

# Managing Negative Chatter in the Workplace

Live Webinar - Choose the Date That Works Best for Your Schedule  
March 6, 2014 or March 27, 2014 • 1:00 PM – 2:00 PM ET

If you are dealing with negative chatter, gossip, backstabbing, or other toxic communication at work, you know the effect it has on you and your team. Negative communication in the workplace is one of the biggest issues most of our employees are facing, and it needlessly robs our organization of productivity and positive energy. Most of us wish there was less negative communication at work, but simply don't believe we have the tools necessary to do something about it. This live webinar will change that.

During this webinar you will learn tools, techniques and strategies you can immediately use to help your entire team combat and transform negative communication at work. You will walk away with tactics that your staff members can use to help them communicate more assertively, clearly, and positively, and address things such as gossip, backstabbing and negativity without being aggressive or confrontational.

As a manager, it is your job to lead your team and set the communication tone. From assessing the current situation, to improving it, to keeping the positive momentum going, you will get all the tools you need to make a significant, positive change in your workplace environment, and maintain open, healthy lines of communication.

Additionally, the tools that you will learn during this webinar can be used not just at work, but at home as well. The happier and more positive employees are at home, the more they can contribute in the workplace.

Stop letting negative workplace chatter and other toxic communication distract you, your team and your organization from achieving goals. Learn how you can implement the change necessary to transform your workplace, and in turn, transform lives.

## Why It Is Important to Manage Negative Chatter, Gossip or Rumors in the Workplace

- Negative Chatter: What It Is, How It Works, and What You Can (and Can't) Do About It
- The July 30, 2012 NLRB Decision and What It Means to You
- Setting Workplace Chatter Expectations

## Creating the Right Environment

- How to Teach Your Employees to Talk to People Rather Than About People
  - Scripts and Strategies for Communicating Assertively and Constructively

- Tactics for Addressing Gossip, Backstabbing and Negative Communication
- Business Tools Used to Immediately Eliminate Negativity
- Assessing Your Current Environment
  - The Three Questions You Must Ask Every Employee
  - Taking Corrective Action
  - Power Phrases for Opening up the Lines of Communication

## Maintaining Your New Environment

- Visual Reminders
- Identifying Red Flags That Indicate Negative Behavior Is Returning
- Maintaining Positive Momentum

## Daniel O'Connor Power Diversity, LLC

- Owner of Power Diversity, LLC, specializing in communication and dealing with difficult people training
- Focuses in delivering scripts, tactics, power phrases and tools that attendees can immediately use to become more powerful, positive and effective communicators
- Writer of many popular communication books and resources, including his latest top-sellers, *Say This - NOT THAT!!*, and *Energy Vampire Slaying: 101*
- More than 15 years experience speaking, consulting, training and lecturing, specializing in dealing with difficult people and negativity at work
- Recently featured in *Woman's World Magazine* as one of America's leading communication experts
- Host of #1 rated podcast, "Professional Communication Tactics"
- Hundreds of satisfied companies have worked with him to eliminate negativity and improve communication at work, including the U.S. Army, U.S. Air Force, U.S. Forest Service, Apple Computers, MD Anderson, Johns Hopkins University and more
- Can be contacted at dan@powerdiversity.com, 877-570-1573 or [www.powerdiversity.com](http://www.powerdiversity.com)

**\$99 PER ATTENDEE**

Receive an additional manual and CD package of this webinar for only \$69!

**SIGN UP TODAY:** [www.lorman.com/ID393277](http://www.lorman.com/ID393277) or [www.lorman.com/ID393363](http://www.lorman.com/ID393363)

# Managing Negative Chatter in the Workplace

Live Webinar ID: 393277 • March 6, 2014 or 393363 • March 27, 2014 • 1:00 PM – 2:00 PM ET

**Which Program?** (Check One)  **393277** (March 6, 2014)  **393363** (March 27, 2014)

**Live Webinar Tuition** (Includes Free Downloadable Manual With Attendance)

**Yes! I would like to attend.** (\$99 per person)

**Yes! I would like the Best Value discount.**

(\$168 per package [\$99] plus CD recording [\$69\*] of this live webinar)

**I am unable to attend but I am interested in:**

CD/Manual Package\* (\$99 per package)

## Amount Enclosed

\$ \_\_\_\_\_ Tuition Subtotal

\$ \_\_\_\_\_ Shipping & Handling (\$8.95 first item, \$3.00 each additional)

\$ \_\_\_\_\_ Sales Tax (If tax-exempt, please include your certificate.)

