

Webinar on

Effectively Handle Toxic People For Better Productivity and Less Drama

Learning Objectives

- *Develop an understanding for those exhibiting typical difficult behaviors in order to effectively meet their needs and move the interactions forward*
- *Identify and control the impact of difficult people so that you can keep the situation from escalating further*
- *Increase insight and differentiate the 4 types of attitudes and understand how they develop in order to keep your cool in a variety of situations*
- *Utilize various verbal and non-verbal communication techniques and situational strategies that you can use to de-escalate and effectively handle upset people*
- *Learn how to gain control and handle these situations by identifying the payoff*



Uncover the secret to moving difficult conversations forward

Know how to act, not react, in solving situations so that you can lead with more confidence, feel less stress, and gain more success in working and interacting with your team

Areas Covered

Negative attitudes decrease the ability to problem-solve, effectively communicate and collaborate, and increases the risk of mental health issues, absenteeism, and difficult behaviors such as backstabbing, finger-pointing, and gossiping

Not dealing with negativity and difficult behaviors rob us of time and energy

Negative attitudes and difficult behaviors are contagious and can create a toxic workplace culture

Leaders who can appropriately manage any negativity and difficult behaviors will create teams that can effectively collaborate and thrive through this challenge, and those organizations that try to simply ignore those people and attitudes will struggle to be productive, service their customers, and be competitive



You Will learn successful strategies and tips for building a positive, productive workplace by knowing WHAT to focus on to move these interactions forward.

PRESENTED BY:

Beverly Beuermann - For 20 years, Beverly has used her S-O-S Principle™ with teams who want to control their reactions to stress, build resiliency against life's challenges and live fulfilling lives. Beverly works with teams and leaders to shift from stressed out to resilient, enabling them to be more engaged, productive, and healthy.

On-Demand Webinar

Duration : 90 Minutes

Price: \$200

Webinar Description

Stress, uncertainty, and crisis impact how we communicate and how we interact with our colleagues and customers. During the beginning of COVID-19, we saw a focus on patience, support, and collaboration. Now, we are seeing that patience is waning. Expectations are higher. And negativity is on the rise. How do you ensure that this negativity is not toxic and contagious within your team?

Through COVID-19 we are seeing that stress, fear, and uncertainty impacts how we communicate, collaborate, and engage. Research shows that there is a direct relationship between an increase in stress and negativity and the resulting difficult behaviours in our organizations. Successful leaders know that how you and your team effectively deal with negative and difficult people can mean the difference between having a toxic, drama-filled workplace, and an engaged, collaborative, and productive organization.

