
CHALLENGING NEGATIVE ATTITUDES



INSTRUCTOR GUIDE
1-DAY COURSE

CHALLENGING NEGATIVE ATTITUDES

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Instructional design and learning philosophy

We are committed to providing the best core-skills content possible for Instructor-Led Training (ILT). The following principles are applied in the development of programs:

Sound Instructional Design

All course content is developed using a variety of research techniques. These include:

- Brainstorming sessions with target audience
- Library research
- Online research
- Customer research (focus groups, surveys, etc.)
- Subject Matter Experts (SME)
- Interviews with trainers

Expert instructional designers create imaginative and innovative solutions for your training needs through the development of powerful instructional elements. These include:

- Learning objectives — effective tools for managing, monitoring and evaluating training
- Meaningfulness — connects the topic to the students' past, present, and future
- Appropriate organization of essential ideas — helps students focus on what they need to know in order to learn
- Modeling techniques — demonstrate to students how to act and solve problems
- Active application — the cornerstone to learning — helps students immediately apply what they have learned to a real-life situation
- Consistency — creates consistent instructions and design to help students learn and retain new information
- Accelerated learning techniques — create interactive, hands-on involvement to accommodate different learning styles

Application of Adult Learning Styles

Adults learn best by incorporating their personal experiences with training and by applying what they learn to real-life situations. Our experienced instructional designers incorporate a variety of accelerated learning techniques, role-plays, simulations, discussions, and lectures within each course. This ensures that the learning will appeal to all learning styles and will be retained.

Course timing

Chapter One: Adjusting Your Own Attitude

Type of Activity	Segment	Time
	Evaluating attitudes	20
	Choice one: Locating new opportunities	20
	Choice two: Changing your attitude	20

Chapter Two: Handling Negative Situations

	Analyzing reactions	10
	Examining self-talk	10
	Controlling impact	20
	Using the EXPEL model	20

Chapter Three: Dealing with Negative People

	The four types of negative people	50
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Reading



Written Exercise






Facilitate



Group Activity

Course timing

Chapter Four: Comparing Pessimism and Optimism

Type of Activity	Segment	Time
	Your explanatory mode: optimistic or pessimistic	15
	Understanding the three dimensions of explanatory styles	20
	Practicing optimism using two techniques	25







Reading



Written Exercise

Chapter Five: Balancing Pessimism and Optimism

	Identifying characteristics of pessimism and optimism	15
	Practical optimism	20
	Circadian cycles and optimism	15
	Finding balance between optimism and pessimism	10



Facilitate



Group Activity

Course timing

Chapter Six: Coping with the Negativity of Change



The nature of change

15



The stages of change

20



Managing change

10



Coping with change

15

Chapter Seven: Challenging Negative Organizational Norms



Evaluating real-life reactions

15



Two types of organizational norms

10



Challenging negative norms using a four-step process

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Reading



Written Exercise



Facilitate



Group Activity

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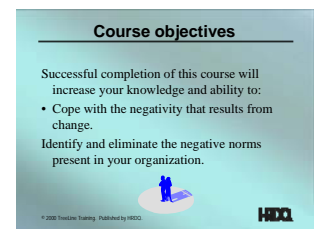
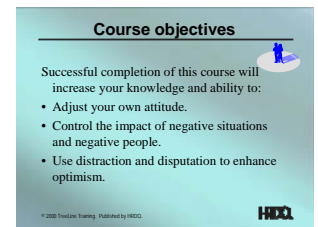
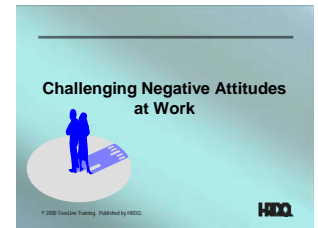
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Course objectives

Successful completion of this course will increase your knowledge and ability to:

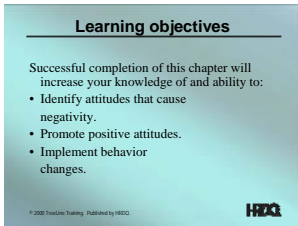
- Adjust your own attitude regarding your work situation
- Control the impact of negative situations
- Deal with negative people more effectively
- Determine how the explanatory styles contribute to pessimism or optimism
- Practice using disputation to enhance your optimistic side
- Discriminate between situations that call for optimism versus pessimism
- Use specific coping tools for dealing with change
- Identify the negative norms present in your own organization, department, or team
- Use a four-step process to eliminate negative organizational norms



Chapter One



ADJUSTING YOUR OWN ATTITUDE



Learning objectives

Successful completion of this chapter will increase your knowledge and ability to:

- Identify attitudes that cause negativity
- Determine areas of interest that promote positive attitudes
- Implement behavior changes that result in attitude changes

Evaluating attitudes

Before looking at how you can challenge negativity in others, you must be sure that your own attitude is not a part of the problem. Complete the following self-evaluation to determine your level of negativity. Put an X in the appropriate box.

