Positive Thinking as Training program to Developing environment working in Hospitality Industry

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Abstract

This paper aims at investigating management communication strategies to find a new practical method that guarantees respect between our self and teamwork to create a healthy working environment and achieve satisfaction and thus improve the level of performance.

The sample was chosen from a group of hotels belonging to a global management. It implements a group of cognitive exercises that focus on the individual self-development and a group of independent hotels that are not interested in that direction. The measurement was measured by a scale of positive thinking as an effective tool and an interview with HR managers and head training department. The sample was 122 workers out of a total of 296 (45%).

Findings- There is no training programs that focus on individuals and their mindsets except for the hotel chains, and they come in the second place due to the low cost.

Research limitations/implication –This study is considered as a first step to measure the importance of positive thinking among the employees of the hospitality institutions and to increase the satisfaction of the work group and improve the performance to create a healthy work environment for the future.

Keywords: positive thinking, energy power, communication.

Introduction

Positive thinking is a self-help method that has been applied to the areas of mental health, business, religion, and athletic performance. Positive thinking promises much and has reached a vast audience. Stame (2014) confirmed that positive thinking is at the core of individuals' confidence in their future. He described positivity as a general dispositional determinant of subjective state of health and happiness, which operates much like a trait and may account for individual variation and stability in happiness despite environmental change. Alsaleh and Kubitary (2016) referred to positivity as a propensity to assess aspects of life in general as good. How to have constant energy and effective positive energy on body health and create communication tools between people.

The importance of research came from the hardships and difficulties imposed by the political and economic reality and their painful effects. We cannot disregard or minimize the hardships and sufferings of the world, neither do I allow them to dominate. You can allow obstacles to control your mind to the point where they are uppermost and therefore become the dominating factors in your thought pattern. By learning how to cast them from the mind, by refusing to become mentally subservient to them, and by channeling spiritual power through you, I shall outline that drawbacks are simply not permitted to destroy your happiness and wellbeing (Wong et al ,2013).

This research provides a measure and analysis of the thinking methods and attitudes of the workers in the hospitality industry to emphasize the importance of training methods and support the human element in no less important than the training needs of the work itself. Perhaps we are able to change how we think about our job to better our job satisfaction. Understanding what encourages you in your work can help you reframe your expectations and make selections to increase your satisfaction. Adapt to put stress in its place Book (2014) reported that "changing your standards or expectations, is one of the best ways to handle stress. To work on adapting, adjust your expectations.

By choosing to adopt a positive view of life, you can begin to shift out of a negative state of mind and see life as filled with possibilities and solutions instead of worries and hurdles (Dawson et al, 2015).

Theories Related to Learning and Higher Order Thinking Skills

 According to Abo-Anour and Ahmad(2014), who described Lewin, K and Dewey Theory "it as a sequenced series of events, this productive process moves from reflection to inquiry, then to critical thinking processes that, in turn, leads to a "conclusion that can be substantiated" by more than personal notions and images. Thought can straighten out participations, clear mysteries, resolve confusion, unify disparities, answer questions, define problems, solve problems, reach goals, guide inferences, shape predictions, form judgments, assist decisions, and end controversies. Thinking does not occur spontaneously but must be "evoked" by "problems and questions" or by "some perplexity, confusion or doubt." The inspections or "data at hand cannot supply the solution; they can only suggest it" Al-Masry and Amer (2014)

Research Objectives

The search paper aims to explore other methods to use between the managers and employees as a basic in training the HR in hotels to guide all persons how to deal with others.

Hypotheses

 1. Positive thinking affects the level of performance of the service provided to the customer and increases the production rate.
 2. Negative thinking leads to higher rate of problems and obstructed solutions with the high turnover rate of employees of HR.

3. The absence of hotel management to adopt the concept of human development priority (positive thinking) in the training programs.
 4. Positive thinking leads to the creation of positive energy which creates an ideal and healthy work environment for individuals.

The Problems of Hospitality

All training programs in hotel management talk about skills instruction and information but there are not any programs that deal with our minds and try to change our thinking about thing and person. Negative thinking leads to the lack of teamwork relationship.

Review

A major recommendation for people chasing happiness has been that they need to develop positive thinking and decrease their tendency for negative thinking Peale (2008). It was confirmed by many experiments that developing the positive thinking leads to job satisfaction and creativity or rather it is the core and the starting point of both of them. Also Bogardos defined psychological direction as a " tendency with or against the environmental factors, and it has a positive or negative value (Alsokary and Alansari, 2004; Esawi, 2006).

At the same time, due to an increasingly competitive business environment, organizations need to become creative organizations in order to develop their products and services through building an organizational environment that encourages creativity and positive thinking appears as an important tool to reduce competitive pressure by solving problems to overcome external threats Trnka and Parma(2015). Success in organizations is more dependent on creativity and innovation than ever Wong et al (2013) as they need to find new methods and products, increase motivation and job satisfaction, maximize efficiency and strategic thinking at all levels, teamwork, and have a greater focus on internal customer satisfaction creativity and positive thinking seek new solutions to product problems, are related to the high levels of job satisfaction and found positive relationships between both types of reliance on subordinates and leaders encouraging subordinates to be creative. That indicated that intrinsic motivation (positive thinking) mediates the relationship between certain antecedents and readiness to take risks to creativity, and this willingness mediates the impact of essential motivation on employee creativity.

