

"ENTITLED TO FAIL: HOW ENTITLEMENT ISSUES  
RELATE TO ADDICTIVE BEHAVIOR"

PRESENTED BY DAWNBILLINGS.COM.

## Entitled to Fail: How Entitlement Issues Relate to Addictive Behavior™

**D**awnBillings.com, is a training and consulting firm specializing in delivering content-rich educational programming that has been proven to dramatically increase communication effectiveness in the workplace.



DawnBillings.com

Training Objectives & Goals:

### ***Entitled to Fail: How Entitlement Issues Relate to Addictive Behavior***

is a introductory program that has two main areas of focus.

*"Dawn Billings' expert insights deal head-on with the "entitlement mentality" that harms individuals, organizations, & societies. She is exceedingly poised to positively impact her audiences. She presents powerful, unique practical ways to eliminate entitlement!"*

Brian Tracy, author of  
*Maximum Achievement* and  
*Goals!*

- Focus #1: **To define the concept of entitlement in a constructive, in depth manner.** This allows attendees to understand how entitled perspectives negatively impact people both personally and professionally, and powerfully influence their attitudes and choices, thereby influencing their external behaviors.
- Focus #2: To use the new insights derived from the training to **aid attendees in generating new ways to look at addiction as it is influenced and impacted by entitlement.**

This innovative and extraordinarily unique program is getting the attention of nationally renowned business leaders, authors, educators, and Fortune 25 organizations!

MIDWEST CONSORTIUM ON PROBLEM GAMBLING  
AND SUBSTANCE ABUSE NOTES

"ENTITLED TO FAIL: HOW ENTITLEMENT ISSUES  
RELATE TO ADDICTIVE BEHAVIOR"

PRESENTED BY DAWNBILLINGS.COM.



## The GENESIS of *YOUR POINT of VIEW*:

Is it possible to see clearly through colored lenses?

What is the difference between Perceptions and Attitudes?

Where does your perception come from and how does it affect your attitude?

## PERSPECTIVE:

The Lenses through Which We View the World

## EXPECTATIONS:

Beliefs about the way things *Will or Should Be*

- including behaviors, roles, life and death, relationships, and so forth
- when not met, expectations lead to feelings sadness, disappointment, frustration, and anger.

## ATTITUDE:

The **STORY** we create about what we think/believe we see as real or true

## The Road to Success

"It is in the darkness  
of their eyes  
that men get lost"  
Black Elk

*We know where we want to go  
so what gets in our way?*

### Awareness

What is it? Why is it important?

What beliefs drive you?

Are you asleep at the wheel?

Are you living your life on auto pilot?

