

# ATTITUDE!™

## Resolving Difficult Situations in the Workplace

### Training | Keynote



Attitude



Customer Service  
& Sales



Leadership  
Development



Team  
Building

Are you working with, serving, or even living with someone who has a bad attitude? Like the cliché “*One bad apple spoils the whole bunch*”, one person with a bad attitude can have a negative impact on the entire team! Just being around someone who complains, whines, or just doesn’t do or say anything can cause people to feel frustrated, angry, or even helpless. In fact, studies show that 68% of people (employees and customers) quit or leave a company because of one employee’s bad attitude. Bad attitudes in the workplace can deteriorate morale, lower productivity, and increase costs. It doesn’t take much for a co-worker, manager, or customer to feel the negative effects from someone with a bad attitude.

### Objectives

After participating in this program, you will be able to:

- Recognize and describe the characteristics of a bad attitude
- 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
- Develop potential solutions for resolving a situation
- Regain your positive attitude about the other person or situation
- Manage conflict with confidence, resulting in a positive outcome

### Format

This program provides positive solutions to negative situations using discussions, exercises, and a video.

### Ideal Size

**Keynote:** No limit

**Training:** Up to 36 people

### Length

**Keynote:** 30-90 minutes

**Training:** 3-6 hours

### Agenda

- Characteristics of Bad Attitudes
- \*NEW\* ATTITUDE! Resolving Difficult Situations in the Workplace™ Video
- Reasons People Don’t Do What They’re Supposed to Do
- 5-Steps for Dealing with Difficult Attitudes
- Resolving Difficult Situations

### 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 retail, hospitality, service, health care, and manufacturing.

### Typical Uses

Motivational training and team building, customer service training, supervisory, management, and leadership development

### Material Options

**Deluxe:** Handouts, Attitude Control Band, Power Card, and book, *Attitude: The Choice is Yours* at \$20 per person

**Regular:** Handouts at \$1 per person