



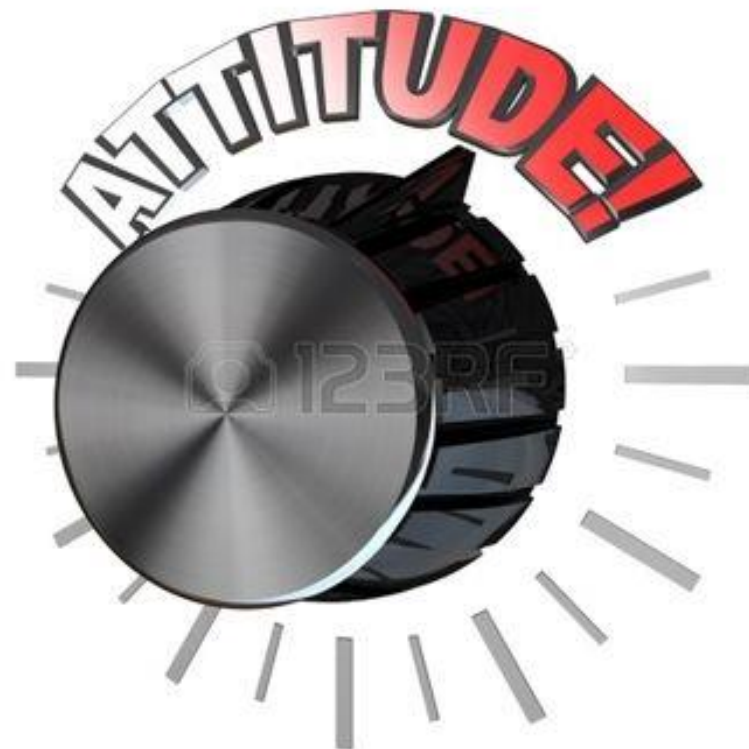
# Federal Road Safety Corps

National Headquarters,

Abuja

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DEVELOPING THE  
RIGHT ATTITUDE TO  
WORK: THE FRSC  
EXPERIENCE



# INTRODUCTION:

Permit me to sincerely appreciate the efforts of the organizers of this Strategic Session for Zonal Commanding Officers and Sector Commanders. This could not have come at a better time than now looking at tremendous increase in vehicular density coupled with the attendant repercussions of road usage in the country. I consider myself as being highly privileged to be called upon to make a presentation on the topic "**Developing the Right Attitude to Work: The FRSC Experience**" as modified by my humble self to suit the occasion on ground.





Organizational productivity is dependent on a broad range of factors, from quantitatively evaluated factors such as motivation, tools and training; to qualitative factors that include the organizational culture, structure and process. However, regardless of all dynamics, productivity often always boils down to the action or inaction of the human resources of every organization in this context we refer to the attitude of the individuals and the corporate.

This paper will discuss amongst others; concept of Human attitude; How to develop the right attitude to work, Share the FRSC experience, Discuss some of the advantages, Make some recommendations then draw a Conclusion.

## 2. WHY YOUR ATTITUDE IS EVERYTHING



One of the most important steps you can take toward achieving your greatest potential in life is to learn to monitor your attitude and its impact on your work performance, relationships and everyone around you.