According to Patterson et al (1993) People who give priority to collective or self-transcendent values tend to display higher intentions to get involved in pro-environmental behavior than people who give priority to individual or self -enhancement values Sheehan(2014).

On the other hand the effect of being positive deepens the relation between positive self –concept and job performance. Avolio and Gardner (2005) most managers would probably agree that positivity is something they cherish in employees. Yet selection research has virtually disregarded the relation between employees' positivity and job performance.

The researchers suggest that a broad personality characteristic, labeled positive self-concept or core self-assessments, is a potentially valuable personality trait in the prediction of job performance. Positive self –concept consists of four specific traits PREVIOUSLY STUDIED IN ISOLATION: self-esteem, generalized self-efficacy, locus of control, and (low) neuroticism or emotional stability. Drawing from four motivation theories, we argue that the main reason positive self-concept is connected with job performance is because positive employees are more motivated to perform their jobs (Kennedy and White, 1997; MacLeod and Conway ,2007).

Diener et al (2009); Rodgers et al (2010); Fredrickson (2013) confirmed that positive emotions play an outstanding role in keeping and promoting flourishing mental health. High arousal positive emotions are stronger predictors of life satisfaction among sensation seekers than among non-sensation seekers, on weekends than on weekdays, and when the concept "excitement" is experimentally primed than when the concept "peace" is primed. Several studies have replicated these results. Indeed, some have illustrated that employees who report higher levels of satisfaction maintain they are able to deliver excellent service Tracey and Tews (1995) appear to be the first to connect employee attitudes and customer satisfaction levels with intentions and behaviors. In brief, they found that organizational climate appraisals were strongly linked to an underlying emotional response, which was strongly linked to coping responses or intentions; intentions were moderately related to behavior (customer satisfaction) Tsutsui and Fujiwara(2015). This study provides support for the commonly expressed claim that "customer orientation" should begin at the top with full management support of customer service efforts required to provide quality service to the customers.

Another problem which may arise is that the training is inappropriate. That is, training programs may focus on areas which increase productivity or efficiency, but not personal behaviors.

Training programs

1- Soft skills(mental skills)
 2- Hard skills

Training is directly related to the skills, loss of capital knowledge, and policies necessary to do a particular job. It can include teaching staff members new skills, introducing them to untraditional ideas, giving them the opportunity to practice and get feedback on particular techniques or styles of working with people, or simply motivating them to discuss their work with one another. And it can, and should, be ongoing throughout a staff member's employment Truss et al (1997).

Diener et al (2009) reported that the advancement and carrying out quality management training programs can be considered the only important intervention that could have led to higher employee satisfaction and lower turnover rate.

This paper aims to favors staffs to develop their mental skills and help them achieve higher performance standards. Furthermore, Franke (2015) clarified that pathways of thinking seem to be more likely to be reactive to systematic intervention efforts, such as objective and directed thinking training.

Training programs favors new staff as they learn the ropes of their position and help veteran staff stay updated in their field. It is essential to develop a training program that meets the needs of both staff members and the organization, and keeps the organization developing and changing for the better Lee et al (2014).

Optimistic people are much less probably to die of heart attacks than pessimists, controlling for all known physical risk factors Positive emotion reduces at least some racial biases Gable et al (2004). How people celebrate happy events that happen to their spouse is a better predictor of future love and commitment than how they respond to sad events (Giltay et al, 2004; Seligmana et al, 2009; Çetintaş et al, 2016). The positive psychology program increased person reports of enjoyment, fulfillment and involvement in work.

Wellington (2005) describes the soft skills of success referring to his experiences in different management positions, basically within human resources. Successful managers who were promoted had both excellent technical and soft skills, especially the readiness and ability to work positively with others. Cobanoglu et al (2006) concluded that soft or mental skills were among the most important skills in the job requirements for a hotel information technology manager: Communication was the most prominent, followed by critical thinking, and then the knowledge of information technology. The research for the 21st century shows that potential Book (2014) reported that "changing your standards or expectations, is one of the best methods to deal with stress. To work on adapting, adjust your expectations.

Wilson (2004) the training had made her feel more confident and motivated to achieve. In the past, all studies defined training as tool of developing our skills and teaching us the use of new technology or it is a tool of gaining customers and increasing production. However, this study goes further with training to focus on changing employees' mindset and thinking in order to become more positive in terms of what affects work so that a healthy environment can be created and quality of work increases.

According to Kafi (2016) training focuses on both skills and direction which is the core of this study. Direction handles opinions and attitudes of staff to positively change them. Alaqi(2000); Alqahtani (2001); Esawy(2006) referred to the fact that highly motivated employees make more positive relationships inside their organizations leading to more harmony and less stress at work.

Methodology

Study Sample
The study was carried out based on a sample of some international hotel management companies such as Four-season, Meridian and Starwood which pay great attention to the soft skills training programs.

