

Attitudes in the Workplace

Certification



Attitude

This Certification is a train-the-trainer course to teach other people how to successfully conduct training based upon Michele Matt's best-selling book entitled *Attitude: The Choice is Yours* and award-winning video training program, *Bad Apples: Dealing with Difficult Attitudes*.

Objectives

After being certified in this program, you will be able to conduct a program to help people:

- Analyze how good, bad, and ugly attitudes are communicated
- Use a 5-step process for dealing with difficult attitudes
- Adjust their attitude using five "attitude adjustment" techniques
- Maintain a positive attitude in a "negative" environment
- Understand how negativity impacts relationship and performance
- Assess a challenging situation and determine an appropriate strategy
- Utilize a 5-step process for dealing with difficult people
- Identify the reason(s) for poor performance
- Regain your positive attitude about the other person or situation
- Manage conflict with confidence, resulting in a positive outcome

Agenda

- Attitude Program
- Pre-Certification Planning
- Introductions
- Your Expectations
- Material Walk-Through
- Training Tips & Techniques
- Practice and Critique
- Post-Certification Planning

Format

This interactive program uses stories, individual and group exercises, and self-assessments. Optional activities include video, role-plays, and projects.

Length

One day (6-8 hours, depending upon number of students)

Target Audience

Appropriate for people of all ages...from teenagers to seniors; with any occupation...from customer service to management; and in any industry...such as health care, retail, hospitality, service, and manufacturing.

Ideal Size

Up to 12-15 participants

Material Options

\$695 per person, which includes:

- *Bad Apples: How to Deal with Difficult Attitudes* Training Kit
- *Activities to Enhance the Good, Bad, and Ugly Attitudes* E-Binder
- *Attitude: The Choice is Yours* book
- PowerPoint Presentation on Disk
- Facilitator's Notes
- Training Aids
- Reproducible Handouts