

## Attitude *Is* Everything (Workplace and Employee Attitudes)

It can be difficult to keep a positive attitude 24/7, especially if you've spilled coffee all over your suit, or the dog just ate your new pair of Jimmy Choos. This program will teach you how powerful your attitude really is and the effect it can have on those around you.

In this program participants will be learn practical strategies that will help them understand and re-shape their attitude. Topics include:

- Stop complaining
- Less sick days = more productive days
- We all know the customer *is not* always right, but...
- Reacting vs responding — what's the difference?
- Attitude affect on leadership
- Improving teamwork through gratitude
- How to manage those strong feelings
- Motivate yourself and your employees

### Program options:

- Option 1: Three-hour presentation
- Option 2: Full-day seminar

### Who should attend?

Mid-level management; supervisory / operative level management; customer service personnel; sales staff; case managers, clinical staff. (Let's be frank...everyone needs this program!)

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