*Reality is not self-evident – it is self-generated.*

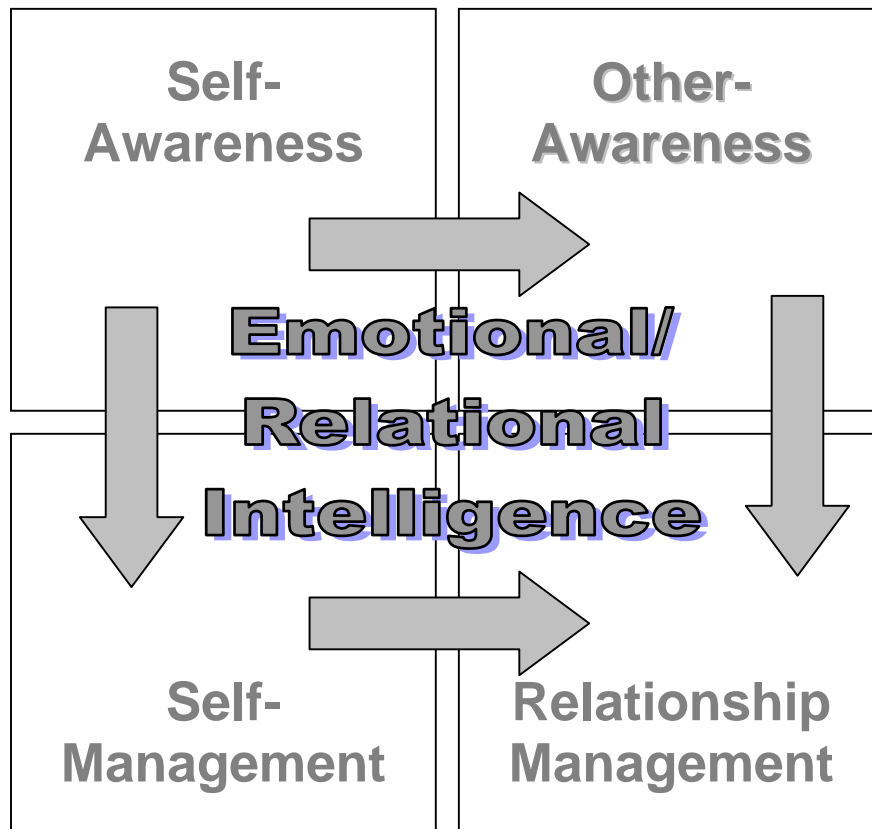
Dr. J

It is not what happens to you that determines the outcome of your life, it is the story you create about what happens to you in your life that motivates your choices and behavior. Your story about a given event or set of circumstances impacts how you think about that set of circumstances. How you think (your story) about a set of circumstances impacts how you choose to respond. Everything in your life that you love or hate, like or dislike is a **result** of the belief you hold around its meaning. Those choices and actions are greatly influenced by your perspectives and attitudes, while at the same time, feed and reinforce your perspectives and attitudes.

**E** – events in your life (facts)  $\times$  **S** – meaning you gave event (story)  
**+** **R** – response (choice + action) = **H** – habits (unconscious choice  
+ action) = **O** – outcomes in your life.

"ENTITLED TO FAIL: HOW ENTITLEMENT ISSUES  
RELATE TO ADDICTIVE BEHAVIOR"

PRESENTED BY DAWNBILLINGS.COM.



The Two Most Important Times to Manage  
Your Emotions Well:

- 1. When you are upset**
- 2. When someone else is upset**

## What Makes Life Difficult? - Ineffective Communication

"Our words are often hidden  
containers of hidden hopes  
and cloudy expectations.

Our silence assumes a  
power to communicate  
it does not have.

Our timing tires and offends.

Whenever we have  
expectations of others that  
we do not say directly,  
we set ourselves up for  
disappointment."

Fran Ferder

Confusing and/or Conflicting  
Perspectives,  
Expectations  
and Attitudes

*Entitlement makes effective, productive communication impossible.*

*It distorts and twists our view of life and our thoughts about what  
we think we deserve. It destroys empathy, sympathy and compassion  
and amplifies our desire to be "RIGHT."*

Entitlement justifies, *even defends*, dissatisfaction.

An entitled perspective places a stamp labeled,  
"NOT ENOUGH"

over the lenses in which we view life.

When we feel that we are not getting what we deserve,  
it is easy to justify feeling miserable and dissatisfied,  
while making those around us miserable as well.

People will chose to feel miserable as long as justifying  
their misery makes them right.

Most people would rather be right,  
than be happy.

"ENTITLED TO FAIL: HOW ENTITLEMENT ISSUES  
RELATE TO ADDICTIVE BEHAVIOR"

PRESENTED BY DAWNBILLINGS.COM.

## Entitlement

What is it? Where did it begin?

How does it impact our lives, our relationships, our families, our work and our society?

## Definition of Entitlement

"TO BE GIVEN A **RIGHT** TO DEMAND OR RECEIVE"

**ENTITLED CONOTES "RIGHT" TO DEMAND!**

Attitude: One of ENTITLEMENT

<b>YOU OWE ME!</b>	<b>Entitlement actually destroys</b>
<b>IT'S MY RIGHT!</b>	<b>the happiness and success you want.</b>
<b>I AM RIGHT!</b>	<b>How?</b>
	<b>BY BLINDING YOU</b>

Entitlement justifies, even defends, dissatisfaction.

An entitled perspective places a stamp labeled, "NOT ENOUGH" over the lenses in which we view life. When we feel that we are not getting what we deserve, it is easy to justify feeling miserable and dissatisfied. Entitlement is able to steal all that is precious in our lives simply by blinding us to its value.

Through lenses of "NOT ENOUGH" our view of the world becomes restricted, distorted, and completely self-consumed and self-absorbed.

Reaction: Why me? It's Not Fair! It's not MY fault, it's THEIR fault!  
I didn't ask for this crisis! My life (job) (relationship) stinks!

MIDWEST CONSORTIUM ON PROBLEM GAMBLING  
AND SUBSTANCE ABUSE NOTES

"ENTITLED TO FAIL: HOW ENTITLEMENT ISSUES  
RELATE TO ADDICTIVE BEHAVIOR"

PRESENTED BY DAWNBILLINGS.COM.