The sample also included other 4 and 5-star hotels that pay attention only to the training which focuses on the good of the organization. A form of "positive thinking assessment" was handed to 296 employees at the hotels, and 122 forms were good to analyze. The others were through an interview with the human resource and training managers so as to know the types of training delivered to the employees and the extent to which they focus on developing their human resource.

Data collection instrument

The interview included a number of questions from which the researcher could identify the points or the data that support the research and highlight the benefit of developing "positive thinking" and how it can affect the performance and creating a healthy work environment. In addition, they help in setting the training plan and follow its effect on the quality of work, employees and the trainers themselves. Measuring the managers' awareness of the advantages of such trainings and how they see them is something to consider as well.

For the scale of the positive thinking, a scale of one of the psychological studies centers was adopted after some modifications in terms of the number of questions. The scale was given to four academic experts; two in hotels and two in psychology to confirm the applicability of the scale. The scale includes 7 parts; answers are to be given according to Likert scale Faied and shehata (2014) .

Statistical analysis

SPSS the statistical program

- ANOVA for analyzing one-track discrepancy in more than two groups.
- Cheve test. for defining the direction of discrepancies, following ANOVA
-Tests T for discrepancies between the two groups.
- Confidence limits.
1-The repeat of the answers (Agree / Sometimes / Disagree) was measured in the sample.
2-Relative weights were given for every alternative of the previous four ones, and they were (3,2,1) respectively.
3-The result of multiplication of the repeats of each phrase was added for getting the overall score.
4-the average of response to each phrase was measured through equation.
With this final step, we can obtain the average response of each phrase in the survey, which helps in specifying the degree of each phrase. If the average is big, then the phrase comes true with a big degree in the light of the limits of confidence; highest or lowest and which will be clarified by the researcher later.
5-The average of the response of each phrase that comes under a specific field was added for identifying the average response of the whole field by dividing the result of the addition by the number of the phrases. It also helps in the comparison between other fields in the survey.

Guide for the scale dimensions

1-Positive expectations and optimism

It means positively expecting gaining benefits in different aspects of personal life and being optimist about their health, social and professional life Phrases from(1 to 8).

2- Self-discipline and controlling higher mental processes

It means the skill of directing one's attention, memories and ability to imagine to the right and useful pathways that can help you cope with your surroundings socially and psychologically (9 to 20).

3-Motivation for learning about health

It refers to the positive tendency to change including learning new things that lead to a higher level of mental health. Those positive people believe in the effect of psychotherapy and take its instructions for granted (21 to 38).

4-Positive acceptance of others

It refers to adopting social ideas and attitudes that enable you to accept others being different from you or rather encourage such differences and be open-minded (39 to 50).

5-Unconditional acceptance of oneself

It refers to being satisfied with your skills and abilities and never underestimating them in front of others. Succeeding in building healthy social relationships comes under accepting oneself as well.
Another point in the same regard is never accusing yourself of having negative qualities such as irritability, introversion, shyness or laziness. As this way of thinking impedes your development and fills you with groundless fears (51 to 67).

6-Accepting personal responsibility

Positive people are brave enough to completely shoulder their responsibilities without finding pretexts like not having enough time or others who irresponsible. That said, they are very good examples that succeed in their lives and inspire others around them (68 to 82).

7-Positive risk-taking

Positive people are more curious and always eager to explore mysterious things, so they are abler to take effective decisions and calculated risks (83 to 96).

Results

Questionnaire-part one:

The difference between the responses of the study sample "N = 122 and the relative weight and the average of the responses in the positive thinking scale.

Table (1) Positive Expectations and optimism

Statement	Responses			Relative weight	Average
	Disagree	Sometimes	Agree		
1- I think that tomorrow is better than today	91	20	11	164.00	44.81
2- A great hope for the future	101	18	3	146.00	39.89
3- I think I am lucky	60	47	15	199.00	54.37
4- I think I tend to be optimistic.	88	27	7	163.00	44.54
5- I feel reassured on imagining what my life will be like 10 years later.	65	40	17	196.00	53.55
6- Today misfortunes have benefits in the future	98	20	4	150.00	40.98
7- I think that my statas always going for the better	79	37	6	171.00	46.72
8- I will make some effort of the future better than the present	108	10	4	140.00	38.25
	Mean relative weight and mean response			1329.00	45.39

Minimum confidence ٥٨ = .68   **Maximum confidence =** ٧5.32

From table (1) The average of the responses of the sample in the scale of the positive thinking "Positive thinking and optimism" ranged between (38.25: 54.37) and this refers to the fact that not all phrases were applied. Also, the average of the responses of the whole part is (45.39) which means that it is not completely applied.

