional growth.

This newsletter aims at achieving adjustments in workplace attitude through the exposure of the workforce to the meaning of attitude and workplace attitude, types of attitudes, impact of negative workplace attitude, importance of positive workplace attitude and how to deal with negative attitude in the workplace.



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What is Workplace Attitude?

Attitude refers to the way an individual views and evaluates something or someone, influencing their predisposition or tendency to respond positively or negatively. Attitudes can be categorized as:

Cognitive Attitude: This refers to a person's knowledge or belief about something.

Affective Attitude: This refers to a person's emotional response to something.

Conative Attitude: This refers to actions taken. It is the attitude that influences how we act, the behavioural aspect of attitude.

Workplace attitude specifically relates to feelings and behaviours displayed in the work environment. **These could be categorized under negative and positive attitudes in the workplace.**

Negative Attitudes in the Workplace

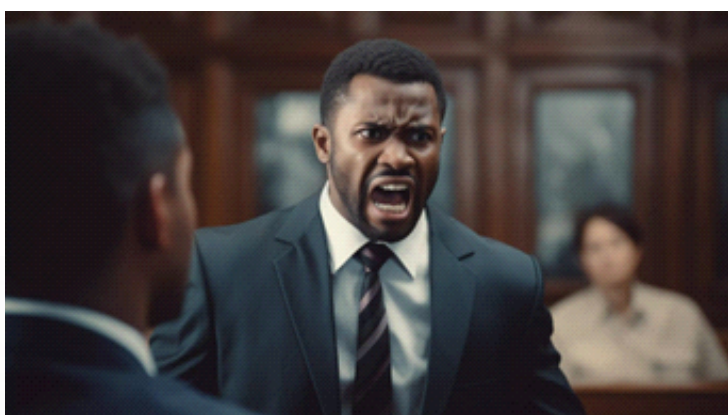


Negative attitudes in the workplace include the following:

- Habitual lateness to work.
- Lackadaisical performance of tasks.
- Laziness.
- Manifestation of poor social skills like gossiping, spreading or creating rumors, misusing privileges, erratic behaviour.
- Insubordination to constituted authority and the ethics of the organisation.
- Unwillingness to collaborate with others or work in a team.

Anyone with any of the above behaviours in the workplace should confront the behaviour and embrace change.

IMPACT OF NEGATIVE ATTITUDE



Negative attitudes to work can be extremely stressful for the leader and other members of the team. It also hinders interpersonal relationships, productivity and the reputation of the organisation. Specifically, negative attitude to work have the following effects:

- It is draining and a great challenge to leadership: It requires more energy and strategy to lead people with bad negative workplace attitude.

- Negative attitude in the workplace creates an atmosphere of distrust among employees and causes employees to attempt to achieve success at the expense of each other.
- It can result in tension or cause negative feelings in the workplace. Long faces and tension are manifestations of negative attitudes on all stakeholders.

IMPORTANCE OF POSITIVE ATTITUDE TO WORK



Positive attitude is pivotal to the development of a positive environment. It affects employees' morale, productivity, fosters customer satisfaction and enhances the reputation of the organisation.

The impact of positive attitude is notable in the following:

- Enhances team building and improved teamwork: A team's success is built on collaboration, as embodied by the acronym **T.E.A.M.** Together, Everyone Accomplishes More!
- Achievement of greater capacity to cope better in stressful situations: Unity and trust in a team will make it easier to deal with pressures at work.
- Development of confidence: Positive attitude to work builds confidence and optimism in the teammates.
- Better health and less sick days: A positive work environment is devoid of toxic people. Employees are happier and less sick.
- Makes for better leadership: Leadership is easier in a harmonious group. The energy and time required in decision making, conflict resolution, correcting recalcitrant employees will be saved.
- Increases productivity levels: Healthy competition is seen as a motivation that inspires employees to perform at their best to improve productivity.
- Improves interpersonal relations: People with positive attitude relate better with

others which in turn improves customer relations and customer satisfaction.

- Positive recommendations, recognition, commendations and appraisals: Positive attitudes make employees to have positive performance appraisals and commendations.
- Increased self-esteem: Improved workplace attitude of an employee will improve the way teammates view him/her as a person and promote respect.
- Positivity is contagious: An employee with positive workplace attitude is well admired, valued and becomes exemplary.
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HOW TO DEAL WITH NEGATIVE ATTITUDE IN THE WORKPLACE

Negative attitudes in the workplace must be addressed promptly to prevent the corruption of others with positive attitudes to work, or create the impression that toxic attitudes are acceptable. Negative attitudes should be dealt with at many levels to achieve the desired result. These levels are as stated below:

The role of Head of Unit

- Heads of units should give feedback on the unwholesome attitude of employees in the unit and dialogue with them until the desired change is achieved.
- Role playing: The leader must be an exemplary leader for the team members and set standards.
- Objective Performance Management: Appraisals must be objective and truthful assessment of staff performance with frequent feedbacks to the employees.
- Effective leadership: There should be more intense supervision and monitoring of the workforce.

- Mentoring of Members of staff: Conscious efforts should be made by heads of departments to impart values in the members of staff under their supervision.
- Enhanced interpersonal skills: Leaders should improve their interpersonal skills and relate better with the members of their team.
- Recognition and motivation: Acknowledgements and rewards for members of staff with positive attitudes to work will motivate them and others. Verbal commendations and comments will go a long way.
- Referral for counselling: Members of staff with negative attitude to work should be referred for help.
- Documentation and lodging of official report on recalcitrant employees to the Human Resource Management Directorate for intervention.

The role of Individual Employee

- The individual employee needs to look inward for self-appraisal. The employee must be desirous of change and take personal steps for change.
- Employees desirous of change in attitude should seek help through the adoption of mentors, coaches, counsellor and role models, for self-improvement.

The role of the management

- The recognition of outstanding members of staff, rewarding and motivating them will reinforce their positive attitude to work which might inspire a turnaround in others.
- In the same vein, negligence, inefficiency, indiscipline and incompetence which are manifestations of poor attitude to work should be responded to.

Conclusion

With a positive workplace attitude, we can create a less stressful environment, where everyone comes together and work as a team. Individuals will have a higher level of job satisfaction resulting in increased productivity and performance. Higher personal and institutional attitudes would be attained.