

# Overcoming Negativity



Detox your workplace and create a positive culture

Identify and control the effects of negativity within:

**Enroll Today!**

## 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 is 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.**



### PHONE

1-800-556-3009



### FAX

913-967-8847



### ONLINE

[www.careertrack.com](http://www.careertrack.com)



### MAIL

CareerTrack  
P.O. Box 738002  
Dallas, TX  
75373-8002

**Express Enrollment!**

[events.careertrack.com](http://events.careertrack.com)

## Who should attend?

### YOU ...

if negativity overrides the workplace as a result of decreased drive, pride and camaraderie

### YOUR TEAM ...

as evidenced by slumping performance, dissension, backbiting and diminished enthusiasm

### YOUR BEST PEOPLE ...

subtle changes in attitudes toward superiors, coworkers or customers ... slowdowns in productivity ... or lost pride in workmanship

### YOUR ENTIRE ORGANIZATION ...

a general lack of cooperation ... an “us vs. them” mentality ... a competitive spirit that hampers creativity and production

## 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.

## What Can I Do?

It is truly incumbent upon everyone in a workplace to instill a positive attitude. This session will show you, your employees, your supervisors and managers, and yes, even the bosses and business owners, how to create a positive environment as an employee or as a leader.

## 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.

## Preventions, cures and antidotes for negativity in the workplace

### Unlearning negativity

Discover an effective way to help trace — then reconfigure — the mental pathways that result in negative outlooks and behavior.

### Practicing early intervention

Learn signals and warning signs to detect negativity. Get tips and techniques to turn negative attitudes around and rekindle enthusiasm.

### Counteracting “top-down” negativity

Realize what you can do when influential people (top management, owners, outside consultants) create organization-wide negativity.

### Checking your own behavior and attitude

How do people perceive you? What habits do you have now that you didn’t have a year ago? Are you bringing a case of the Mondays to work?

**Enroll Today!**

**[www.careertrack.com](http://www.careertrack.com)**

# Dealing honestly with disappointment

Let's face it, some events are disheartening: you don't land the account . . . a coworker gets "downsized" . . . a family member faces health problems . . . negativity is a natural reaction. Fear, sadness or disappointment surfaces and then recedes as situations are evaluated and we either react or adjust. However, some people are habitually negative, with attitudes like:

**"It's not my fault."** These people declare their innocence of any wrongdoing because they feel the need to protect themselves from perceived danger — and that includes exposure of their own shortcomings.

**"I don't get mad. I get even."** Resentful. Hostile. Vindictive. These people blame others because they're unwilling to take responsibility for their own actions, feelings and beliefs.

**"Why bother?"** These people let negativity invade all aspects of their lives. They love bad news, poke fun at those who try and fail and put down newcomers — especially those with new ideas and fresh enthusiasm. Hopeless and helpless, they believe that even if they did try, they couldn't make life better anyway.

## Negativity is often the underlying cause of underperformance, deteriorating quality and a falloff in teamwork.

**Clearly, it's a problem that must be dealt with swiftly and vigorously. This training gives you the tools you need to ...**

- Trace and replace unproductive behaviors
- Learn the difference between healthy skepticism and whining
- Stop "top-down" negativity from infiltrating the entire work force
- Build a barrier against destructive complaining
- Effectively challenge negativity in others
- Create an antidotal "pocket of optimism"
- Overcome organizational burnout
- Bounce back from setbacks, re-energize and get back on track

**The result? Once negativity is conquered:**

- Productivity skyrockets
- Turnover takes a nosedive
- Healthy communication thrives
- Absenteeism diminishes
- Creativity, innovation and profits flourish

## Creating Positivity At Work

On the whole people want to be effective and efficient in the workplace. Generally, we want to enjoy going to work, be proud of the place where we work and enjoy informing others why we like our work environment.

As an employee or a leader within a company you have a responsibility to create and maintain a positive work environment. This course will give you tools to be able to create the type of company environment that you crave through building and nurturing effective workplace relationships.