### Definition of Attitude

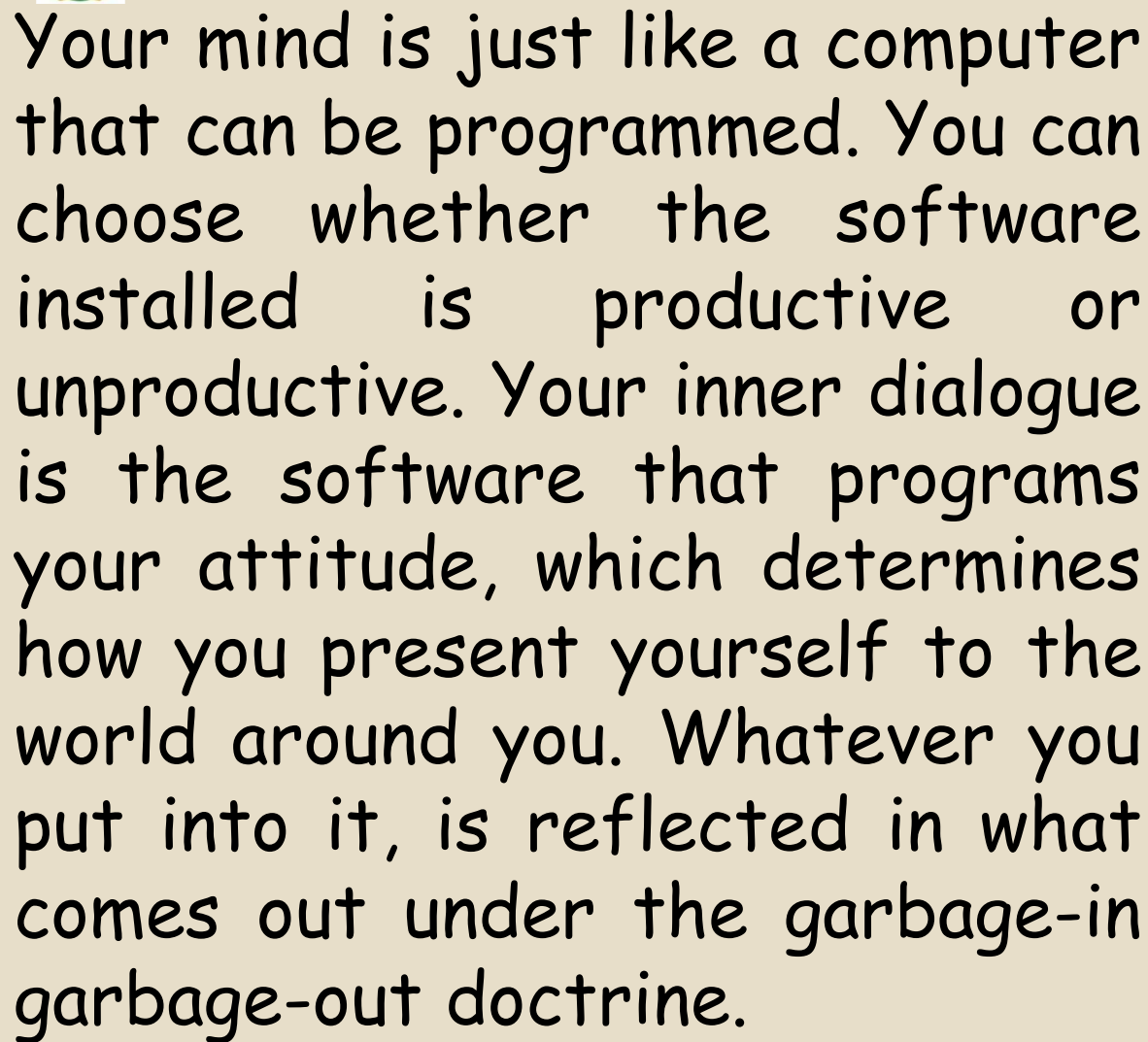
According to business dictionary.com, Attitude means, "***A predisposition or a tendency to respond positively or negatively towards a certain idea, object, person or situation***". Attitude influences an individual's choice of action and responses to challenges, incentives and rewards.



We all have a choice. We can choose an inner dialogue of self-encouragement and self-motivation, or we can choose one of self-defeat and self-pity. It's a power we all have. Each of us encounters hard times, hurt feelings, heartache as well as physical and emotional pain. The key issue here is to realize that it's not what happens to you that matters; it's how you choose to respond.

