This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

COURSE OUTLINE - Managing Negative People

Course Number: AXO84-019
Days: One Day

Description: Negative people are more likely to be dissatisfied with their lives and jobs, leading to increased absenteeism and lowered productivity. This book has activities and exercises to help readers cope with negativity in others and make their own work more satisfying and productive.

Topic-Level Outline

Section 1: Understanding Negative People

Why Is Dealing with Negativity Important?
What Causes Negative, Difficult People?
The STEP System(TM) to Better Communication
Other Causes of Negative, Difficult People

Section 2: Dealing with Negativity

Dealing with Others Negativity
When You Are the Negative Person

Section 3: Understanding Negatrons' Styles

Negatron Styles
Matching Communication Strategies

Section 4: Overcoming Negativity Using the Beep System

Turning Understanding into Action
Be Bold and Assertive with Negatrons
Express the Problem and Solution Clearly
Expect to Achieve Your Goals Practice Positive Thinking

Section 5: Developing Your Action Plan

Build Your Positively Muscles
Apply Your Knowledge

ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (http://www.collegeafricagroup.com)

ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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