



LIVE SEMINAR

Overcoming Negativity:

Detox Your Workplace and Create a Positive Culture



THIS SEMINAR AT A GLANCE:

Takeaways for Individuals and Teams Dealing with Workplace Negativity:

1. Recognize what a positive workplace looks and feels like.
2. Uncover the origins of workplace negativity and learn how to arrest its spread in your division, department or team.
3. Understand what makes negative people behave the way they do — and what can be done to help them change.
4. Acquire skills to blunt the effect of negative coworkers and even reverse their attitudes.
5. Recognize negativity in yourself (in all areas of your life), and find ways to be positive and optimistic.
6. Learn about “traveling negativity” and the steps to prevent it.
7. Thrive and survive in a negative work environment while protecting yourself from other’s sour attitudes.

Overcoming Negativity

SEMINAR SUMMARY



Identify and control the effects of negativity within:

Organizations

- Lowered productivity
- Diminished quality
- Loss of good people

Teams

- Defensiveness — “It wasn’t my fault.”
- Naysaying — “That will never work.”
- Hostility — “I don’t get angry – I get even.”
- Chronic hopelessness — “Why work so hard? I’ll never get it all done.”

Yourself

- Taking setbacks personally
- Losing patience with the pace of progress
- Feeling burned out

Find out how negative thinking is learned — and how to become more enthusiastic and optimistic again.

What Does a Positive Environment Look Like?

Those lucky enough to work in an organization that encourages positivity know what aspects it incorporates. For others, this session introduces those characteristics such as open communication, work-life balance and training and development.

PROGRAM AGENDA

Part I

What is negativity and is it contagious?

- Why some people are so negative — while others are always upbeat
- The toll that “downers” take on the performance, productivity and job satisfaction
- The difference between healthy and harmful skeptics
- Ways people get stuck in a negativity rut
- The “wrong side of the bed” syndrome — why some days start out lousy and get worse
- How negativity can spread to epidemic proportions — and five steps to arrest it early
- The correlation of self-esteem and negativism (see how elevating one diminishes the other)
- How to find the right balance between optimism and pessimism
- The source of negativity: Is habitual naysaying a trait you’re born with — or is it acquired?

Part II

How to deal with negativity between individuals

- “Traveling negativity” — unloading the baggage we carry
- Specific remedies to correct negative attitudes and outlooks
- How to sidestep negativity traps set by coworkers
- Why some people enjoy being negative
- The pros and cons of intervention — when it pays to step in, when it doesn’t
- Do others perceive you as negative?
- How to deal with specific negative behavior among your employees
- How to work with perpetual skeptics
- Do you “act upon” or “react to” a potentially negative situation?
- Six pitfalls to be wary of when you confront a negative person
- How to build a barrier to insulate yourself from workplace negativity
- What can happen when you’re stuck with a negative coworker or boss

Part III

What to do when negativity has a foot-hold in the policies, personality and culture of an organization

- Is negativity a festering problem in your organization or department? A simple assessment will tell you
- Challenge negativity effectively — one person can make a difference
- Create a pocket of optimism where you work
- Realize bureaucracy almost always creates negative norms
- Know negative norms can repress creativity, stifle initiative, encourage conformity and reward mediocrity
- Witness what organizational negativity “looks like” and how to repair it
- Learn 10 common types of negative norms and how they influence morale, quality and productivity
- Realize the role managers, supervisors and team leaders can play in eradicating or reversing unhealthy norms



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