

Overcoming Negativity in the workplace

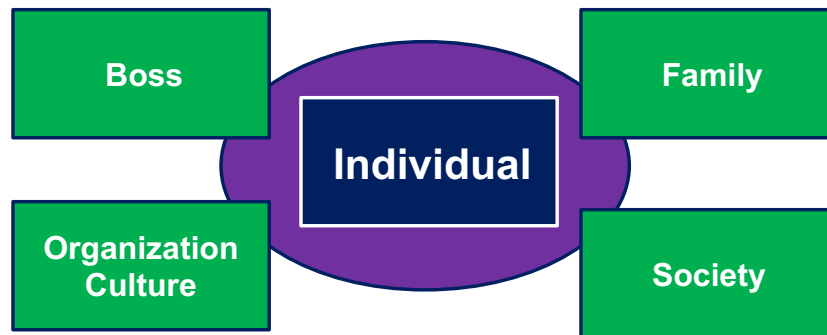
Martha N. Bryan, Presenter
425-337-1838
marthabryan@bryanandbryanassoc.com

Negative
People

It is in their . . .

- ✓ Walk
- ✓ Talk
- ✓ Sound

**Negativity “Bad Attitudes” . . .
Where Do They Come From?**



Negativity . . .

is the result of

Unbridled

&

Unchecked

pessimism.

An Optimistic Attitude Brings **Hopefulness.**

A Pessimistic Attitude Brings **Helplessness.**

View of Events

Pessimist Thinking

Optimist Thinking



VIEW OF EVENTS

Pessimist Thinking

Optimist Thinking

Forever
Far-Reaching
Faultfinding
Blame

Passing
Particular (An Event)
Practical Reason
Explain



↓
Helplessness

↓
Hopefulness

FOCUS ... YOUR CHOICE

Negative Approach

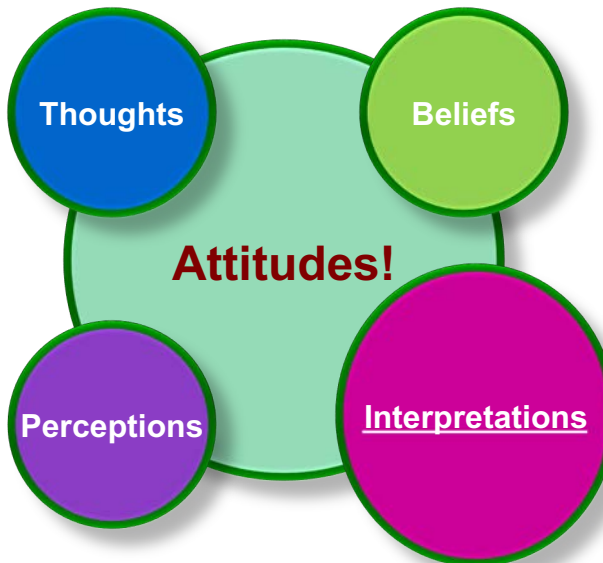
Pain
Fear
What You Don't Want
Preoccupied With
Pitfalls / Problems
Searches For Problems
Dreads The Worst

Positive Approach

Pleasure
Desire
What You Want
Seeks Out Fresh Side
Searches For Solutions
Seeks For The Best

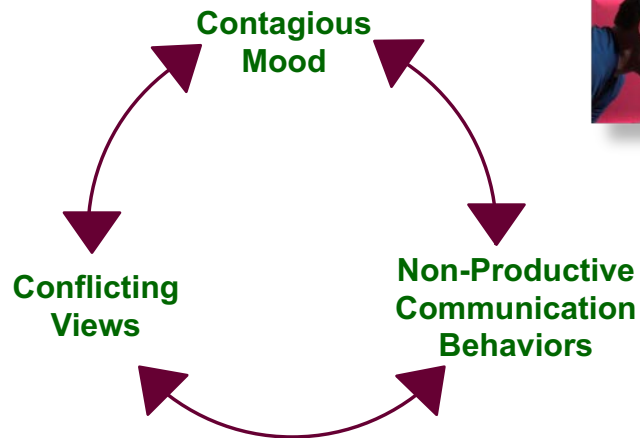


How
"Bad
Monday's"
Get
Started



8

How Negativity Travels . . . The Catalysts



The Effects Of Negative Thoughts And Feelings Include . . .

