Managing Workplace Negativity

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"The symptoms: increased customer complaints, high turnover, low quality of work, increased absences, loss of morale and motivation, lack of creativity and innovation, loss of loyalty to the organization. The diagnosis: workplace negativity. The cure: Managing Workplace Negativity. Workplace negativity may seem like an intangible problem - but it has very tangible consequences for the companies it afflicts. In fact, the Bureau of Labor Statistics estimates that U.S. companies lose $3 billion a year to the effects of negative attitudes and behaviors at work. "Managing Workplace Negativity" gives managers, team leaders, trainers, and other human resources professionals much-needed help in treating the negativity bug. It will help readers: identify the 14 types of negative individuals, from the "not-my-jobber" to the "rumor monger"; confront their own negativity; recognize negativity "trigger points"; overcome entrenched, ongoing negativity; deal with group or company-wide negativity problems; and, create a positive environment that enhances morale and productivity."

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