

Bad Apples™: How to Deal with Difficult Attitudes

Bad Apples™ is designed to provide employees with the skills necessary to resolve the “personality conflicts” that seem to come hand-in-hand with diverse workforce. This program helps you teach a proven 5-step process that anyone can use to deal with difficult people, including coworkers, customers, or vendors.

Who Should Take the Course

All Employees

Key Learning Points

- Recognize the characteristics of a bad attitude
- Utilize a 5-step process for dealing with difficult people
- Regaining a positive attitude about the other person or situation
- Manage conflict with confidence –achieve positive outcome

Course Details

Length: Agenda Option: 4, 1.5 hr

Format: Facilitated classroom; self-study

Min/max participants:

Pre-requisites:

Other: SMART-START™ Attitude Companion Video for pre/post training