They . . .

- drain your energy.
- block positive thought and creative thought.
- cause stress and worry.
- cause anger and illness.
- reduce productivity.
- prolong painful situations.
- affect the way you listen to others.
- affect the way you communicate with others.
- affect the way you deal with others.
- take the fun out of your life.

About Negative Thinking . . .

- **Negativity . . . Is Easier Than Being Positive.**
 - **Negativity . . . Destroys Opportunity.**
 - **Negativity . . . Blinds You To Possibility.**
 - **Negativity . . . Creates Inertia In Your Personal Life.**
 - **Negativity . . . Creates A Mentality Of Limitations.**
 - **Negativity . . . Creates A Distorted Interpretations Of Reality.**
 - **Negativity . . . Can Overtake You Anywhere And Anytime.**
 - **Negativity . . . Has The Wrong Focus.**
 - **Negativity . . . Is The Most Powerful Thought Magnet.**
 - **Negativity . . . Is The Black Hole Of The Mind.**
-

“Bad attitudes have become mainstream. Irreverence, criticism, and disrespect are at the forefront of our humor, entertainment, media, political discourse, and everyday conversation.

These personal attacks and ‘character assassinations’ occur so often, they are no longer shocking or noteworthy. We have become desensitized to such attacks. We do not just disagree with someone’s ideas and actions, we attack their intelligence, ethics, and morals.

Managers have moved from guideposts to whipping posts and frequently bear the brunt of employees’ personal feelings of insecurity and inadequacy, outside problems that filter into the workplace, employees’ lack of personal preparation and failure to position themselves for tomorrow’s workplace opportunities as well as stalled careers.”

~ *Harry Chambers, Author
[The Bad Attitude Survival Guide](#)*

We have experienced an erosion of respect for people, positions, and institutions.

Employees are holding you accountable for crimes you never committed and problems you do not have the power to fix. It comfortably distances employees from responsibility.

Today's employees are less fearful of what you might do to them and more resentful of what they perceive you haven't done for them. We are no longer motivated to avoid loss.

Blaming is a comfortable way to distance themselves for any responsibility, affirms their righteousness, and avoids accountability for unresolved issues.

Bad attitude employees do not differentiate between a four alarm blazing fire and a burned marshmallow.

Antagonism is fashionable. There is always someone or something to be against. There is no middle ground. We tend to think in absolutes.

Every decision they make is wrong.

They are always out to get me (us).

Everything the boss or company does is wrong.

The company will do everything they can to get me.

With the advantage of hindsight, elapsed time and observable results, we have become experts at being post-event critical. After-the-fact geniuses -- used by those who are not secure enough to put themselves on the line and take risk.

Common In Negative Work Environments . . .

- Tardiness
 - Absenteeism
 - Employee Turnover
 - Overt Or Covert Hostilities
 - Unresolved Conflicts
 - Low Morale
 - Lagging Productivity
 - On-the-job Accidents & Injuries
 - Stress Related Medical Conditions And Claims
-

Attitude . . . How we choose to think.

Feeling . . . What we get for thinking the way we do.

We Know . . .

1. We choose our thoughts.
2. Thoughts create reality.
3. Reality determines behavior.
4. Behavior leads to results.

We've Learned

**Life
Is A
Choice!**

How To Overcome Negativity?

Learn to Interpret . . .



Optimistically.

Gaining Control Of Negativity In The Workplace

1

Warm Up
To
Your Job

2

Keep
Cool, Calm
&
Collected

Two Ways To View Your Work . . .

Okay

Not Okay

Versus

It's A Choice!

When You Hate Your Work, It Shows . . . Does That Describe You?