## Declaration of Independence

We hold these truths to be self-evident  
that all men are created equal,  
that they are **ENDOWED** by their creator  
with certain inalienable rights,  
among these are life, liberty and the pursuit of happiness

## Endowment

**How is ENDOWMENT different from Entitlement?**

## Definition of Endowment

**TO GIVE OR BESTOW, GIFT, PROVISION, BENEFIT, LEGACY**

**ENDOWED CONOTES GIFT!**

## Attitude: One of GRATITUDE

**I AM FORTUNATE!**

**I AM THANKFUL!**

**I AM LUCKY!**

**Feeling endowed actually creates  
the happiness and success we want.**

**How?**

**BY OPENING OUR EYES TO ALL WE HAVE  
TO BE GRATEFUL FOR.**

Looking at our lives through a perspective of endowment invites us to take inventory of all that is good in our lives. When we feel abundant, we behave in kind, respectful, and cooperative ways. We are happy to contribute.

This view of the world creates a vastly different internal experience than *entitled* lenses covered with "Not Enough," and "It's Unfair." Because an attitude of entitlement twists and limits our experience of the world around us, it blinds us to what we have. When we feel there is not enough, or we deserve more, it cripples our ability to feel gratitude.

© 2005-2006 All rights reserved. No part of this material may be reproduced or transmitted in any form.  
Complying with this regulation is the mark of a truly ethical leader.  
For reprint permission: [www.DawnBillings.com](http://www.DawnBillings.com)

MIDWEST CONSORTIUM ON PROBLEM GAMBLING  
AND SUBSTANCE ABUSE NOTES

"ENTITLED TO FAIL: HOW ENTITLEMENT ISSUES  
RELATE TO ADDICTIVE BEHAVIOR"

PRESENTED BY DAWNBILLINGS.COM.

**R**emember the classic movie, *It's a Wonderful Life*? It did not fare well as a box office release, and now it is the most consistently watched movie in the history of feature films. The movie opens with the main character, played by Jimmy Stewart, contemplating suicide. He is standing on a bridge, feeling burnt out, overwhelmed and without options. He perceives himself and his life as failures, and believes the world would be better off without him. He needs what he believes is a miracle to save him and he gets it. Through the course of the movie, he is

**"You can change your mind, and with it, you can change your world. Choose a new story, one that will empower your dreams and desires and create a life that brings magic and excitement to your soul. You change your life, when you change your mind."**

transformed from a totally depressed, suicidal individual into a man running through the streets of his town filled with ecstasy and joy for life, the exact same life that he had hours before that made him completely miserable. How did this miracle occur? Jimmy Stewart gained a different perspective on his life. When his perspective changed, his attitude changed completely and when his attitude about his life changed, his expectations changed with it. No facts needed to be changed – no reality needed altering – no sticks turned to snakes, but a man, blind to what he had, did learn to see again. He learned to see his life from a different perspective. The change necessary for his life to be miraculously transformed came when he changed his negative interpretation of his circumstances. That is what attitude is all about.

*MIDWEST CONSORTIUM ON PROBLEM GAMBLING  
AND SUBSTANCE ABUSE NOTES*

*"ENTITLED TO FAIL: HOW ENTITLEMENT ISSUES  
RELATE TO ADDICTIVE BEHAVIOR"*

*PRESENTED BY DAWNBILLINGS.COM.*

## Attitudes of Entitlement create:

1. Lack of Understanding
2. Lack of Commitment
3. Lack of Motivation
4. Conflict (By feeding the belief "I am "right")
5. Poor Teamwork & No Collaboration
6. Back Biting / Bad Attitudes
7. Lack of Trust (No Integrity)
8. Lack of Accountability
9. Communication Problems
10. Stress

## What can you do?

1. Remember your endowments. Life is precious treat it with respect.
2. Take responsibility for becoming aware of and understanding, then communicating your filters. (I'm frustrated, tired, angry, etc.)
3. Don't justify and rationalize past behaviors. Deal respectfully with the here and now.
4. Give the benefit of the doubt to whomever you are talking to. Look for the best, not the worst in people. Attempt to see them as gifts.

## Halt Entitlement

**...and you will achieve results (working as a team in your personal and professional life) that will bring you, not only, great happiness, but great success.**