Reducing Workplace Negativity

Presented by The Solutions Group
Objectives

• Learn top causes of negativity
• Get strategies for dealing with negative co-workers
• Acquire positive words to replace negative language
• Learn ways to reduce negativity at work
Top 5 Causes of Employee Negativity

1. Excessive workload
2. Concerns about management’s ability to lead toward success
3. Anxiety about the future
4. Lack of challenge in the work
5. Insufficient recognition and pay
What does negativity in the workplace look like?
What’s wrong with negativity?

• Barrier to positive change
• Blocks productivity
• Kills morale
• Negative thoughts are self-fulfilling
Should we get rid of negativity?

• **YES** – if it merely forecasts doom and gloom and does nothing to help you avoid it or get rid of it.
Should we get rid of negativity?

- **NO** – if it helps you to see potential problems or new ideas. You can use negative analysis to identify problems and find solutions.
Choose How To Say It

- Never or Always
- This is a problem.
- This won’t work.
- You’re wrong.
- This is what went wrong.
- Sometimes
- This is an opportunity.
- Consider this potential flaw.
- Here are my thoughts.
- This is what we learned.
Ask Questions

- This will never work.
- What do you see as potential pitfalls?
  
- This would work better if we had better planning.
- Some things are out of our control. What might help you to space out your work better?
Dealing with Negative Co-Workers

• Avoid spending time with negative co-workers.
• Set limits.
• Suggest that person seek assistance from HR, supervisor, or EAP.
• Talk to your own supervisor or HR staff.
Negativity mongers need..

- A new job
- A new company
- A new career
- A new outlook
- Counseling

They don’t need you!
Managing a Negative Employee

1. Inform individual about negative impact of his/her behavior
2. Avoid becoming defensive. Don’t take attitude personally.
3. Ask if something negative is happening outside of work.
4. Ask what is causing negativity at work.
Managing a Negative Employee

5. Focus on creating solutions.
6. Focus on positive aspects of performance and contributions to the department.
7. In the future, try to compliment the individual.
Prevent Negativity at Work

1. Speak and act with consistency.
2. Don’t live in your office.
3. Share your vision.
4. Involve employees in decision making.
5. Acknowledge that employees have lives outside of work.
6. Criticize privately.
“No Complaining” Tools
The But > Positive Technique

• I don’t like driving to work in heavy traffic
  • BUT
• I’m thankful I can drive and that I have a job.
“Get To” instead of “Have To”

• From
• “I have to do this project…”
• To
• “I get to do this new project that will be a learning experience for me and will help other people.”
Turn Problems into Solutions
Do what you can to create a positive work environment!

Your ideas?