- Are you doing the bare minimum?
 - Are you spending too much time surfing the internet?
 - Are you spending too much time complaining about work?
 - Are you using more sick leave and vacation?
 - Are you shunning extended hours or extra assignments?
 - Have you stopped volunteering for new responsibilities?
 - Have you been socializing less and less with your colleagues?
 - Do you frequently catch yourself zoning out or day-dreaming at work?
 - Do you frequently feel restless and / or stressed at work?
 - Do you feel a loss of energy when you think of your work?
-

When You Love Your Work, It Shows . . . Does That Describe You?

- You are excited about what you're doing?
- You get energized when you talk about what you do?
- You promote your work proudly?
- You find yourself interested in extra assignments?
- You leave work with a to-do list you're excited about?
- You want to exceed other's expectations of you?
- You are other's centered – putting the spotlight on them?
- You share credit?
- You enjoy helping your colleagues?
- You focus on the good things others do?
- You don't mind working your weekend away?

(1 of 2 slides)

When You Love Your Work, It Shows . . . Does That Describe You?

- You enjoy your time at work.
- You're surprised when it's already five o'clock.
- You don't dread Monday's.
- You don't struggle to stay focused.
- You aren't bothered by typical annoyances at work.
- You rarely complain, but when you do, you offer solutions.
- You feel tired at the end of the day, but in a satisfied way.
- You have an attitude of gratitude.
- You think about winning and things going well.
- You view success in terms of fulfillment.
- Because of your work, you feel fulfilled.

(1 of 2 slides)

Blocks to Loving Your Work

*"There are a thousand
excuses for every
failure but never a
good reason."
~ Mark Twain*

-
-
-
-
-
-
-

Evaluating Your Success . . . Clarity Questions

Are you **Being Doing & Having**
all you want with your life?

If no, what are the blocks standing in the way of you . . .

Being!
Doing!
&
Having!
all you want with your life?

Getting Clarity About What Is Important . . . This Will Help

Three Choices



Creating The Job For You

- Take 100 % responsibility for you.
- Remember . . . the "someday Isle" is now!
- Dream big dreams.
- Develop a mission / purpose.
- Warm up to your job or find a new one.
- Become "self-employed." Give up the 40 hour week.
- Become a learning machine.
- Focus on strengths.
- Master the art of communication.
- Lose yourself to serving others.
- Surround yourself with winners.

(continued) 26

Creating The Job For You (continued)

- Visualize accomplishing your goals and plans.
- Form partnerships with those who can help you reach your goals.
- Use no alibis.
- Avoid comfort zone ruts.
- Become a risk taker.
- Constantly ask yourself, "What am I trying to accomplish?"
- Evaluate to find the critical path.
- Have a passion for excellence.
- Celebrate accomplishments.
- Never! Never! Never give up!

27

Eliminating Workplace Negativity . . .

What The Individual Can Do

Reprogram Your Mind

- What You Talk About Expands
- What You Write About Expands
- What You Read About Expands
- What You Look at Expands
- What You Listen to Expands

You Must Constantly Ask Yourself . . .

- Who am I around?
- What are they doing to me?
- What have they got me reading?
- What have they got me saying?
- Where do they have me going?
- What do they have me thinking?
- And most important, what do they have me becoming?

Then Ask Yourself The Big Question: Is That Okay?

~ Jim Rohn

“Everything can be taken from a person but one thing; the last of the human freedoms - to choose one’s attitude in any given set of circumstances, to choose one’s own way.”