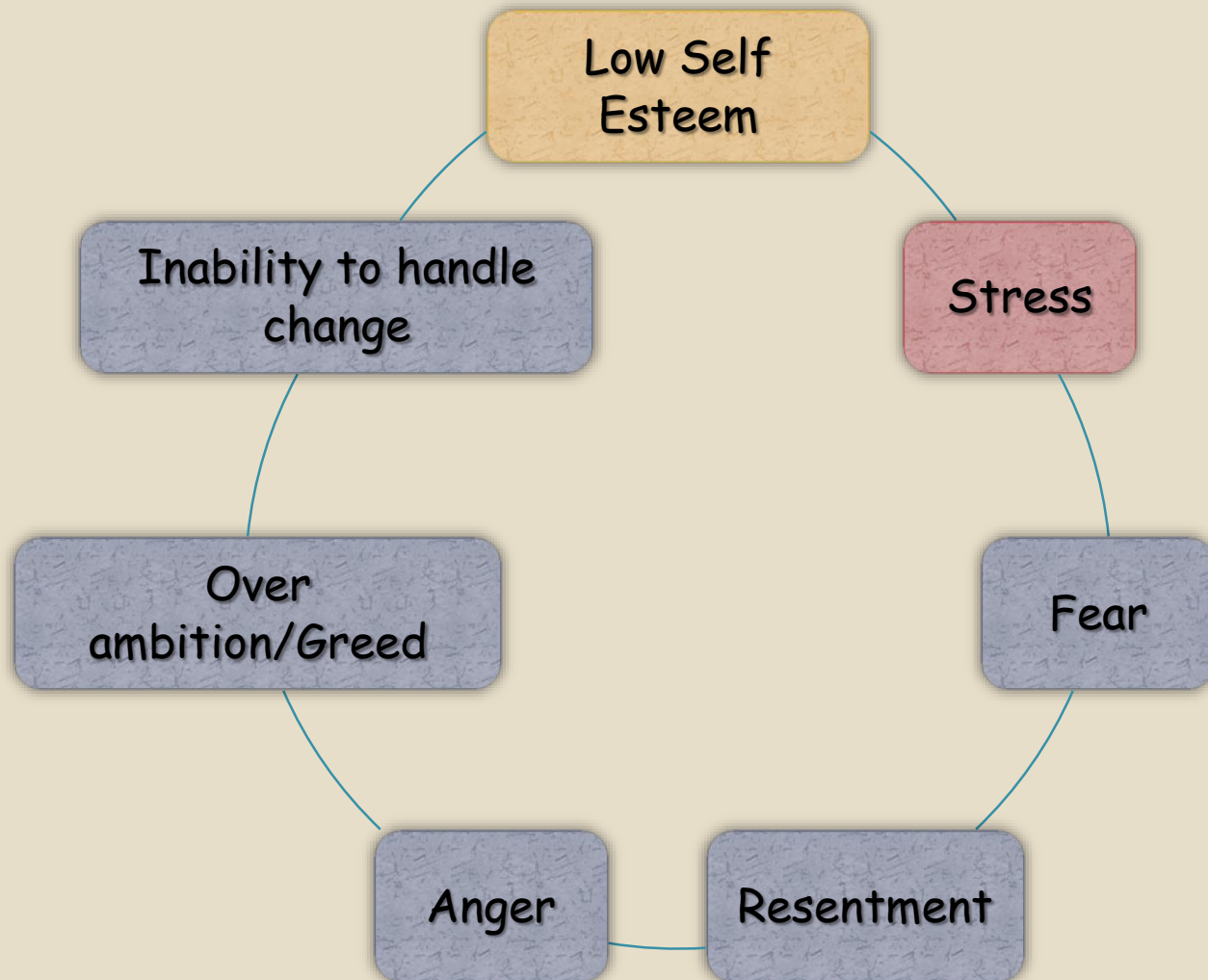








Habitual bad attitudes are often the product of past experiences and events. Common causes include:





It takes serious work to examine the roots of a harmful attitude, but the rewards of ridding ourselves of this heavy baggage can last a lifetime.





# DEVELOPING THE RIGHT ATTITUDES TO WORK



Having the right attitude to work can help you get promotion, succeed on projects, meet goals, and just generally enjoy your job more. However, many people struggle with this, especially those who don't love their jobs.





# HOW CAN YOU KEEP A POSITIVE ATTITUDE?

## a. Report Problems Quickly And Professionally

No one likes a chronic complainer, but if there are clear reasons you find it hard to stay positive at work, report these problems to your boss. There was an old saying which states that: *"the squeaky wheel gets the grease"*. It means that if you don't speak up when there's a problem, no one is going to fix the issue. When reporting problems, however, always be professional. Avoid "tattling" on your co-workers or passive-aggressive behavior, and remember that changes don't happen overnight. Try to go to your boss not just with complaints, but with proposed solutions that will work well for everyone.





## b. Treat Your Co-workers With Respect



It's always easier to stay positive at your job if you like the work environment, including your coworkers. It's easy to get started on the wrong foot. However, if you treat your coworkers with respect and do your best to see issues from their point of view, the working relationships will be less stressful. You don't have to like everyone you work with to keep a positive attitude at work.

## c. Get Enough Sleep

Who among us doesn't feel a little grumpy when he is tired? Chances are, if you are not getting enough sleep at night, it will be extremely hard to maintain a good attitude. Do you feel drowsy or sleepy early morning or sleep at work when you should be active? These are wrong attitudes. These are both indications that you are not getting enough sleep. Some people only need 4-5 hours of sleep per night. Others need 9 or 10 to feel rested. Don't rely on "catching up" on the weekends. Go to bed earlier so you get the sleep you need to feel positive. (Modern Technology used when people engaged in chatting, Facebooking, Twittering, WhatApping

Changing your sleep patterns only seems hard. With a little coaching and some discipline, it is actually easy to get the levels of sleep you need to function at your best.



