Attitudes and Skills Required in a Public Servant
• Creativity

• Accountability

• Positivity
Creative:
Creativity is that mental activity which produces new ideas, or new insights.

Accountable:
You play a part in every situation in your life. What you are today is a result of your choices. This is Accountability. It is taking charge. Not blaming others, not blaming circumstances.

Positive:
Positive Thinking is thinking which expands one’s own and the other person’s sense of well-being, energy, joy, strength, satisfaction, creativity and achievement of results.
What Is Creativity

- Creativity is the act of turning new and imaginative ideas into reality.

- Creativity is the process of bringing something new into being which requires passion and commitment.

- Creativity refers to the invention of origination of any new thing, new ideas that have value.
Characteristics of Creativity

• the ability to perceive the world in new ways
• to find hidden patterns
• to make connections between seemingly unrelated phenomena
• to generate solutions
• to create new ideas, processes or services for the changing demand of the public.
Creativity in Service Delivery

Creativity is a core competency for senior functionaries and one of the best ways to set your service delivery mechanism rolling to reach the desired result.
The Creative Frame of Mind

• The only difference between creative and uncreative people is self-perception.

• Another important attitude-shift is to view problems as opportunities for improvement. Whenever you solve a problem, you have a better service to offer afterwards.
DO IT

A Simple Process of Creativity

D – Define problem

O – Open mind and apply creative techniques

I – Identify best solution

T – Transform
Operation Smile Video
People of excellence go the extra mile to do what's right.
Accountability in Relation to Service Delivery

Accountability is the acknowledgment and assumption of responsibility for actions, decisions, policies and their implementation encompassing the obligation to report, explain and be answerable for resulting consequences.
HOW can I be more ACCOUNTABLE?
As you practice accountability, you are teaching being accountable by “Walking the Talk”.

Being accountable implies ACTION and COMMITMENT.
True freedom begins and ends with personal accountability.

You don't choose the day you enter the world and you don't chose the day you leave. It's what you do in between that makes all the difference.
Factors within my zone of Influence

Factors beyond my zone of Influence

SITUATION
Factors within my zone of Influence

Factors beyond my zone of Influence

They Factors

VICTIM

- Powerless
- Angry
- Resentful
- Blaming
Factors within my zone of Influence

Factors beyond my zone of Influence

Zone of Action

ACCOUNTABLE

- In Control
- Powerful
- Joyful / Free to Act
- Results
Factors within my zone of Influence

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Zone of Action

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ACCOUNTABLE

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If It Is To Be, It Is Up To Me

To reach great heights of Prosperity, Happiness & Growth
Lead India Video
Positivity

An attitude that admits into the mind...

...thoughts

...words and

...images

that are conducive to growth, expansion and success.
Manifestations

• Belief in oneself and one’s abilities
• Self-esteem & confidence
• Optimism
• Motivation to accomplish your goals
• Being inspired
• Joy
• Seeing opportunities
• Not giving up
It’ not about complacency
The Power of Positivity

Enhances one’s own and the other person’s sense of well being, energy, joy, strength, satisfaction, creativity and achievement of results.
1. Positive Thinking
2. Positive Action
3. Positive Habits
4. Positive Results
Everyone manifests their own reality!

If you focus on positive thoughts, you attract positive events!
Some Helpful Positive Thinking Tips:

1. Take care of yourself
2. Surround yourself with positive people and positive energy.
4. Change your perspective.
5. Be kind to yourself.
6. Use your imagination.
Take the first step

You can literally transform your life by doing one thing:

Deciding to feel good!!!
"God does not want us to do extraordinary things; He wants us to do ordinary things extraordinarily well."

- Bishop Gore
A Man is but a product of his thoughts. What he thinks, he becomes.”

Mahatma Gandhi
Humming Bird Video