

BAD APPLES: HOW TO DEAL WITH NEGATIVE ATTITUDES™

Program Description

Overview:

Are you working with, serving, or even living with someone who has a bad attitude? Like the cliché “*One bad apple spoils the whole bunch*”, one person with a bad attitude can have a negative impact on anyone and everyone around them. Just being around someone who complains, whines, or just doesn’t do or say anything can cause people to feel frustrated, angry, or even helpless. In fact, studies show that 68% of people (employees and customers) quit or leave a company because of one employee’s bad attitude. Bad attitudes in the workplace can stunt productivity, sour others’ attitudes, send morale plummeting, and increase costs. This interactive program is designed to assist you in finding real solutions for dealing with employees, customers, and others at work or at home, who display negative attitudes and behaviors.

Objectives:

This program will help you learn how to:

- Recognize and describe the characteristics of a bad attitude.
- Understand how negativity impacts relationships and performance.
- Utilize a 5-step process for dealing with difficult attitudes.
- Identify the reason for someone's poor performance or attitude.
- Develop potential solutions for resolving a problem.
- Regain your positive attitude about the other person and/or situation.

Length: Keynote: 60-90 Minutes
 Workshop: 3-4 Hours