



Pruning Negativity

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



Summary

Pruning Negativity trains front-line personnel on how to handle negativity in themselves, their co-workers, and their customers appropriately and effectively, and prevent negativity in the future.

The course includes a self-assessment to identify participants' internal and external struggles, "pruning" techniques to address these struggles, a discussion on specific methods to help prevent negativity, a list the root causes of negativity and the five rules for healthy growth, as well as opportunities to explore "real world" applications.