

Staying Positive in a Changing World

Training | Keynote



Attitude



Customer Service
& Sales



Leadership
Development



Team
Building

With the impact COVID-19 has had on our lives, both personally and professionally, it is understandable to feel confused, anxious and even isolated. Although we may not be able to control everything that happens to us, we can control our attitude. Now more than ever is it important to gain control of your life by gaining control of your attitude. This recently updated program has delighted and reenergized people around the world!

Objectives

After participating in this dynamic program, you will be able to:

- Appreciate and enjoy the benefits of a positive attitude
- Analyze how good, bad, and ugly attitudes are communicated
- Adjust your attitude using five “attitude adjustment” techniques
- Maintain a positive attitude in a “negative” environment

Format

This interactive program uses stories, individual and group exercises, and self-assessments. Optional activities include video, role-plays, and projects.

Ideal Size

Keynote: No limit

Training: Up to 36 people

Webinar: Up to 150 people

Length

Keynote: 30-90 minutes

Training: 3-8 hours

Webinar: 30 or 60 minutes

Agenda

- Attitude Awareness – How does your attitude impact your life?
- Attitude Analysis – How are attitudes communicated?
- 5 Attitude Adjustments – How can you eliminate “stinkin’ thinkin’”?
- 5 Attitude Maintenance Strategies – How can you stay positive in a negative world?

Target Audience

Appropriate for people of all ages...from teenagers to seniors; with any occupation...from customer service to management; and in any industry...such as retail, hospitality, service, health care, and manufacturing.

Typical Uses

On-site or on-line staff meetings, team retreats, employee orientations, luncheons, association meetings, motivational events, conference programs

Material Options

- *Attitude: The Choice is Yours* book
- Attitude Control Band
- Power Card
- Handouts