**Enroll Today!**  
[www.careertrack.com](http://www.careertrack.com)

# Specific steps for creating a more positive,

## Course content

### Part I

#### What is negativity and is it contagious?

- What does a positive workplace look like?
- 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:
  - Through perceptions (your brain unconsciously reads certain stimuli and triggers a negative reaction)
  - Through internal explanations (taking things too personally leads to negativity)
  - Through personal beliefs (the less rigid you are in your beliefs, the easier it is to change negative habits)
- 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 back and forth between home and work
- 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? Four ways you can alter that perception
- 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? (Clue: One is solution-focused, the other problem-focused)
- 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 — and how to safeguard yourself

# Overcoming Negativity

**Enroll Today!**  
[www.careertrack.com](http://www.careertrack.com)



# productive workplace

**Program hours: 9:00 a.m. to 4:00 p.m.**

**Registration begins at 8:30 a.m.**

## Part III

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

- Is negativity a 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 — without overhauling the entire system
- Understand the two kinds of organizational norms:
  - Stated norms. These are the policies and messages you can see, feel and hear; they're apparent to all employees and to the outside world as well.
  - Unstated norms. More powerful than policies, these are the behaviors and attitudes that are passed on through tradition, management style, covert and overt actions. Unstated norms are sensed, but not always understood by outsiders.
- 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



## Your organization thrives with a new sense of collaboration and team spirit

### Negativity kills enthusiasm and new ideas.

This seminar will help you and your coworkers develop the positive attitude that's crucial to success.

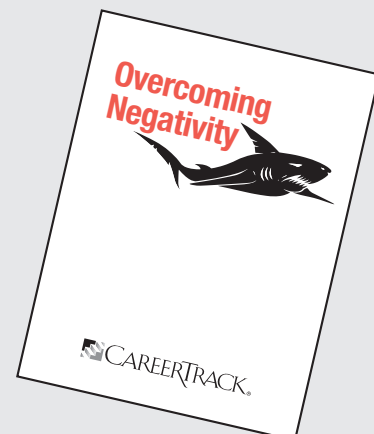
Discover how negativity develops and spreads. Uncover its root causes and work to solve problems instead of feeling stuck and victimized. Strengthen collaboration and team spirit and increase productivity.

### Attend as a one-day “team retreat.”

### This seminar is a terrific remedy to re-energize your team.

## Free Digital Resources for Every Participant

Your registration includes a variety of seminar resources that highlight pertinent information. These materials are offered digitally—making learning interactive and easily accessible. Reference these materials time and time again to recall key points and problem solve.



## On-Site Training Solutions



### Get the Results You're Looking For!

Bring our powerful, high-impact training programs to your organization and show your employees you're serious about their professional growth and achieving critical organizational goals and objectives.

### Choose From Over 150 Courses!

From management development to customer service, our comprehensive library of courses provides a learning experience that is engaging, interesting and intriguing!

### Tailor the Training to Meet Your Specific Needs!

We'll help you choose the appropriate courses for your organization and tailor each one to address your specific goals, issues and scheduling concerns.

### Maximize Your Training Budget!

On-Site Training allows you to train work groups, teams and entire departments for less than the cost of traditional public seminars or other training options.

Give your staff the skills, knowledge and confidence they need to meet tough workplace challenges head-on, realize their full potential and perform at their peak.

For a free consultation, visit us online at  
**[careertrack.com/onsite](http://careertrack.com/onsite)**  
or call us at  
**1-800-944-8503**

## Guaranteed Results

All of our seminars are **100% SATISFACTION GUARANTEED!** We're confident this seminar will provide you with the tips and techniques you need to successfully supervise people. If for any reason you are dissatisfied, send us a letter (Attn: Customer Relations) within 30 days of your seminar attendance stating the reason you were not satisfied and we'll arrange for you to attend another one of our seminars or receive a full refund — *hassle-free.*

**Enroll Today!**

**[www.careertrack.com](http://www.careertrack.com)**

# Registration Information

**Enroll Today!** Hurry, our seats fill *fast*. Guarantee your enrollment by paying your tuition today. You will receive a confirmation once your registration is complete. **Payment is due before the program.**

**Quick Confirmation!** To receive your confirmation within 48 hours, please complete the Quick Confirmation section of the registration form. Be sure to provide us with your email address and/or fax number.

## Cancellations and Substitutions

You may cancel your registration up to 10 business days before the program, and we will refund your tuition less a nominal cancellation fee. Substitutions and transfers may be made at any time to another program of your choice scheduled within 12 months of your original event. Please note, if you do not cancel and do not attend, you are still responsible for payment.

## Please Note

- You will be notified by email, fax and/or mail if any changes are made to your scheduled program (i.e., date, venue, city or cancellation).
- Walk-in registrations will be accepted as space allows.
- For seminar age requirements, please visit <http://www.careertrack.com/faq.asp#agerequirements>.
- Please, no audio or video recording.
- You will receive a Certificate of Attendance at the end of the program.