Table (2) The difference between the relative weight and the average in the positive thinking scale Self-discipline and controlling higher metal process

Statement	Responses			Relative weight	Average
	Disagree	Sometimes	Agree		
1. I love genres and songs that I have to be optimistic and hope	79	32	11	176.00	48.09

Statement	Responses			Relative weight	Average
	Disagree	**Sometimes**	**Agree**		
2. I like songs that tend to grieve and exciting Alcjn	**54**	**40**	**28**	**218.00**	**59.56**
3. I can easily change the Oqkar others syntactic	**79**	**33**	**10**	**175.00**	**47.81**
4. I can control my feelings about things, even if painful	**73**	**39**	**10**	**181.00**	**49.45**
5. Human can stop himself from continuing to rage	**70**	**39**	**13**	**187.00**	**51.09**
6.) Human can stop himself from continuing anxiety	**50**	**43**	**29**	**223.00**	**60.93**
7. I think I am patient	**76**	**31**	**15**	**183.00**	**50.00**
8. I can control my dreams	**44**	**45**	**33**	**233.00**	**63.66**
9. It controls the sudden cases of stress for no reason.	**50**	**45**	**27**	**221.00**	**60.83**
10. If the sound of a rose will hear similarly no matter how high his position.	**50**	**31**	**41**	**235.00**	**64.21**
11. Never forget nor forgive someone stepped on my right.	**54**	**24**	**44**	**234.00**	**63.93**
12. Known Me I'm generally someone blasts and quick to anger.	**40**	**36**	**46**	**250.00**	**68.31**
	Mean relative weight and mean response			**2516.00**	**57.29**
Minimum confidence = **58.68**	Maximum confidence = **75.32**				

The difference between the responses of the study sample and the relative weight and the average of the responses in the positive thinking scale "Self-discipline and controlling higher metal process"

ranged between (47.81 : 68.31) which refers to the fact that not all the phrases were applied except for (2,6,8,9,10,11,12) that were relatively applied. The average response of the whole part is (57.29) which means that the whole part was not applied.

Table (3) the difference between the relative weight and the average in "Motivation for learning about health

Statement	Responses			Relative weight	Average
	Disagree	**Sometimes**	**Agree**		
1- If you get angry at myself I do not have the Revolution	**27**	**32**	**63**	**280.00**	**76.50**
2- I'm trying to get to know twice to avoid points	**95**	**17**	**10**	**159.00**	**43.44**

Statement	Responses			Relative weight	Average
	Disagree	Sometimes	Agree		
3- I can get others the chance to love me	93	23	6	157.00	42.90
4- If you fail once you will succeed next time	97	19	6	153.00	41.80
5- I do not care to know the weaknesses	37	21	64	271.00	74.04
6- People's satisfaction too for I cannot be achieved	66	22	34	212.00	57.92
7- If you fail once every time will fail	37	8	77	284.00	77.60
8- I hope to make my life interesting	76	35	11	179.00	48.91
9- Dull and dreary life and not for me what I can do to change the situation	35	35	52	261.00	71.31
10- People love gain but I can live without love some	59	29	34	219.00	59.84
11- Deeply troubled when I know that some people hate me	71	33	18	191.00	52.19
12- If my time is well organized and the result will be different	103	15	4	145.00	39.62
13- It's okay to feel depressed sometimes human	76	35	11	179.00	48.91
14- I am afraid of depression and avoid thinking about it	83	30	9	170.00	46.45
15- In the lower room for my growth and the growth of others around me.	79	32	11	176.00	48.09
16- That success depends on the allocation of time to work and a time for fun.	89	22	11	166.00	45.36
17- Success depends on diligent and diligence, and otherwise tampered with.	73	35	14	185.00	50.55
18- We can overcome what may We are afraid of the concern and fears	75	43	4	173.00	47.27
	Mean relative weight and mean response		3560.00	54.04	
Minimum confidence = **58.68**		Maximum confidence = **75.32**			

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The average of the responses of the sample "Motivation for learning about health" ranged between (39.62: 77.60) which refers to the fact that not all the phrases were applied except for (5, 9, 10) that were relatively applied, and (1, 7) were applied. The average of the whole part was (54.04), that is, the part was not completely applied.

Table (4) Positive acceptance of others.

Statement	Responses			Relative weight	Average
	Disagree	Sometimes	Agree		
1-Usually dreamed happy and pleasant things	75	39	8	177.00	48.36

Statement	Responses			Relative weight	Average
	Disagree	Sometimes	Agree		
2- I know how to deal with people no matter what I hold them in my heart of distaste.	76	37	9	177.00	48.36
3-I feel that people are free to think as	88	30	4	160.00	43.72
4-Not all people think the same way.	104	11	7	147.00	40.16
5-I feel comfortable mixing with people different from me.	71	35	16	189.00	51.64
6-I think that my view of women's work liberal and unconventional.	66	47	9	187.00	51.09
7-I think that my view of women's work province and adhere to her house and her children	57	35	30	217.00	59.29
8-I love the work that requires cooperation and teamwork	88	29	5	161.00	43.99
9-I love to travel and learn about foreign communities	89	24	9	164.00	44.81
10-I find comfort in dealing with the opposite sex.	65	49	8	187.00	51.09
11-Of sound that people differ among themselves	92	26	4	156.00	42.62
12- Prevailing best to say that the difference of opinion does not spoil the intimacy	99	19	4	149.00	40.71
	Mean relative weight and mean response			2071.00	47.15
Minimum confidence = **58.68**		Maximum confidence = **75.32**			

The average of the responses ranged between (40.16 : 59.29) which refers to the fact that not all the phrases were applied except for (7) that was relatively applied. The average response of the whole part is (47.15) which means that the whole part was not applied.