## d. Identify Negative Thoughts



Identify negative thoughts and eliminate them to improve your attitude to work.



What are the common negative thoughts:

- We and them Syndrome
- Nobody notices my contributions
- Those who do evil things get away with it
- I cannot be working more than others, after all we all get the same pay





## e. Work On Your Overall Stress Level



Often, our attitudes at work are simply carried over from our experiences at home. If you're stressed about your marriage or relationship, your kids, your finances, or other problems, it's really hard to maintain the right attitude at work. The opposite is true as well - if work puts you in a bad mood, it is easy to carry that stress home and snap at your family. Look at your overall stress level and identify the things in your life that make it hard to have the right attitude. A more holistic approach to understanding your stress can help you start to enjoy your job more.



## f. Set Goals.

One of the best ways to overcome the feelings of negativity and the idea that you are not doing anything important is to sit down with your supervisor and make some realistic (yet challenging) goals. What do you hope to achieve weekly? Where do you hope to be in three months? Six months from now, what successes do you want to have under your role or schedule? Don't just think about the goals on a small scale either. Talk to your boss about what achieving these goals means for the organization as a whole so that you really understand how your contributions are making a difference. Review your goals every 6 to 12 months to stay on track and set new benchmarks for success.

Goals are in place to help you reach for the stars, but you can always adjust the goals you don't meet or those goals that no longer fit your needs. The use of job binder is very relevant here.





## g. Alter Your Responsibilities.

Is there a task you just *hate*? It's not always possible to get it off your plate, but in some cases, it is rather easy, especially when you have lots of coworkers who take on many of the same tasks as you. For example, let's say that you are a Team Leader and you hate working on weekends, but don't mind working early mornings. Maybe there's another Officer who feels the opposite, so you can talk to your supervisor about making sure you get his morning shifts and he gets your weekend shifts. Or maybe you work in training and you love public education. If you have a coworker who feels the other way, exchange your tasks to make both of your work experiences better! In addition, even if exchanging tasks with a coworker isn't possible, let your supervisor know about the tasks you love and the tasks you hate. If you're a good employee, he or she might consider swapping to help you with the tasks you hate. It never hurts to ask, as long as you do so professionally.

## h. Smile!



Did you know that simply smiling, even when you don't feel happy, can automatically put you in a better mood? It may seem "fake" at first, and I don't recommend being disingenuous, but if you feel negative often at work, try to remember to smile. Smile at a passing coworker in the hall. Smile as you answer a visitors question. Smile as you approach an offender. Smile even while you are by yourself. Yes, this can really help you have a more positive attitude at work! This also can help other people think of you as a positive and friendly person, and when those around you are in a good mood and like being around you, it is easier to get rid of any of your own negative feelings.

Smiling can not only improve your attitude, but it can actually help you be more successful, and believe it or not, some studies suggest that smiling can even help you live longer. If that isn't a reason to smile, I don't know what is!



## h. Remember That A Job Is Just A Job.

At the end of the day, your job does not define you. Even if you absolutely hate your job, your coworkers, and the organization you work for, you will have to go home to meet your loved ones or hobbies when the workday is over. Yes, you should work toward a job you like more, but in the meantime, you don't have to feel negatively about your situation. Most people have had at least one or two jobs they hated before finding a job that's good! Whenever you start to feel negative while at work, look at the clock and remember that in just a few hours, you'll be out of your duty post and do something you enjoy more, whether that is spending time with loved ones, participating in a hobby, or even just relaxing in front of the television. Your job is just part of your life, so stay positive, collect that salary, and remember that you'll be heading home soon!