~ Victor Frankel, Auschwitz Prisoner
Author *Man’s Search for Meaning*

Quick Fixes For Controlling Negativity

- **Set a time limit for negativity.**
- **Focus on the big picture.**
- **Set ground rules.**
- **Look at quality criticism as a plus.**
- **Use flip side thinking.**
- **Stop the thought! – “Caught it and rethought it.”**
- **Use a rubber band to snap away the negativity.**
- **Use the win-win approach to resolve problems.**

(continued)

Quick Fixes For Controlling Negativity (Continued)

- **Surround yourself with optimistic people.**
- **Be your own best friend - control internal dialogue.**
- **Play your winners . . . your strengths.**
- **Develop new skills.**
- **Do something to help others.**
- **Alter, Avoid, Accept.**
- **Reward yourself for being positive.**
- **Lock in the negativity at work (at home).**

(Continued)

Quick Fixes For Controlling Negativity (Continued)

- Recognize the negativity trigger points.
- Take a time-out.
- Provide an attitude checkup.
- Encourage laughter.
- Use the tape recorder.
- Keep thoughts in the present.
- Keep future focused.
- Have a favorite saying.

The Feelings Of Life . . .
Do Not Reflect The Facts Of Life

Managing To Keep Negativity Out Of The Workplace . . .

Are We

- . . . leading by a positive example?
- . . . keeping the promises we made, and are we following up on things when we said we would?
- . . . giving effective recognition?
- . . . keeping team members challenged?
- . . . giving team members a chance to participate in decisions?
- . . . sharing information equally, honest, and direct manner?
- . . . establishing clear and achievable visions?
- . . . applying policies and rules equally and fairly to everyone?

Or, Are We

- . . . creating too many rules for everyone when only a few people are at fault.
 - . . . letting people get by with complaining?
-

Dealing With The Negative Employee

- Thank the employee for their contributions.
 - Explain the problem behavior.
 - Ask if they are aware of this behavior, or that it is a problem.
 - Provide concrete examples of what needs changing.
 - Give an explanation of how their behavior affects others.
 - Provide concrete examples of the desired behavior.
 - Review a prepared, written performance improvement plan.
 - Explain the consequences if the behavior doesn't change.
 - Reiterate the abilities they have.
 - Provide encouragement and state your belief in their ability to make changes.
-

**Attitude
Needed For
Keeping Cool!**



Stress is . . .

Our internal response to the outside world.

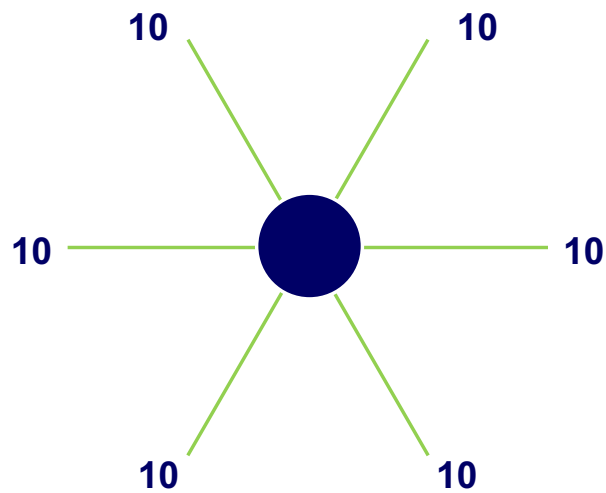
Stress originates . . . not out there, but . . .
only in our mind.

Our Thinking . . .

