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- Practice subtle but powerful methods to keep an employee’s attitude problem from becoming your problem

If negativity is draining your enthusiasm and affecting your team’s performance—and difficult people are making work miserable—you NEED this training NOW!

REGISTER NOW! CALL TOLL-FREE 1-800-873-7545
Put an end to the frustration and aggravation of negative people dragging you down … and get ready to feel good about coming to work again!

We can’t make negative and toxic employees disappear from your life—but we can promise that you’ll know how to deal with them more effectively. Imagine, after just one amazing day … no more sleepless nights spent recounting the day’s ugly adventures … and no more commutes to work dreading the day ahead. You’ll develop a more positive management approach and a whole new outlook for your difficult employees the very next day back at work!

Don’t let a few storm clouds ruin the entire team’s sunny days

Left unchecked, toxic behavior can infect your whole team or company and cause productivity to plummet. But when you attend Detox Your Workplace, you’ll learn how to neutralize negativity and tame others’ destructive behavior for good! This seminar is jam-packed with the practical techniques you need to stop misbehaving people from wreaking havoc in your workplace and in your personal life. You’ll learn how to:

- Effectively respond to the most common tactics of all the types of negative employees you may manage
- Understand your emotional triggers and how they can impact your relationships with your team, your peers and your supervisors
- Confidently and permanently deal with manipulative, obnoxious and over-the-top personalities
- Stop being rattled or put off by toxic employee behavior

Don’t miss out on this fun, informative—and freeing—experience! We promise you’ll leave this event refreshed, invigorated and empowered to deal effectively with even the most negative and toxic people.

Understand toxic and negative behavior in the workplace

- Understand the forces that drive difficult people to be difficult
- Identify the most common types of negative people and why they act the way they do
- Why it’s critical that you stop and ask yourself, “Could I be part of the problem?”
- Know the consequences of not dealing with unacceptable behavior
- Learn secrets to forging positive relationships with anyone … really, anyone!
- Identify passive-aggressive behavior for what it is—not what it pretends to be

How to address and coach those negative attitudes

- Analyze an employee’s negative or toxic behavior to determine your best response
- Active listening skills can help you find the real issue behind the stated problem
- 5 dangerous myths about communicating with negative and toxic people
- Persuasion strategies that work miracles with people who always say “no”
- “What to say when” phrases that work wonders when you’re trapped in tough conversations with toxic employees
- Plan your message around a desired goal and express it so you’ll be understood
- Know the classic weapons negative and toxic people use and how to counteract them

Effectively manage the most common difficult personalities and people

- Control your emotions: Don’t answer passive-aggressive with aggression
- Communication techniques that eliminate the “I didn’t know” wiggle room
- Confront toxic and negative attitudes and behaviors in a way that clearly communicates expectations and consequences
- Learn 7 proactive keys to conquer even the strongest resistance in others

Your Satisfaction Guaranteed!

Your complete satisfaction is important to us. If you’re dissatisfied for any reason, let us know right away—we’ll issue you a refund or arrange for you to attend another SkillPath program. It’s that simple.

STAR12 All-access

For one low annual fee, STAR12 subscribers get UNLIMITED seminar and Webinar attendance + 24/7 access to online training and professional learning tools. Boosting your professional growth has never been easier—and the value is unbeatable! Corporate pricing available. Sign up today at skillpath.com/STAR12 or call 1-800-873-7545.

On-site Training and Keynote Speaking …

We can deliver this workshop right to your company’s door or provide customized, you-pick-the-day training on any program pertinent to your organization’s training goals. Or let our staff of professional trainers add sparkle to your next corporate or association meeting with a stimulating keynote speech designed just for you. Whether you have 3 or 300 people to train, SkillPath is the answer. For complete details and a no-obligation quote, call 1-800-873-7545 and ask for the on-site training department.

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Kansas City, MO 64180-4441
FAX: 1-913-362-4241

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**Create a positive, energized work environment: Your role as manager**
- How to correct a work environment that breeds negative attitudes and toxic behaviors
- How to build the trust and cooperation of naysayers and cynics
- Find out the #1 thing employees want from their supervisors and your secret weapon for creating a positive environment
- Learn why your attitude directly affects the attitude of everyone on your team
- Tips to make the blame game unacceptable to your organization
- Improve overall morale with pointers to build team enthusiasm
- How to overcome a culture of CYA and finger-pointing

**Maintain control in emotionally charged situations**
- Resolve conflict quickly using the ACE method
- 3 questions to ask yourself that will help you stay clearheaded during a confrontation
- Know how to defuse an angry person so the situation doesn’t escalate
- Stay cool in any crisis—even if you’re feeling anything but cool inside!
- Learn to keep your expectations about change realistic

**Sound discipline strategies that curb unwanted behavior**
- The 2 most important questions to ask when confronting a negative attitude or toxic behavior
- How to ensure you have all the facts before you decide discipline is needed
- Specific situations that require management intervention and disciplinary action
- What to do when an employee’s toxic behavior extends to social media or outside the organization: Know your rights and limitations
- 10 steps to constructive criticism that’s powerful—and positive
- What to do if an employee becomes overly defensive or angry
- What to do when toxic behavior continues after you’ve put the employee on notice
- The secret to disciplining without causing resentment
- The key points to building airtight documentation

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Continuing Education Credit: SkillPath offers Continuing Education Credits based on program length and completion in accordance with the National Task Force for Continuing Education guidelines for attendance at our seminars (save this brochure and your Certificate of Attendance). Our courses may also qualify for other continuing education credits based on the content and specific credit hours awarded for each topic. Please contact your professional licensing board or organization to verify specific requirements. You may also contact us at 1-800-873-7545 for additional assistance. This course qualifies for 6 contact hours.

Cancellations and substitutions. Cancellations received up to five working days before the seminar are refundable, minus a $10 registration service charge. After that, cancellations are subject to the entire seminar fee, which you may apply toward a future seminar. Please note that if you don’t cancel and don’t attend, you are still responsible for payment. Substitutions may be made at any time.
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Your Workplace Detox

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