## Tax-Exempt Organizations

If you are tax-exempt, enter your tax-exempt number in Section 6 on the Registration Form. Please mail or fax a copy of your Tax-Exempt Certificate with your registration for payment processing.

## Tax Deduction

If the purpose of attending a CareerTrack program is to help you maintain or improve skills related to employment or business, expenses related to the program may be tax-deductible according to I.R.C Reg. 1.162-5. Please consult your tax adviser.

## Continuing Education Units (CEUs)

CareerTrack offers CEU credits based on program length and completion. Credits are issued according to the National Task Force for Continuing Education guidelines and approval is at the discretion of your licensing board. **Questions and concerns should be directed to your professional licensing board or agency.**

## Completion & Continuing Education Certificates

To obtain a certificate documenting your completion and/or CEU credits, please visit [www.careertrack.com/certificate](http://www.careertrack.com/certificate). Certificates will be available 10 days after your event has ended.



# EXPRESS ENROLLMENT!

events.careertrack.com

Call 1-800-556-3009 • Fax to 913-967-8847 • Mail your registration form!

**1**  **YES!** Please register me for the one-day, **Overcoming Negativity** workshop indicated in Section 5. Group discounts available; see page 6 for details.

**ID#**  
**910547**

**2 IMPORTANT!** Please fill in VIP number as it appears on the address label.

VIP \_\_\_\_\_ ( \_\_\_\_\_ )  
if available

**3 ORGANIZATION INFORMATION**

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ St: \_\_\_\_\_ ZIP: \_\_\_\_\_

Tele: \_\_\_\_\_ Fax: \_\_\_\_\_

Approving Mgr's Name:  Mr. \_\_\_\_\_  
 Ms. \_\_\_\_\_

Job Title: \_\_\_\_\_

Email Address: \_\_\_\_\_  Business  
 Home

**4 QUICK CONFIRMATION**

Please email or fax my confirmation to me within 48 hours.

My email address or fax number is: \_\_\_\_\_

**5 NAMES OF ATTENDEES** (Please list additional names on a separate sheet.)

#1 Attendee's Name  
Mr. \_\_\_\_\_  
Ms. \_\_\_\_\_  
Job Title \_\_\_\_\_ Event # \_\_\_\_\_

Email Address \_\_\_\_\_  Business  
 Home

#2 Attendee's Name  
Mr. \_\_\_\_\_  
Ms. \_\_\_\_\_  
Job Title \_\_\_\_\_ Event # \_\_\_\_\_

Email Address \_\_\_\_\_  Business  
 Home

**6 METHOD OF PAYMENT** (Payment is due before the program.)  
Please make checks payable to CareerTrack and return form to: P.O. Box 738002, Dallas, TX 75373-8002. Our federal ID# is 92-2053228 (FEIN).

Please add applicable state and local tax to your payment for programs held in Hawaii (4.16%), South Dakota (6.5%) and West Virginia (6%).

Total amount due: \$ \_\_\_\_\_

Check # \_\_\_\_\_ (payable to **CareerTrack**) is enclosed.

Bill my organization. Attn: \_\_\_\_\_

Purchase order # \_\_\_\_\_ is enclosed.  
(Attach purchase order to completed registration form.)

Charge to:  AmEx  Discover  MC  Visa

MO. \_\_\_\_\_ YR. \_\_\_\_\_  
EXPIRATION DATE

CARD NUMBER \_\_\_\_\_

Card Holder's Name \_\_\_\_\_  
Tax-Exempt # \_\_\_\_\_

Please attach a copy of your Tax-Exempt Certificate for payment processing.

Note: If you've already registered by phone, by fax or online, please do not return this form.

## ENROLL TODAY!



**PHONE**  
1-800-556-3009



**ONLINE**  
www.careertrack.com



**FAX**  
913-967-8847



**MAIL**  
CareerTrack  
P.O. Box 738002  
Dallas, TX  
75373-8002

## YOUR VIP# IS WINQ



CAREERTRACK.

P.O. Box 738002  
Dallas, TX 75373-8002

a division of Pryor Learning



**EXPRESS ENROLLMENT!**

[events.careertrack.com](http://events.careertrack.com)

**YOUR VIP# IS WINQ**

# Overcoming Negativity



Detox your workplace and create a positive culture

**Enroll Today!**



**PHONE**  
1-800-556-3009



**ONLINE**  
[www.careertrack.com](http://www.careertrack.com)



**FAX**  
913-967-8847



**MAIL**  
CareerTrack  
P.O. Box 738002  
Dallas, TX  
75373-8002