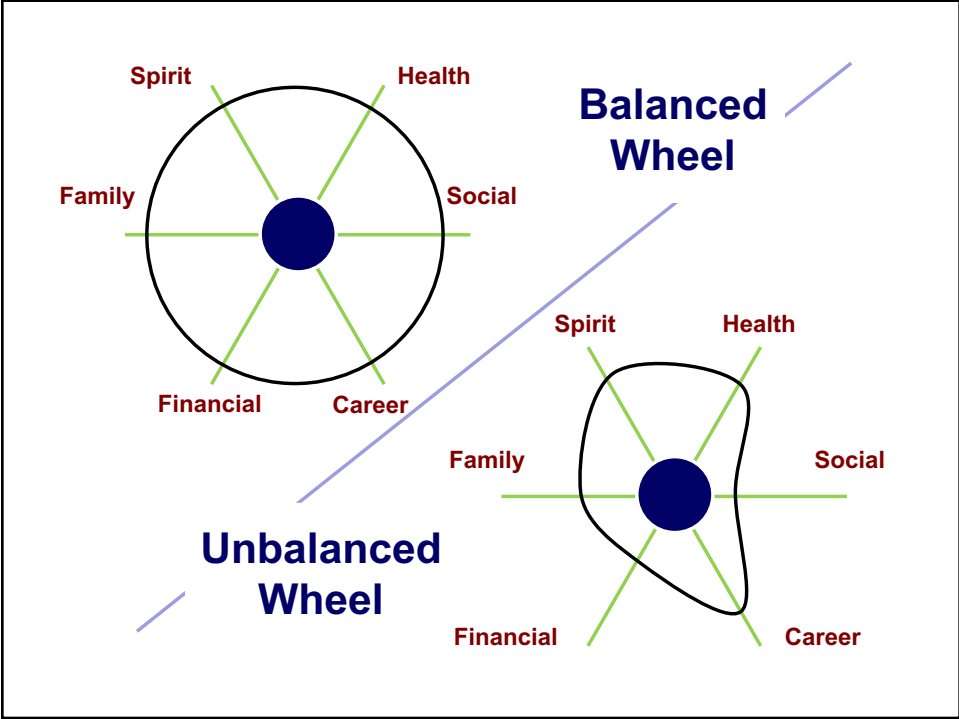
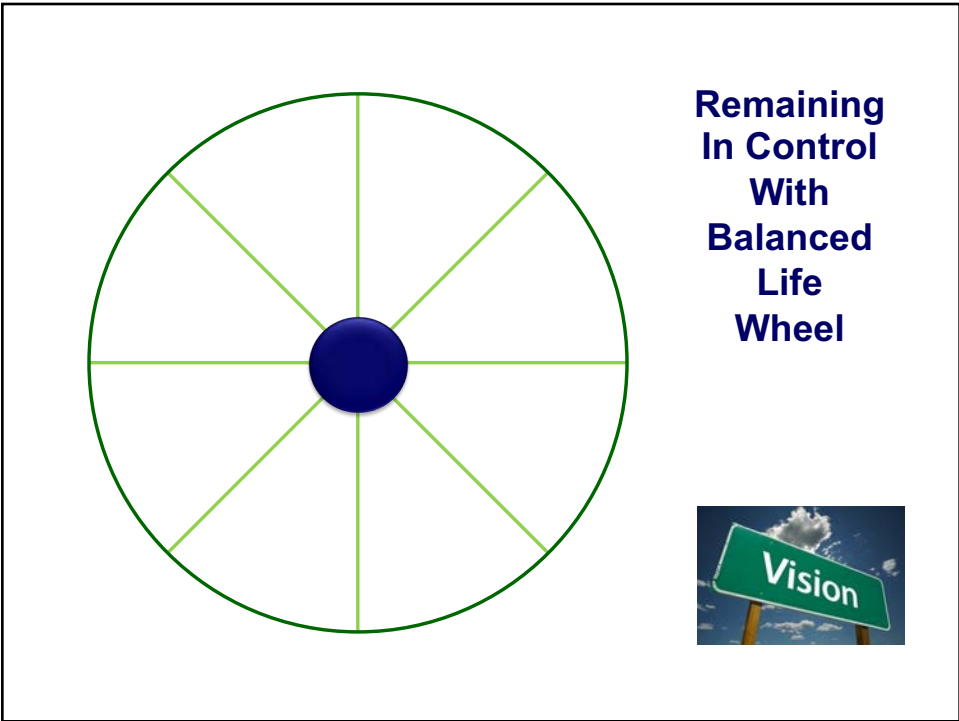
Makes it so!