Table (5) The difference between the relative weight and the average in the positive thinking scale "Unconditional acceptance of oneself"

Statement	Responses			Relative weight	Average
	Disagree	Sometimes	Agree		
1- I do not feel any wrong practice of personal pleasure, even if some condemned it.	43	38	41	242.00	66.12

Statement	Responses			Relative weight	Average
	Disagree	Sometimes	Agree		
2- Do not get upset if one discovered that me or my work something wrong.	39	41	42	247.00	67.49
3- My job even though I have not had what I was all I hoped for	85	30	7	166.00	45.36
4- My life trivial that were not filled with achievements and ambition.	57	35	30	217.00	59.29
5- When I'm working I do not care that some mistakes were made here	36	30	56	264.00	72.13
6- It does not bother me so much that I could be the failure of some things.	40	50	32	236.00	64.48
7- Not necessarily the most successful in everything I do	62	39	21	203.00	55.46
8- It does not bother me that some people find me a few of gravity	80	31	11	175.00	47.81
9- I do not care if you accused me that I have a personal looking for my sake	52	37	33	225.00	61.48
10- I can feel happy even if I found out that some of the important people I do not hold me love.	56	38	28	216.00	59.02
11- I have the right to think of my advantage own	76	33	13	181.00	49.45
12- I did and do my things a lot of value.	79	39	4	169.00	46.17
13- I always feel guilt and error to spoil the degree to exercise any pleasures	50	41	31	225.00	61.48
14- Isolation necessary for me between now and then him.	67	33	22	199.00	54.37
15- I can accept self without complaint	74	40	8	178.00	48.63
16- I regret that strained or broken relationship with someone I love.	75	33	14	183.00	50.00
17- Usually I accept myself even if exposed to criticize others.	75	34	13	182.00	49.73
Mean relative weight and mean response			3508.00	56.38	
Minimum confidence = **58.68**			Maximum confidence = **75.32**		

The average of the responses ranged between (45.36: 72.13) which refers to the fact that not all the phrases were applied except for (1, 2, 4, 5, 6, 9, 10, 13) that were relatively applied. The average response of the whole part is (56.38) which means that the whole part was not applied.

Table(6) The difference between the relative weight and the average acceptance of personal responsibility.

Statement	Responses			Relative weight	Average
	Disagree	**Sometimes**	**Agree**		
1- I think I am quite attentive to my rights and responsibility.	**85**	**34**	**3**	**162.00**	**44.26**
2- If you subscribe to perform a specific job:	**70**	**38**	**14**	**188.00**	**51.37**
3- If you subscribe to perform a specific job I do not care and let things move themselves	**41**	**25**	**56**	**259.00**	**70.77**
4- Describe me my relatives that I have someone responsible and reliable	**82**	**32**	**8**	**170.00**	**46.45**
5- Ask me for leadership and performance of the business that requires explanation and guidance	**80**	**38**	**4**	**168.00**	**45.90**
6- One does not cost me only do what I love to do it	**45**	**40**	**37**	**236.00**	**64.48**
7- When I face a problem that I face the best, and I find her solution	**96**	**17**	**9**	**157.00**	**42.90**
8- When you face the problem of what to discard the best and to resolve themselves	**36**	**29**	**57**	**265.00**	**72.40**
9- According to the prevailing prisoner to say that "we are all responsible for the completion of the work and complete it	**89**	**23**	**10**	**165.00**	**45.08**
10- A prisoner in my life in accordance with the prevailing say, "I am responsible for what I do but I am not responsible for what others are doing."	**60**	**38**	**24**	**208.00**	**56.83**
11- In the event of default in a collective action responsible for this failure and look for a solution	**90**	**25**	**7**	**161.00**	**43.99**
12- In the event of default in a collective work of the group and it is the responsibility they face	**76**	**30**	**16**	**184.00**	**50.27**
13- It does not take place for success in life perseverance and personal effort even if we did not get what we want immediately.	**91**	**21**	**10**	**163.00**	**44.54**
14- Success cannot be achieved in life generally only if there is a strong person to help us do so.	**62**	**47**	**13**	**195.00**	**53.28**
Mean relative weight and mean response				**2681.00**	**52.32**
Minimum confidence = **58.68**			Maximum confidence = **75.32**		

The average of the responses ranged between (42.90 : 72.40) which refers to the fact that not all the phrases were applied except for (3,6,8) that were relatively applied. The average response of the whole part is (52.32) which means that the whole part was not applied.

Table (7) The difference between the relative weight and the average in Positive risk-taking.

