

## Actively Managing Conflict and Negativity (Toxic Employees) in the Workplace

Dr. Robert K. Bitting

Work can be hard sometimes. It's even harder when you have to deal with conflict and negativity from your fellow employees (and how's your attitude been lately?). Just as kryptonite saps Superman of all his superpowers, "toxic employees" can sap the energy right out of the workplace. These toxic employees - true to the name - can poison the business atmosphere where you work, and can make it difficult, if not impossible, to work effectively. The toxicity is insidious, and can drag everyone into an abyss of low morale, negative emotions, and decreased productivity.

This workshop will help you recognize the characteristics of toxicity and negativity – and offer over a dozen specific ideas and action steps for managing conflict, dealing with inappropriate and intimidating behavior, and developing more productive relationships through the positive use of “negativity relievers”.

### Program Outline:

“Hmm, you may be right.”

#### I. Conflict Overview: Getting on the Carousel

- A. What is Your Organization's Strategy for Managing Conflict?
- B. Key Questions: A Model
- C. A Good Definition – Management vs. Resolution
- D. Symptoms, Types, Causes, and Distorters
- E. Positive Sentiment Override vs. Negative Sentiment Override
- F. The Four Horsemen of Negative Emotions

#### II. What is Intimidating or Inappropriate Behavior?

- A. Dealing with Negative Co-Workers
- B. Supportive Work Environments – React vs. Respond
- C. Escalating Hostility and Workplace Bullying
- D. Dealing with Emotional Behavior
- E. Your Responsibilities – The ABCD Model for Behavior Change

#### III. Six Parts of the Conflict Structure

- A. Interdependency and Number of Interested Parties
- B. Constituent Representation and Negotiator Authority
- C. Critical Urgency and Communication Channels
- D. Working with Toxic Employees (Beyond the Negative!)
- E. Why Not Get Involved?

#### IV. Managing Conflict “Distorters”

- A. Listen, Affirm, Respond
- B. Psychological Ju Jitsu and “I” Messages
- C. Management vs. Resolution
- D. Situations and Behaviors vs. Personalities and Adjectives
- E. Fight vs. Flight and Facts vs. Frame

#### V. Organizational Action Plans

- A. Situational Leadership and Emotional Intelligence
- B. Seven Step Problem-Solving Model
- C. How's Your G.R.I.T.?
- D. Confronting Issues with Your Managers and Peers
- E. Are You Going to Abilene?
- F. Humor as a "Negativity Reliever"

The program is highly interactive in nature, and attendees will participate in a number of "hands-on" activities throughout the day. They will also leave the program with several specific action items that can be carried forward in their personal and professional lives.