

Soft-Train



*At Soft-Train
Technology Works*

Negativity in the Workplace (2 Days) ST00033

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. Clear the Fog

- A. The Fog
- B. The Idealist
- C. The Creative Genius
- D. The Peacemaker
- E. The Analytical
- F. So – Which One Are You?
- G. The Power of the Leader
- H. Who Is On The Top Deck?

II. Identify the Gap

- A. The First Gap: The Physical Journey
- B. The Second Gap: The Nonphysical Journey
- C. How to Identify the Gap
- D. Shorten the Gap
- E. Get Real
- F. Implement a Trial Period
- G. Scheduled Communication
- H. Challenges in the Gap
- I. The Integrity Gap
- J. Managing Expectations Is Key to Keeping Drama at Bay in the Gap
- K. Illusions in the Gap
- L. Life is Lived in the Gap
- M. The Two Questions in the Gap
- N. Passing the Gap Test

III. Tell Yourself The Truth

- A. Why This Is Important
- B. Justification Keeps You Stuck
- C. Assumptions
- D. Self-Judgment and White Lies

- E. How the Story Keeps You Stuck
- F. Why It's Hard to Separate Story From Truth
- G. Your Story Helps You Be Right and Avoid Responsibility
- H. Denial: The Drug of Choice
- I. Communicating Upward with One in Denial
- J. How to Facilitate Change
- K. Create New Habits
- L. Stepping Into a New Truth
- M. Course – Correct
- N. How to Separate Fact from Fiction

IV. Reinvent and Realign

- A. The Premise of Reinvent and Realign
- B. Do Others See You the Way You Do?
- C. The Tool of Awareness
- D. Who Do You Think You Are?
- E. Habits, Reactions, and Conscious Choices
- F. Don't Confuse Where You Are With Who You Are
- G. "I Am" Equals My Truth
- H. Reinventing a Strong Sense of Self in the Workplace
- I. Labels and Self Definition Justify Unmet Needs
- J. Myths About Self-Reinvention
- K. Excuses Always Inhibit Personal Growth
- L. Stepping Into a New Identity
- M. Your Staff's Turn
- N. How to Help Your Team Reinvent and Realign

- O. Combining Individual Visions with the Company Vision
- P. Faulty Thinking

V. Stop Relationship Drama

- A. The Premise of Stop Relationship Drama Is This
- B. Why Relationships Matter
- C. The Drama Triangle
- D. Simplified Snapshot
- E. The Rescuer Role
- F. The Distinction Between Rescuing and Helping
- G. How Rescuing Manifests in Business
- H. How to Eliminate Rescuing Tendencies
- I. Enforce Your Rules
- J. Why Most of Us Identify With the Rescuer Role
- K. The Victim Role
- L. How to Identify Victim Behaviors in Your Staff
- M. What to Do to Minimize Victim Behavior
- N. Promote Empowerment
- O. When You Are the Victim
- P. Role Reversals
- Q. The Persecutor
- R. How to Identify the Persecutor at Work
- S. How to Eliminate Persecuting Behavior
- T. When the Persecutor is the Owner or Partner
- U. When You Are the Persecutor
- V. Getting Off the Triangle
- W. Awareness
- X. Notice How You Think and Feel
- Y. The Fourth Position
- Z. Develop Other Leaders

AA. Teach the Principals in Your Workplace

VI. Master Your Energy

- A.** The Five Kinds of Energy
- B.** Master Physical Energy
- C.** Require Rejuvenation
- D.** Master Your Mental Energy
- E.** How Processes and Procedures Save Energy
- F.** Setting Boundaries
- G.** Master Emotional Energy
- H.** Living In The Zone
- I.** Create an Energetic Starting Place
- J.** Master Your Spiritual Energy
- K.** Balance Choice and Responsibility
- L.** Too Much Too Soon Equals Drama
- M.** The Teeter-Totter Effect
- N.** Why This Is Important for Leaders
- O.** Mastering Your Environment
- P.** Authentic Communication
- Q.** How to Have an Authentic Conversation
- R.** Focus Your Energy
- S.** Can You See the Difference Focus Makes?
- T.** Manage Your Goals to Sharpen the Focus

VII. Release Resistance

- A.** You Resist Every Day
- B.** Resistance is a Form of Drama
- C.** Negativity Breeds Negativity
- D.** Negativity is Common
- E.** Does That Mean I Should Give Up?

F. How to Know if You Are Resisting

G. Blame, Resentment, Justification and Judgment

H. Victim Language is Part of Our Culture

I. Listen for Clues

J. Responsibility Is the Recognition of Choice

K. Turing Complainers in Problem-Solvers

L. The Wizard of OZ

M. Between Responsibility and Choice

N. You Can't Change What You Don't Recognize

O. Where Change Happens

P. The Fulcrum Point of Change

Q. The Magic Phrase

R. The Fulcrum Point of Change at Work

VIII. Become a Creator

A. The Premise of Becoming a Creator Is This

B. Recognize Choice

C. Listen

D. Speak

E. Ask Good Questions

F. The Responsibility Question

G. Do Not Take The Bait

H. Do Not Be Fooled

I. "I Want A Raise!"

J. The Decisive Question

K. Provide Structure and Processes for Advancement

L. Open the Field of Possibility

M. The What If? Game

N. Looking for Evidence

O. Acknowledge the Good

P. Create a Vision

Q. Create Structure and Measurement

R. Develop Their Expertise

S. Celebrate Success