

CHALLENGE AND RESOLVE NEGATIVE ATTITUDES IN THE WORKPLACE

Course Code: 821208

In this course you will explore how to deal with negative attitudes in the workplace and create a more positive working environment.

This interactive course explores how to adjust your own attitude as well as how to deal with negative people more effectively. Behavioral models to use in coaching yourself and others in how to build optimistic responses to any given situation are taught. Learn how negative norms become entrenched in an organization, department or team and how to create a more positive working environment.

What You'll Learn

- Adjust your own attitude regarding your work situation
- Control the impact of negative situations
- Deal with negative people more effectively
- Determine how the explanatory styles contribute to pessimism or optimism
- Practice using disputation to enhance your optimistic side
- Discriminate between situations that call for optimism versus pessimism
- Use specific coping tools for dealing with change
- Identify the negative norms present in your own organization, department, or team
- Use a four-step process to eliminate negative organizational norms

Who Needs to Attend

Business professionals interested in learning how to handle negative attitudes in the workplace and create a more positive working environment.

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VIRTUAL CLASSROOM LIVE

\$895 CAD

1 Day

Virtual Classroom Live Outline

Module One: Adjusting Your Own Attitude

- Evaluating attitudes
- Choice one: Locating new opportunities
- Choice two: Changing your attitude

Module Two: Handling Negative Situations

- Analyzing reactions
- Examining self-talk
- Controlling impact
- Using the EXPEL model

Module Three: Dealing with Negative People

- Learning objectives
- The four types of negative people

Module Four: Comparing Pessimism and Optimism

- Your explanatory mode: optimistic or pessimistic
- Understanding three dimensions of explanatory styles
- Practicing optimism using two techniques

Module Five: Balancing Pessimism and Optimism

- Identifying characteristics of pessimism and optimism
- Circadian cycles and optimism
- Finding the balance between optimism and pessimism

Module Six: Coping with the Negativity of Change

- The nature of change
- The stages of change
- Managing change

- Coping with change

Module Seven: Challenging Negative Organizational Norms

- Evaluating real-life reactions
- Two types of organizational norms
- Challenging negative norms using a four-step process
- Action plan
- Course review
- Solutions for every training challenge

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

Apr 7 - 7, 2026 | 10:00 AM - 4:00 PM EDT

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



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PRIVATE GROUP TRAINING

1 Day

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