## 4. FRSC EXPERIENCE:

The entire conceptual framework necessitating the establishment of FRSC is originally built on attitude and attitudinal changes. The attitudinal changes mandated on the Corps is dual pronged, namely:

- a. Attitudinal change on the entire citizenry in terms of developing, sustaining and enforcing good driving culture on the Nigerian roads. The Corps has to design methods suitable for the achievement of such mandate e.g



Revision and production of Highway Code

Composition of NRTR

Production of all NULS Products

Establishment of CTSO to regulate Fleet Operators

Establishment of DSSP to regulate Driving Schools

Establishment of Mobile Courts and

Establishment of Legal Dept to pursue litigations etc

Aggressive Public Enlightenment and Rallies



- b. Attitudinal changes on the conducts and comportment of the entire workforce. Adequate disciplinary measures have been put in place to shape the attitudes of staff and also to deter staff from deviating e.g

**Training and manpower Development**

**Reward and punishment**

**Regulation on the Maintenance of discipline**

**Commendations**

**Dismissal and Terminations etc**





**Conferences, improvement on work environment**

**Provision of working tools**

**Regular interaction between top Management and staff, e.g. Corps Marshal Conference, Zonal Operators and Sector Operators meeting, the present interaction between Commanding Officers and Management is one of such forum.**



# What constitutes a right attitude to work by the operations Officer of a Command?



**Know your work**

**Believe in your ability as a Commander**

**Know your Officers and Marshals**

**Show exemplary leadership. Let your subordinates see that they have something to learn from you.**

**Always set the goals, define the means or methods of achieving the goals**



# Why do we need a right attitude to our work?

- To Deliver the mandate of the Corps.
- Right attitude to duty will lead to quality service delivery.
- It makes the entire workforce happy.
- It endears the Corps to its customers i.e road users.
- Elevating the Corps from the level of Effectiveness to Efficiency.
- The Corps had earned the badge of honour as about the 'Best ICT Driven Organization' in the Nigerian Public Service. This badge of honour can only be sustained with a right attitude to work by all Officers and men of the Corps.
- Having created the impression that we are a disciplined organization, critics will no doubt look for faults in our processes, attitude and general outlook. E.g Pressmen trying to induce our staff to procure fake driving license or number plate.
- The right attitude will help to sustain the organizational culture and make the working tools durable.



## 5. ADVANTAGES OF DEVELOPING THE RIGHT ATTITUDE TO WORK

The following are the advantages derivable from developing positive attitude to work:

- ✓ **Less Stress.** To begin with, it's healthier for you and everyone around you. More and more studies are showing that stress can bring about a host of physical and mental problems, from insomnia, fatigue, and loss of concentration to more serious ailments like severe depression, bodily aches and pains, hypertension, digestive disorders, and even heart attack and stroke. You need to nip it in the bud now to avoid both short- and long-term side effects.
- ✓ **Job Security.** A bad attitude can lead to severe disciplinary measures against you such as Major Entry, loss of seniority, termination, interdiction or dismissal.



- ✓ **Boundaries.** Having a positive attitude is not only necessary for your health; it is also required to enjoy life. But you will have to take steps to get to your happy place. You may not have the career you dreamed of. Most of us don't end up doing what we want, or even what we plan, but you can't focus on the negative. Keep in mind that you work to make a living. You are not obligated to do anything other than provide the services for which you were paid, so setting your limits may help you to keep an even keel in the workplace.
- ✓ **Express your feelings.** Don't let the man get you down. There will certainly be times when you'll have to deal with tasks you don't enjoy, ridiculous deadlines and demands, and rude co-workers or Commanding Officers. An excellent way is to empower yourself by saying no. If you are unable or unwilling to perform a task, it is right to quickly express your constraints to your superior. It's not easy, but it will make you feel pretty good.





✓ **Control.** You control your life, your path, and your decisions. So don't be afraid to leave your job and look for something better. As for difficulties with others in your office, try to be rational and forthright. A lot of people are willing to meet standards of behavior if you let them know their actions

## 6. RECOMMENDATIONS

- The Field Commands should key into the Corps' Corporate Goals with innovative strategic objectives to improve productivity.
- Job Binders should be prepared in adherence to the standard formats and as a fallout of the Command's prepared strategic initiatives.
- Commanding Officers must ensure periodic feedback and thorough APER assessments of all Staff under their purview without fear or favour.
- During appraisals, the Review Committees **MUST** sit. Review appraisals should not be the prerogative of the Chairman alone.
- Initiate home-grown patrol strategies for more effective enforcement.
- Deploy the Corps' technologies in evidence based, intelligent patrols.
- Commanding Officers must also ensure that all tools and vehicles are well maintained and frequently calibrated.
- Officers, at the Field Command level, should continue the advocacy and public enlightenment for the installation of speed limiters and the use of retro-reflective tapes on all commercial vehicles.