Statement	Responses			Relative weight	Average
	Disagree	**Sometimes**	**Agree**		
1- My life is heading for the better because of my endurance risk and not to give in life	63	46	13	194.00	53.01
2- I was always more than one way to get things done.	69	45	8	183.00	50.00
3- Successful leader is risking to take the appropriate decision in the lack of complete information	71	26	25	198.00	54.10
4- Leader does not act, but what is true even avoids the dangers and risks	91	22	9	162.00	44.26
5- Most people are creative and attractive to me in Different opinions and ideas	72	40	10	182.00	49.73
6- I like to spend a period of my life in a foreign country	51	39	32	225.00	61.48
7- I prefer to be my friends are diverse in age, profession and religion	90	22	10	164.00	44.81
8- I prefer to be my friends close to me familiarly and ideologically.	63	38	21	202.00	55.19
9- I think I succeeded because I am a lover of risky and impulsive to some extent.	63	39	20	201.00	54.92
10- I think I succeeded because I do not I act only after reflection and contemplation of the consequences	84	33	5	165.00	45.08
11- When I am experiencing difficulty gone act what is appropriate, even if it were not a good result	83	33	6	167.00	45.63
12- When I face the difficulty of waiting to consult me who they know about it	89	27	6	161.00	43.99
13- I like to work that allows me the freedom of thinking and decision making	92	25	5	157.00	42.90
14- I love the obvious and familiar business	80	34	8	172.00	46.99
Mean relative weight and mean response				2533.00	49.43
Minimum confidence = **58.68**			Maximum confidence = **75.32**		

The average of the responses ranged between (42.90 : 61.48) which refers to the fact that not all the phrases were applied except for (6) that was relatively applied. The average response of the whole part is (49.43) which means that the whole part was not applied.

Table (8) Analysis of the one-track discrepancy in the study sample according to age in the scale of positive thinking

The Axis	Source of contrast	Mean Square	Degree of freedom	Sum of square	P-value	Sig
1-Positive expectations and optimism	Between Groups	10.73	3	32.19	1.76	Non-sig
	Within Group	6.11	118	721.43		
2- Self-discipline and controlling higher mental processes	Between	56.41	3	169.22	3.98	0.01
	Within	14.17	118	1671.44		
3-Motivation for learning about health	Between	88.21	3	264.62	5.001	0.01
	Within	17.64	118	2081.42		
4-Positive acceptance of others	Between	11.13	3	33.39	1.19	Non-sig
	Within	9.32	118	1099.54		
5-Unconditional acceptance of oneself learning about health	Between	158.81	3	476.43	6.41	0.01
	Within	24.78	118	2924.19		
6-Accepting personal responsibility	Between	126.07	3	378.22	10.44	0.01
	Within	12.07	118	1424.71		
7-Positive risk-taking	Between	34.83	3	104.47	2.18	Non-sig
	Within	15.98	118	1885.63		
Total	Between Groups	2449.68	3	7349.05	8.54	0.01
	Within Groups	286.83	118	33845.67		

There are indicative discrepancies at the level (0.01) in the study sample according to age in the scale of positive thinking (self-discipline and controlling higher mental process, motivation for learning about health, Unconditional acceptance of oneself, acceptance of personal responsibility, the overall score of the scale) which means that one of the tests must be used for specifying the direction of such discrepancies. That said, the researcher is going to use Cheve test for that. On the other hand, there are non-indicative at the level of (0.01) in the sample according to age in the scale of positive thinking (positive expectations and optimism, positive acceptance of others, positive risk-taking).

Table(9) Cheve test in the study sample according to age in the parts having statistically indicative discrepancies in the scale of positive thinking

Verbal	Age	N	Average	20-30	31-40	41-50	More than 50
1- Positive expectations and optimism	20-30	47	21.19	-	0.01	1.27	4.56*
	31-40	41	21.20		-	1.28	4.57*
	41-50	26	19.92			-	3.29
	More than 50	8	16.63				-
2- "Motivation for learning about health	20-30	47	30.47	-	1.23	2.35	5.72**
	31-40	41	29.24		-	1.12	4.49
	41-50	26	28.12			-	3.37
	More than 50	8	24.75				-
3- Unconditional acceptance of oneself	20-30	47	30.60	-	1.50	4.45**	5.97*
	31-40	41	29.10		-	2.95	4.47
	41-50	26	26.15			-	1.52
	More than 50	8	24.63				-
4- Accepting personal responsibility	20-30	47	22.66	-	0.80	3.12**	4.41*
	31-40	41	23.46		-	3.92**	5.21**
	41-50	26	19.54			-	1.29
	More than 50	8	18.25				-
Total	20-30	47	154.53	-	1.73	14.65**	25.40**
	31-40	41	152.80		-	12.92*	23.67**
	41-50	26	139.88			-	10.75
	More than 50	8	129.13				–

Table (10) T tests for indicative discrepancies in the study sample according to the type of training in the scale of positive thinking

The Axis	soft skills training		hard skills training		T-value	sig
	N = 53		N = 69			
	Hotels	Chain Hotels	Hotels	Chain hotels		
1- Positive expectations and optimism	2.78	11.75	2.03	10.23	3.49	0.01
2- Self-discipline and controlling higher mental processes	3.68	21.19	4.03	20.19	1.41	Non-sig
3- Motivation for learning about health	4.21	30.08	4.46	28.49	1.99	0.05
4- Positive acceptance of	3.00	17.70	3.01	16.42	2.33	0.05

others						
5-Unconditional acceptance of oneself learning about health	**5.26**	**29.43**	5.31	**28.23**	**1.24**	**Non-sig**
6- Accepting personal responsibility	**3.46**	**22.06**	4.17	**21.91**	**0.20**	**Non-sig**
7- Positive risk-taking	**4.34**	**21.64**	3.71	**20.09**	**2.13**	**0.05**
Total	**17.45**	**153.85**	18.51	**145.56**	**2.51**	**0.05**

