

Soft-Train



*At Soft-Train
Technology Works*

Negativity in the Workplace (1 Day)

COURSE GOAL: To teach methods of identifying negativity in the office, understand what the impacts are, and develop processes to resolve and prevent negativity from affecting the organization.

PREREQUISITES: None.

LEARNING OBJECTIVES:

Upon completion of this course, the student will be able to:

- Understand Negativity and Identify the Causes
- Determine the best method to employ in resolving Negativity
- Develop Strategy to protect the Organization from Negativity

KEY TOPICS:

I. Understanding Negative People

- A. Why is Dealing with Negativity Important?
- B. What Causes Negative, Difficult People?
- C. The STEP System to Better Communication
- D. Other Causes of Negative, Difficult People

II. Dealing with Negativity

- A. Dealing with Others' Negativity
- B. When You are the Negative Person

III. Understanding Negators' Styles

- A. Negators' Styles
- B. Matching Communication Strategies

IV. Overcoming Negativity Using the BEEP System

- A. Turning Understanding into Action
- B. Be Bold and Assertive with Negators
- C. Express the Problem and Solution Clearly
- D. Expect to Achieve Your Goals
- E. Practice Positive Thinking

V. Developing Your Action Plan

- A. Build Your Positive Muscles
- B. Apply Your Knowledge