

# CHALLENGE AND RESOLVE NEGATIVE ATTITUDES IN THE WORKPLACE

Course Code: 821208

Learn how to address negative behaviors, shift mindsets, and foster a more positive and productive workplace culture.

Negative attitudes in the workplace can impact team morale, productivity, and overall performance. When left unaddressed, these behaviors can spread quickly, creating a challenging environment for both employees and leaders. This course equips participants with the skills and confidence to recognize, address, and resolve negative attitudes effectively and professionally.

You will learn how to identify the root causes of negative behavior, approach difficult conversations with confidence, and apply practical strategies to shift mindsets and improve team dynamics. Through real-world scenarios and actionable techniques, this course helps create a more positive, accountable, and engaged workplace culture.

## What You'll Learn

By the end of this course, you will be able to:

- Identify common causes of negative attitudes in the workplace
- Recognize the impact of negative behavior on team performance
- Address negative attitudes with confidence and professionalism
- Apply strategies to shift mindsets and improve behavior
- Conduct effective and respectful difficult conversations
- Set clear expectations and boundaries for workplace behavior
- Foster a positive and productive team environment

## Who Needs to Attend

- Managers and team leaders
- Supervisors
- HR professionals
- Project managers
- Anyone responsible for managing or influencing team behavior

## Prerequisites

Willingness to address challenging workplace situations constructively.

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VIRTUAL CLASSROOM LIVE

\$895 CAD

1 Day

## Virtual Classroom Live Outline

### **Module 1. Understanding Workplace Attitudes**

- What shapes attitudes and behaviors
- The impact of negativity on teams and performance
- Differentiating between attitude and performance issues

### **Module 2. Identifying Root Causes**

- Common drivers of negative attitudes
- Recognizing underlying issues (stress, disengagement, conflict)
- Avoiding assumptions and bias

### **Module 3. Addressing Negative Behavior**

- When and how to intervene
- Setting clear expectations for behavior
- Maintaining professionalism and objectivity

### **Module 4. Conducting Difficult Conversations**

- Preparing for the conversation
- Using clear and respectful language
- Managing emotional responses

### **Module 5. Shifting Mindsets and Behaviors**

- Coaching techniques for behavior change
- Encouraging accountability and ownership
- Reinforcing positive behaviors

### **Module 6. Building a Positive Work Environment**

- Promoting a culture of respect and accountability
- Recognizing and addressing issues early
- Leading by example

### **Module 7. Action Planning and Application**

- Applying strategies to real workplace situations

- Creating a plan to address current challenges
- Committing to next steps for improvement

Jun 11 - 11, 2026 | 10:00 AM - 4:00 PM EDT

Aug 10 - 10, 2026 | 10:00 AM - 4:00 PM EDT

Oct 8 - 8, 2026 | 10:00 AM - 4:00 PM EDT

Dec 10 - 10, 2026 | 10:00 AM - 4:00 PM EST



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PRIVATE GROUP TRAINING

1 Day

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