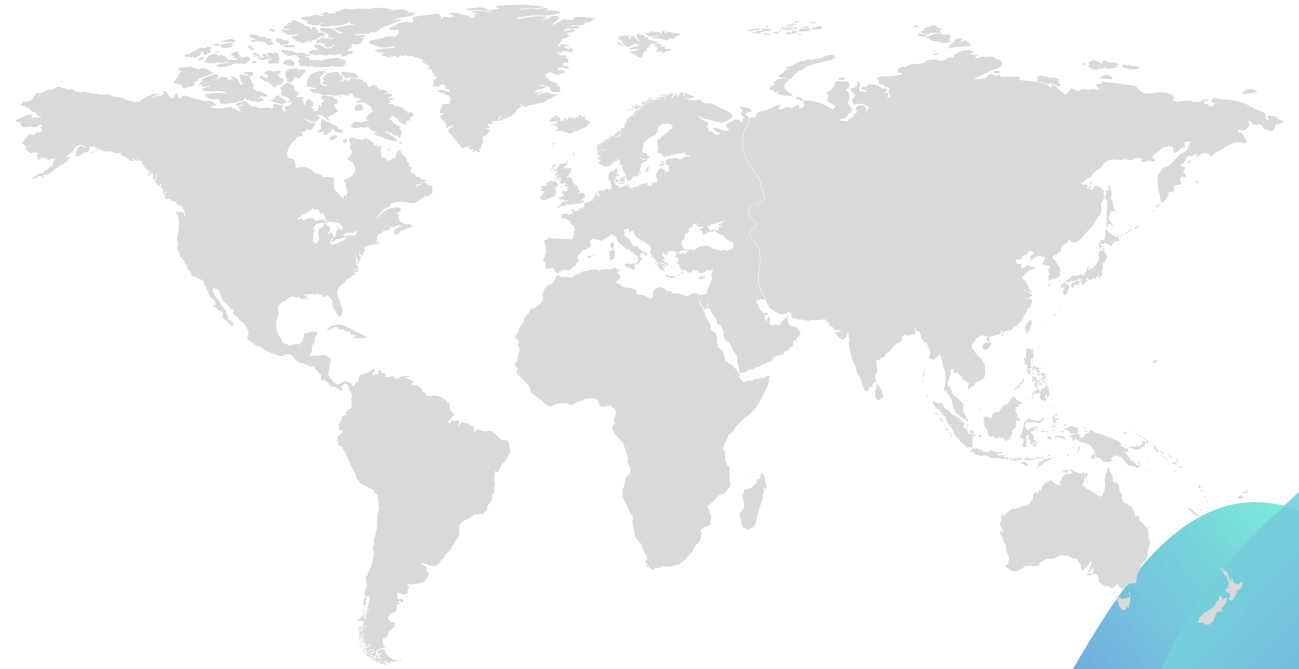


Why Should You Attend ?

Successful leaders know that the survival of our organization during this uncertainty depends not just on the technical skills within our team, but also on their ability to deal respectfully and collaboratively with their colleagues and customers, and remain energized at the same time

We all have people who push our buttons and create drama in our lives. Within our team, these interactions can drain our energy, take us off track, and infect the other areas of our life. By focusing on effective ways to work with negative and difficult people, you will be able to increase productivity, collaboration, customer service, and overall engagement

Negativity Costs

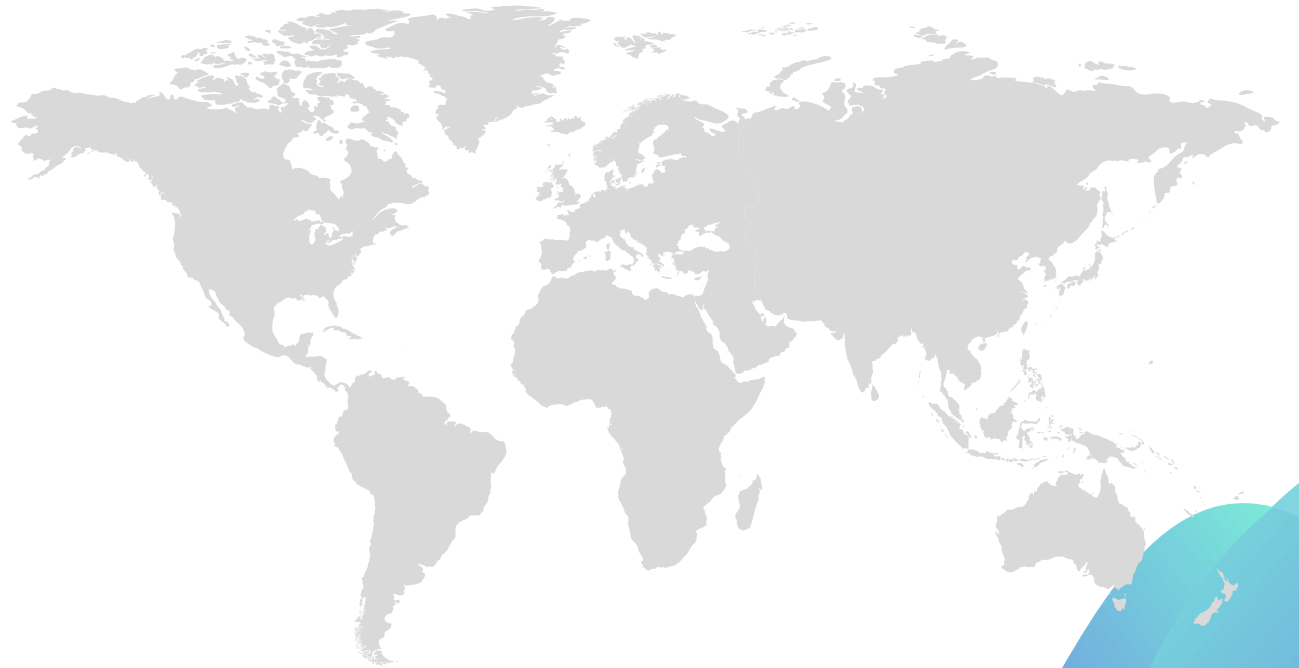


Many of us have learned to avoid, rather than deal with the bullies, know-it-alls, and other difficult people on our team because it is easier than confronting the source of the problem. But, overlooking the problem is the worst thing we can do

We have more impact than we might think
Under stress and surrounded by uncertainty, some people are simply more difficult to deal with. What we can change is our reaction. Reducing the drama within our team depends on being able to understand and respond appropriately to their behaviors

Learn successful strategies and tips for building a positive, productive workplace by knowing WHAT to focus on to move these interactions forward, HOW to effectively respond, and WAYS to manage the impact of their behavior

End frustration. Act rather than react, and ensure a respectful, effective, and collaborate team



To register please visit:

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