

BAD APPLES: HOW TO DEAL WITH NEGATIVE ATTITUDES™

Program Description

Overview:

Do you deal with someone that has a bad attitude? This interactive program is designed to assist you in finding solutions for dealing with employees, customers, and others at work or at home, who display negative attitudes and behaviors. Negative attitudes and behaviors stunt productivity, sour others' attitudes, and send morale plummeting. This course will provide real world solutions for handling the attitude problems you face.

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