There are indicative discrepancies at the level (0.01 , 0.05) in the sample according to the type of training (Positive expectations and optimism, motivation for learning about health, positive risk-taking) supporting the sample (soft skills training)

Interview questionnaire-part two: human resource department and type of training programs to development staffs soft skills and hard skills: personal and professional skills. Skip to main content, the interview questions and their answers:

- The training programs given by Four-season, Marriot, Starwood and the effect of soft skills training on the quality of work and the psychological and social sides of workers.
- Training needs analysis: every hotel management studies the required skills and identifies the targeted staff for training and to what extent do they expect they will respond.
- The training department collects the training needs and works on categorizing, analyzing them and consequently setting the priorities of giving them. It also secures the trainers; internal and external, sets the most suitable training timetables and the assessment tools.
- The plan is put based on the last year's results (from October to December) for setting the agenda and budget of the year.
- Orientation training is given according to the interviews. The high rate of turnover requires more training. According to managers, most training programs are obligatory and some are optional but they should be attended once at any branch. Some examples are service culture – self-treatment – customer service – loyalty – dealing with workmates – team playing – setting objectives –work pressures.
- The outcome of training and workers' improvement course:
- The outcome varies according to the level of education and the ability to grasp information. One of the managers at Marriot clarified that the previously mentioned trainings has a great impact on new employees by 100 % as against experienced employees who are not affected by such trainings as they are used to a certain type of work, and training for them is

a waste of time. Such assumption is confirmed through the results that said that ages from 20 to 30 and from 31 to 40 are more responsive to teaching positive thinking than those who 50 or older. This means that the positive thinking training is essential to new workers and increases their loyalty to their organizations and their resilience and obedience at work. this agreed with opinion during interview and reported Mohsen(2016).

The priority of training programs:

- First aid   - Distinguishing fires

- Professional training at each department, and then comes the programs that target individuals and handle their work issues such as work pressure, human needs and positive thinking.

- Why are the psychological and social sides not given priority in training?
- It was put quite straightforwardly that the budget is the main reason behind giving less attention to
- Emphasizing the positive thinking and its role in improving quality of work and creating healthy environment" What do you think of such emphasis and its role in work and how is it reflected on the employees' recovery from diabetes blood pressure and illnesses?
- The effect of positive thinking on work environment: Do these training programs on team work, work pressures and time management which focus on the psychological and social sides, have a positive effect on team building and the relation of people with each other?
- They do positively affect employees psychologically and change their way of thinking which becomes noticeable in the staff's attitudes and satisfaction it is agree with Machouche et al (2012).
- In addition to assessing the training content, there is an assessment of trainers and the outcome of the training. As for training managers (fast tracking), the headquarters takes care of that and sometimes it lasts for a complete year. Not all companies fulfill their promises of promotions, the thing that backfires on the response to training and causes employees to lose their loyalty to the organization.
- Which categories of employees should be trained on positive thinking?

-All managers emphasized that all levels; low, mediate and upper should take that type of training.

-They also emphasized that young employees should feel involved and assimilated into the organization by their heads so that they do not do their work under constant censorship.

That is what is called "sense mandatory" in the positive thinking training. Zou and Comp (2015) confirmed that young employees basically feel loyal to their companies when they are satisfied with their professional development schemes and their relations in the place.

- The supervisors should not reprimand the workers in their departments just because they themselves are reprimanded by their bosses, as it creates more pressure.
- Managers should be the first people to practice the positive thinking tips with their employees and provide them with more confidence and credibility so that they can keep their positions whose base is the quality performance of workers in a healthy environment.

Discussion

Cho and Schmelzer (2000) The targeted outcome of most training programs is that all trainees receive the same information and process it in a similar way. The outcome of the suggested differs in that it permits each trainee to process information in a slightly different, but suitable manner. Trainees would be stimulated to develop their own thinking and self-management skills which could empower them to plan or construct their individual understanding of the content. As each learner communicates his/her understanding to others, there would be an increased level of peer and group interaction. This could, in turn (training), cause a more cooperative social structure inside the workplace, as well as bettered relations with the external customer. This freedom of thinking and flexibility would help managers to be more creative in how they deal with situations that are new and challenging job .Caprara et al (2012); Robles and keep (2012).

The results have proved that positive thinking plays an extremely important role in(self-discipline and controlling higher mental processes, motivation for learning about health, unconditional acceptance of oneself, acceptance of personal responsibility) and that it can be expected how positive people perform their jobs(according to Avolio and Gardner (2005) Kennedy and White, (1997)

The study has proved that there is a statistical indication in relation with the impact of positive expectations and optimism on people's different aspects of life and their expectations of having positive outcomes in their health, personal, social and professional lives and this agreed with Kosnes et al (2013). It is by 45,39 which means that the whole part is not applied.