\$ \_\_\_\_\_ TOTAL

\*Add \$8.95 shipping & handling plus applicable sales tax to product orders. Please allow four to six weeks after the date of the live webinar for delivery.

## Payment Information

Total amount enclosed \$ _____	
<input type="checkbox"/> Check enclosed payable to Lorman Education Services	
<input type="checkbox"/> Charge to credit card <input type="checkbox"/> AE <input type="checkbox"/> MC <input type="checkbox"/> VISA Signature _____	
Card number _____	Exp. Date _____

## Names of Attendees

PRIORITY CODE	
NAME	
TITLE	EMAIL
NAME	
TITLE	EMAIL

## Firm Information

FIRM NAME		
ADDRESS		
CITY	STATE	ZIP CODE
TELEPHONE	FAX	WEBSITE

## Approving Manager

NAME	
TITLE	EMAIL

## Association of Business Training Membership Information

Lorman has partnered with the Association of Business Training to offer a training and development website dedicated to busy business professionals. Become a Silver member of the Association of Business Training and receive 2 free live webinars, unlimited on-demand webinars and 25% off seminar registrations! Annual membership is only \$345. Join today and start saving immediately!

Visit [www.lorman.com/ID393277](http://www.lorman.com/ID393277) or [www.lorman.com/ID393363](http://www.lorman.com/ID393363) for more info!

© 2013 Lorman Education Services. All rights reserved.

### GENERAL INFORMATION:

- This live webinar may be recorded by Lorman.
- If you need special accommodations, please contact us two weeks in advance of the program.
- Lorman Education Services is not approved to offer self-study CPE credit for accountants; therefore, no CPE will be given for this program if ordered as a self-study package.

**CANCELLATIONS:** Substitute registrants can be named at any time. A full refund, less a \$20 service charge, will be given if notification is given six or more business days in advance. Notification of less than six business days will result in a credit that can be applied to any Lorman product or service. If you do not cancel or attend, you are responsible for the entire payment.

## Continuing Education Credit:

- HR Certification Institute 1.00
- HRPD 0.5

For detailed credit information visit us at [www.lorman.com/ID393277](http://www.lorman.com/ID393277) or [www.lorman.com/ID393363](http://www.lorman.com/ID393363) or contact us at 866-352-9540.

\*Visit [www.lorman.com/ID393277](http://www.lorman.com/ID393277) or [www.lorman.com/ID393363](http://www.lorman.com/ID393363) for a complete list of states approved.

## How Do I Register?

**EMAIL:** [customerservice@lorman.com](mailto:customerservice@lorman.com)

**WEBSITE:** [www.lorman.com/ID393277](http://www.lorman.com/ID393277)  
[www.lorman.com/ID393363](http://www.lorman.com/ID393363)

**TELEPHONE:** 866-352-9539

**FAX:** 715-833-3953

**MAIL:** Mail this form with payment information to:  
Lorman Education Services  
Dept. 5382, P.O. Box 2933  
Milwaukee, WI 53201-2933

**WEBINAR ID:** 393277  
393363

## Who Will Be There?

This live webinar is designed for supervisors, team leaders, business owners and managers, presidents, vice presidents and human resource professionals.

**Attend for FREE  
When You Become a  
Silver Member of  
Association of  
Business Training**

**LORMAN**® Keeping You Current.™  
**EDUCATION SERVICES** Helping You Succeed.  
A DIVISION OF LORMAN BUSINESS CENTER, INC.