



RELATIONAL LEADERSHIP: customer service

PRUNING NEGATIVITY

Negativity is a crushing, poisonous epidemic in the workplace that drains employees of energy and enthusiasm. Pruning Negativity trains participants how to handle negativity in themselves, their co-workers, and their customers appropriately and effectively, as well as how to prevent negativity in the future. This class uses the analogy of "Pruning the Negativity Tree."

Objectives:

By the end of this workshop, participants will be able to:

- Identify struggles with negativity in ourselves and in others
- Develop strategies for coping with these struggles in ourselves and in others
- Develop strategies that can foster healthy growth and development in the workplace