Your
Wheel



Extra



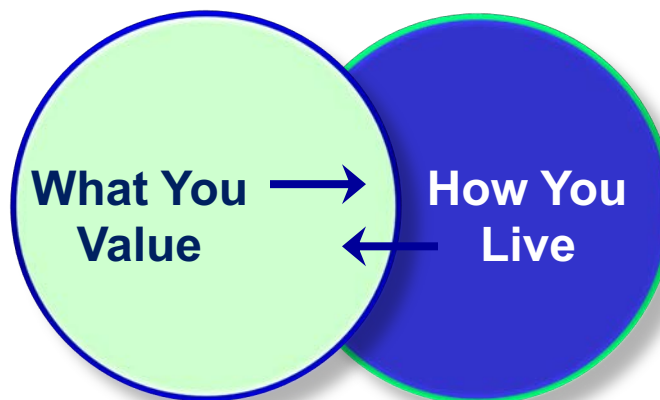
The Wheel . . . The Walk, Talk & Sound

Extra

When it is Balanced	When it is Not
<ul style="list-style-type: none"> Has a purpose-focus Actions are deliberate Good communicator / team player Self -confident / motivated Risk taker Has a sense of control Focuses on their "Circle of Influence" 	<ul style="list-style-type: none"> Purpose / goals are unclear Lack of focus Poor communicator Focuses on blaming / fault finding Negative thinking Feels victimized by others / system Feels powerless in controlling events
Majors in Majors	Majors in Minors

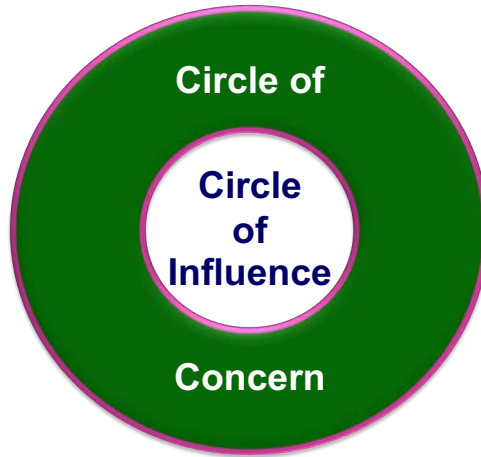
Keeping Cool & Collected . . .

Takes a Life In Balance



Means Behaviorally Supporting Your Values.

**To Keep Cool, Calm & Collected . . .
Stay In That “Circle of Influence.”**



**Characteristics Of Those Who Are Best Able To . . .
Handle Stressful Situations & Relationships**

- **High Self-esteem (Sense Of Worth)**
- **Feel They Can Control World Around Them**
- **Are Challenged By Change**
- **Are Committed & Intensely Involved In What They Do**
- **Regard Challenge As An Opportunity To Grow**

***“The greatest weapon against stress is our
ability to choose one thought over another.”
~ William James***



Taking Care Of You . . . When The Pressure is On

- Have "escape routes".
- Remind yourself of your good qualities.
- Talk to yourself.
- Set realistic goals and expectations.
- Take care of number one.
- Establish quiet time.
- Accept change.
- Focus on areas you can control.
- Negotiate and re-engineer pressure situations.
- Learn how to spot your stress warning signals.



Slide 1 of 3

Taking Care Of You . . . When The Pressure is On

- Have an optimistic view of the world . . . focus on the positive.
- Be flexible in your attitudes . . . you may not know the full story.
- Spend 80% of your time focusing on solutions.
- Learn to walk away from stressful situations.
- Use your body as an early warning signal.
- Get to-done with things that bothers or stresses you.
- Maintain your network and support groups.
- Have a reward system.
- Control the stories you tell yourself.
- Learn to avoid, alter, adapt, or accept uncontrollable situations.

Slide 2 of 3

Taking Care Of You . . . When The Pressure is On

- Forgive, forget, let it go, get over it, and move on.
- Know when to rely on the “Serenity Prayer.”
- Go with the flow.
- Learn to say “no” – don’t over-commit.
- Don’t brag about being stressed or overloaded.
- Have a positive can-do mental attitude.
- Maintain sensible perspective and a sense of humor.
- Warm up to your job or find a new one.



Slide 3 of 3

The End . . .

Thank You!



Martha N. Bryan
425-337-1838
marthabryan@bryanandbryanassoc.com