

Attitude is Everything

Course Objectives

The focus will be on employing 'smart' methods for controlling and resolving problem situations. Successful completion of this course will increase your ability to:

- Understand the consequences of a negative attitude in the workplace and the benefits of promoting a positive, healthy environment.
- Know how to diagnose an attitude problem in yourself or your colleagues.
- Learn how to replace old, ineffective reactions with adaptable, productive responses.
- Gather all perspectives, while remaining neutral and fair in high pressure situations.
- Formulate intervention techniques that halt escalating situations.
- Collaborate with staff members to find a "workable" solution.
- Achieve new levels of performance through goal-setting techniques

How You Will Benefit

Attitude is a highly personal and sensitive topic. As attitudes deteriorate, so do commitment, loyalty and most importantly, performance. Everyone encounters setbacks that can shake their attitude into a negative focus. This training provides individuals with the knowledge and skills to develop and maintain positive attitudes.

What the Course Offers

- Interactive learning setting
- Opportunity to apply the concepts through role-play
- Participant Guide

Key Topics Covered

This course explores the following subjects in depth:

- Determine underlying causes leading to negative attitudes and respond to them in a productive way.
- Improve relationships and increase empathy and respect for others
- How to transform negative attitudes into positive ones
- Develop effective listening and communication skills
- Practical and effective approaches to problem-solving

Length of Course

- 1 day

Audience

- General Staff

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CONTACT US

Ouida Vendryes
President
845-291-7151
Ouida@ResolutionManagement.com
www.ResolutionManagement.com

