

# ATTITUDE!<sup>TM</sup> Resolving Difficult Situations in the Workplace

ATTITUDE, COMMUNICATION, LEADERSHIP & EMOTIONAL INTELLIGENCE

## Let's face it. Nobody likes to deal with a difficult attitude...

In fact, most of us would rather sit in a dentist's chair before we'd confront one of those bad apples who are making our lives miserable at work. But did you ever stop to think about what kind of price we're paying for that self-imposed misery? It's sad but true; one or more "bad apples" can spoil a bunch of your best performers or undermine your organizational culture. **ATTITUDE!<sup>TM</sup>** helps employees and leaders recognize the characteristics of difficult attitudes in today's diverse workforce and sort out the problems when they arise.

## About the Program:

Let's start with the bottom line first. Less-than-motivated teammates, bossy bosses or rigid coworkers exist in the workplace. There's no getting around it. We know that one person with a bad attitude can have a negative impact on the entire team or company! So, the question is, "how are your managers and employees responding to someone with a bad attitude?" "Do they have the skills needed to react and respond appropriately?" "Do they respond in such a way that maintains relationships - redirecting and resolving the negativity at hand?" If negativity is not dealt with properly - the problem will only get worse!

**ATTITUDE!<sup>TM</sup>** is designed to provide supervisors, managers and employees some practical, easy-to-use techniques for eliminating negativity in the workplace. **ATTITUDE!<sup>TM</sup>** is a learning experience that leverages emotional intelligence to help people understand how attitudes impact relationships and provides a process for overcoming attitudes that may be stifling an organization's individual and team performance.

## After completing the Workshop, participants will be able to:

- ☑ Recognize and describe the characteristics of a bad attitude
- ☑ Understand how negativity impacts relationships and performance
- ☑ Assess a challenging situation and determine an appropriate strategy
- ☑ Utilize a 5-step process for dealing with difficult people
- ☑ Identify the reason(s) for someone's poor performance
- ☑ Develop potential solutions for resolving a problem
- ☑ Regain your positive attitude about the other person or situation
- ☑ Manage conflict with confidence, resulting in a positive outcome

## ATTITUDE!<sup>TM</sup> will help your organization:

- ☑ Reduce interpersonal conflict
- ☑ Reduce time managers spend mediating
- ☑ Improve retention of quality employees
- ☑ Minimize the potential for lawsuits
- ☑ Leverage emotional intelligence to overcome difficult situations

**Target Audience:** All Employees

Facilitator Guide, Participant Materials, PPT, Self-Study Guide & 10 ATTITUDE! Discussion Cards: Program options: 1, 1.5 and 4 Hour Formats: Online Available