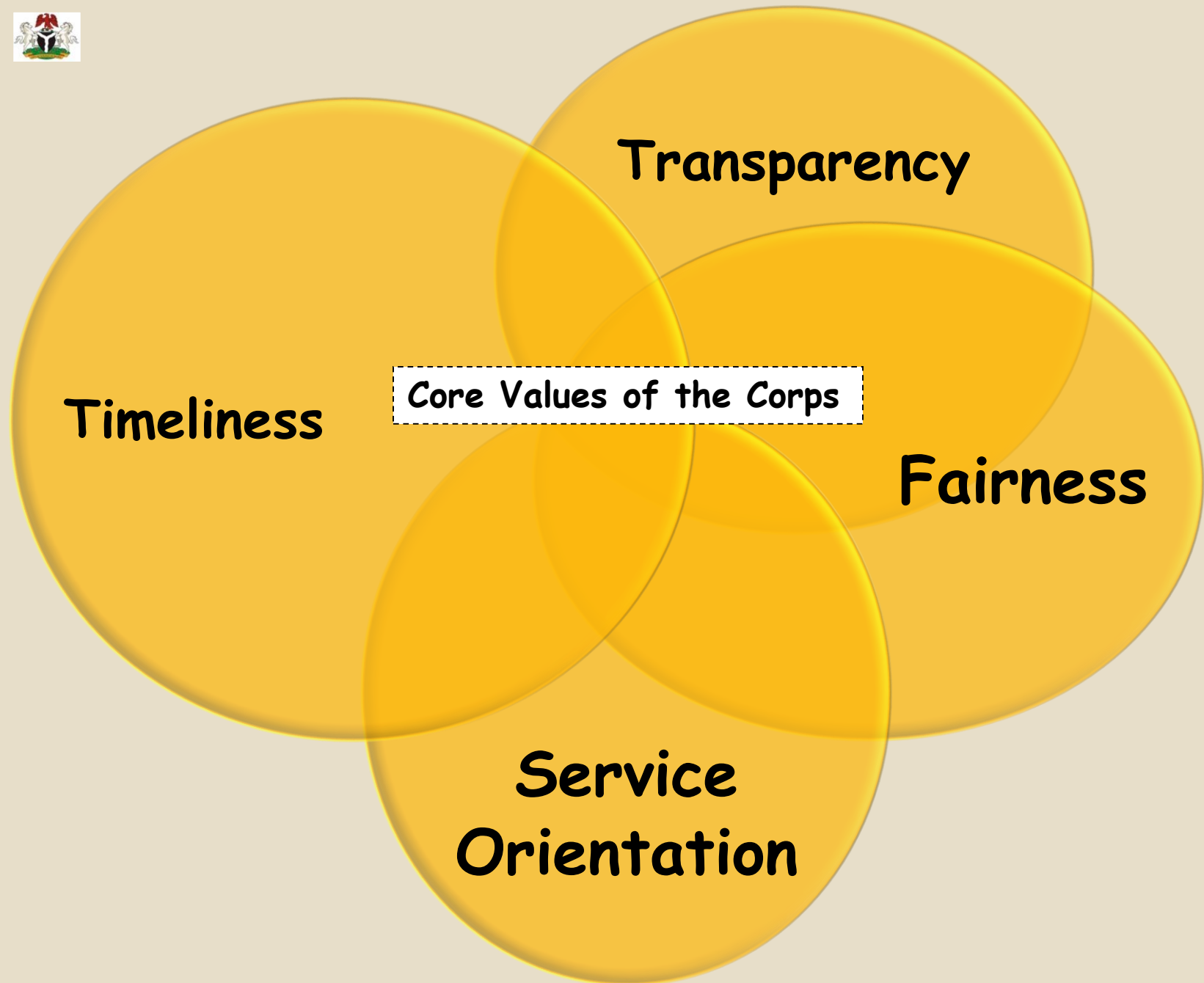


## 7. CONCLUSIONS

- a. Discipline is the bedrock of the paramilitary organizational structure
- b. Commanding Officers must ensure the highest levels of discipline amongst the ranks in their respective Commands
- c. They must also bear in mind that undisciplined leaders invariably breed undisciplined followers
- d. All Officers are duty-bound to uphold the core values of the Corps









You will agree with me that in the last 28 years the Corps has singled out itself among all other agencies by performing excellently well in the area of staff discipline and organizational commitment.

I sincerely hope that, if we internalize these ideas in our daily routines, the issue of discipline and attitudinal change in our workplace will be highly improved.



**Thank you for listening**