Motivation for learning about health:
This refers to the positive change in connection with motivation and passion for learning new things for keeping mental health. This part was applied among young ages much more that the older ones and that was what the study came up with through interviews with training managers.

Also it proves the supposition of the study that hotel managements do not prioritize the development of human resources (positive thinking) in their training programs or the soft skills, which is the objective of this study.

For long-serving staff, a positive thinking training program has a lot of benefits:

- It helps them to become continually more competent at what they do.
- It grows their knowledge of the field by exposing them to the latest research and theory, and can expose them to new ideas which eventually may improve their own effectiveness and that of the organization.
- By preventing them from becoming bored and stale, it helps them to keep interest in and passion for their work.
- It can expose them to other performers.
- with varied -- and perhaps better -- methods.
- It provides them with one more reason to continue with the organization.
- It keeps the organization as a whole dynamic: growing, thinking and changing. A dynamic organization is almost always a healthy and effective one.

In brief, a good continuous training program for all staff increases organizational efficacy and keeps it increasing, rather than allowing the organization to lie dormant Mac Leod and Conway (2007).
Positive thinking leads to creating positive energy, the thing that turns workplace into healthy ideal environment for individuals (final assumption) where they are ready take responsibility and positive risks, and it is clear in the results of tables 6 & 7.

Conclusion, recommendation and implications

This paper aims at providing a development training programs for employees and managers in hospitality industry. The main thought of the program is about power energy efficiency. The theory of planned behavior was used as a framework for staffing mindset. Employees generally felt positive about the suggested interventions and expected that they would lead to financial savings, better the relationship between others and warmth of their place, and sense of pride in the hotel.

However, while managers planned to take up energy efficiency (positive thinking) if offered to them, they are ready to obtain high standards of performance if they just believe their employees will do it according to what they thought. The ownership and the belief in humans' ability to handle climate change were found to predict readiness to invest. These findings help to understand responses to thought as positive thinking that seek to better the energy efficiency of hotels agreed with Bakker (2008).Many see involvement as a step higher than satisfaction or encouragement at work.

All sources define positive thinking as engagement to some degree by its results and something given by the employee which can be useful for the organization. They generally agree that engaged employees get more attached to their organization, investing themselves not only in their role, but in the organization as a whole. Boxall and Purcell (2003) Smith and Marwick (2009). Human resource in hospitality industry must believe positive thinking lead employees to engagement in a combination of attitudes, ideas and conducts that relate to satisfaction, advocacy, commitment, pride, loyalty and responsibility. Positive thinking goes beyond the more traditional concept of employee satisfaction and relates to the extent to which employees are fully involved in the company and their work'(Healthy environment).

Figure (1) Impact of positive thinking of environment work in hospitality and persons health.

Positive thinking is one of the most effective methods by which we can combat work stress and burn-out. It can happen through changing the mindset and guiding persons with the help of specialists and the continuous support. (Kafi 2016)Positive thinking leads to creating positive energy at work, the thing that creates an ideal and healthy environment for employees. As a result, customers receive high quality services and employees become more loyal to the organization.

Scales of positive thinking can be used as tools for expecting the employees' performance and communicating with the fresh workers at the HR department.

Finally, a training program (positive thinking) should be applied to everybody in the organization, from administrators to line staff to support staff.

All need, and should have the opportunity, to become continually better at what they do, bettering both their own and the organization 's effectiveness

Hotels should work on the positive thinking training in order to improve the quality of work by increasing the positive energy that is related to the workers' soft skills. Our mindsets are either positive or negative and each has its own effects on the individual's health, treatment and techniques of solving problems.

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الملخص باللغة العربية

التفكير الإيجابي كبرنامج تدريبي لتطوير بيئة العمل في صناعة الضيافة

الفاطمه فتح الله سلامة على
قسم إدارة الفنادق كلية السياحة والفنادق- جامعة المنيا

يهدف هذا البحث إلى دراسة استراتيجيات التواصل الإداري لإيجاد وسيلة عملية جديدة مثل احترام الذات والعمل الجماعي لخلق بيئة عمل صحية وتحقيق الرضا مما يترتب عليه تحسين مستوى الأداء. تم اختيار العينة من مجموعة فنادق تابعة لإدارة سلاسل عالمية تنفذ مجموعة من الممارسات المعرفية التي تركز على الفرد، والتنمية الذاتية ومجموعة أخرى من الفنادق المستقلة. تم القياس من خلال مقياس التفكير الإيجابي كأداة فعالة ومقابلة مع مديري الموارد البشرية حيث بلغت العينة ١٢٢ عاملا من أصل ٢٩٦ (٤٥٪).

وتم استخلاص مجموعة من النتائج أهمها: أن جميع برامج التدريب في إدارة الفنادق تركز على تعليم المهارات والمعلومات ولاتوجد برامج تهتم بعقولنا لتساعدنا على تغيير تفكيرنا، وأن التفكير السلبي يؤدي إلى عدم وجود علاقة العمل الجماعي، كما أن إدارات الفنادق لا تعطي الأولوية لتنمية الموارد البشرية (التفكير الإيجابي) في برامجها التدريبية لتنمية المهارات الناعمة في ظل بيئة عمل صحية.