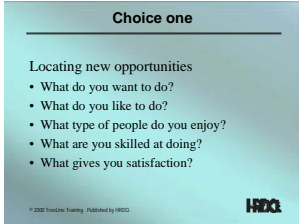
	Seldom	Sometimes	Often
I know I must do things myself if I want them done right; no one else seems to care.			
I try to avoid taking on too much responsibility because it puts me on the spot if things go wrong.			
I am often excluded from events at work.			
I feel as if peer support is available, but not necessarily for really tough issues.			
I have no ability to influence things that really matter to me at work.			
Trusting people often backfires on me.			
I have skills as a mediator and am often able to prevent events from escalating.			
I enjoy dealing with unique or unusual situations.			
I believe there are many possible solutions to any one problem.			
I feel comfortable questioning decisions made by my superiors.			
I am able to go to others for assistance when I need it.			
I know there are two sides to every story, and I am able to objectively consider both sides.			

Remind participants that we tend to see others as negative. It is important to be sure that you are not part of the problem. Emphasize how important it is to be as honest as possible on this self-evaluation.

Tell participants to complete the self-evaluation. Point out that the mood you are in today can impact your attitude about work. Ensure students that no one else will be privy to their answers and that they will not be asked to share their answers with a partner or the group.

This is simply an opportunity to recognize how each of us contributes (directly or indirectly) to negativity. We must start with ourselves before we try to fix others.

Count the number of "often" responses you have on questions 1-6; count the number of "often" responses you have for questions 7-12. A larger number of "often" responses on the first six questions may indicate that your own attitude needs adjusting.



You can transition to this page by explaining that everyone is entitled to a few bad days at work. However, if you are consistently having more bad days than good ones, you have two choices: find a new job within or outside the organization, or adjust your attitude.

This page is a worksheet for matching your strengths to your job. Participants can fill out the page to see how satisfying their current position is.

Have participants debrief with a partner. If they are lacking in any of these areas, suggest they start by setting a small goal. For example—visiting an organization that has a position they would really enjoy.

Choice one: Locating new opportunities

What do you really want to do?

What do you really like to do?

What type of people do you enjoy being around?

What are you skilled at doing?

What gives you a sense of satisfaction?

Set one small goal.

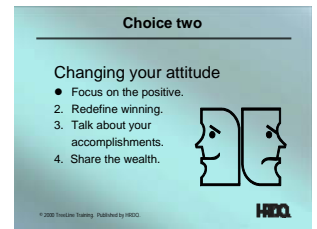
Choice two: Changing your attitude

1. Focus on the positive.

2. Redefine winning.

3. Talk about your achievements.

4. Share the wealth.



You can transition with the idea that changing jobs constantly is not a great option, since it may be viewed negatively by potential employers and can be stressful on the individual. Therefore, it is important to keep your own attitude positive and not change jobs at every sign of difficulty. Discuss each point according to time availability.

Focus on the positive, make a list, and post it where it can be seen.


Redefine winning — learn to race against yourself. Look at how are you doing compared to your values. List your values.

Get comfortable talking about what you do well—your achievements.

Take time to let others know when they've done well—spread the news and get good at giving praise.

Changing your attitude

- 5. Act with integrity.
- 6. Take responsibility.
- 7. Take care of you.
- 8. Start small goal.



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Act with integrity — follow your own moral line. Can you feel good about your job when you're talking about people behind their backs, taking long lunches that cause more work for others, or dragging your feet on a project?

Take responsibility — own up to being responsible for your own attitude. Quit thinking or saying things like, "He ruined my day." Think about who's in control.

Take care of you — exercise, eat well, and engage in fulfilling activities that make you a well-rounded, balanced person.

Select one of these seven suggestions and set a specific goal with a start date and time.

Choice two: Changing your attitude

5. Act with integrity.

6. Take responsibility.

7. Take care of yourself.

8. Set one small goal.
