

# MILESTONE

*Providing Stepping Stones  
Along the Path to Success*



A WOMAN-OWNED  
SMALL BUSINESS

CULTIVATING  
OPTIMISM

Some people are natural optimists. For others, it's an effort to see the silver lining in a situation. Negativity among employees increases stress levels and staff turnover, corrodes morale, undermines teamwork, saps initiative, and disrupts the smooth running of the workplace. Instead of focusing on the negative, let's look at ways we can help employees cultivate optimism.

### ***Honesty***

There are two dimensions to honesty: being honest with yourself and being honest with others. Self-honesty helps you assess situations and your response to them realistically. This can be done with positive or uncomfortable realities.

### ***Grit***

Researcher Angela Duckworth defines grit as perseverance and passion for long-term goals. Duckworth discovered that grittier people pursue deeper levels of happiness, like engagement and meaning. The fortitude to withstand difficult circumstances and the passion to overcome them to achieve goals requires a deep commitment to do the work. Rather than chase after pleasures to find happiness, gritty people look to experience a more fulfilling type of happiness.

### ***Resilience***

Resilience is the ability to recover from, adapt to, and grow from setbacks. Positive emotions like joy, interest, and pride help build resilience and generate positive emotions. You build resilience throughout your life. Positive emotions help strengthen your ability to learn from life's troubles which is necessary to aid in persevering through the doubt and frustrations.

### ***Sense Making***

Understanding different perspectives is invaluable. You can inquire into, not judge, a situation to learn its meaning. Ultimate sense-making is about understanding so you can respond in the best manner possible to a situation or circumstance. By showing your interest in learning the meaning behind people's words and actions, you create a path for mutual understanding and greater chances for collaboration.

### ***Vulnerability***

We often present a façade of strength that does not allow people to see our weaknesses. By making room for vulnerability, we can relate more deeply to people when we know they also have struggles. Vulnerability is not weakness; rather it takes strength to show it. Showing vulnerability is essential to making decisions that may not be what you want but what's needed.

When employees learn skills to become more optimistic, the overall environment of your organization will shift to one where people work well together and look forward to coming to work.

Content adapted from [The Optimistic Workplace](#) by Shawn Murphy

## UPCOMING FREE WEBINAR

### BUILDING A HIGH FUNCTIONING AGILE TEAM

FRIDAY, NOVEMBER 18

10:00 - 11:00 AM CST 1 PDU

TO REGISTER, GO TO

[www.themathisgroup.com/webinars](http://www.themathisgroup.com/webinars)

### SATISFIED CLIENTS OF THIS COURSE

State of Kansas

Missouri Lottery

SWMO PMI Chapter



### WEBINAR PLUS NOTES

We are offering an additional resource to our monthly webinars. *Webinar Plus Notes* includes an outline to support project teams who use these webinars as monthly training and discussion questions to enhance the training. *Webinar Plus Notes* will be sent out with the Zoom link each month.

# DEALING WITH CONFLICT AND NEGATIVITY IN A PROJECT MANAGEMENT ENVIRONMENT - 2 DAY

***PDU's - 14***

***PMI's Talent Triangle Breakdown***

Power Skills (Leadership) - 14.00



face-to-face



virtual  
instructor-led



self-paced  
online

***Course Description:*** This two-day course will focus on ways to reduce professional or personal conflict and negativity. Participants will gain insight into ways to acquire control of volatile situations and prevent anger from escalating. They will learn how to turn negative situations around. They will receive clear steps of action for getting to the root of the conflict. Attendees will examine why negative situations ripple into every area of the organization. They will discover ways to facilitate bad situations, techniques for gaining consensus, and simple confrontation techniques that will reduce stress. They will create approaches to turn a negative situation into an optimistic workforce.

## **Course Objectives:**

### **Objective 1: Define conflict**

- Discuss the positive side of conflict
- Analyze eight most common times for conflict
- Identify six reasons for conflict among workers

### **Objective 2: Examine rules for handling anger**

- Choose words to use that help
- Create action plans for quick resolution
- Analyze hostility and how it surfaces
- Examine how to handle personal and professional hostility
- Compare levels of group conflict
- Examine seven stages of group conflict

### **Objective 3: Review active listening skills**

- Discuss hedge words people use to distort communication
- Analyze techniques people use to avoid issues

### **Objective 4: Create a code of conduct for controlling a resolution meeting**

- Compare ways to confront others while helping them save face
- Examine confrontation techniques
- Review assertiveness techniques
- Apply facilitation skills for allowing everyone to be heard
- Discuss the facilitator's responsibilities

### **Objective 5: Examine definition of negativity**

- Analyze the cost of negativity in U.S. organizations
- Evaluate the challenges of the modern workplace
- Formulate a five-step approach in examining negativity
- Review the CIA way negativity grows
- Discuss situational, habitual, and chronic negativity

### **Objective 6: Evaluate the inner/personal dialog**

- Identify the family influence
- Assess ways for rebuilding trust
- Create an action plan



A WOMAN-OWNED SMALL BUSINESS (WOSB)



Providing quality, customized training and consulting services that inspire, educate, and equip organizations to be better tomorrow than they are today.

DR. KEITH MATHIS, PMP, PMI-ACP, CSM  
WANDA MATHIS, M.ED. PMI-ACP

# PROJECT MANAGEMENT TRAINING

OVER 60 PROJECT MANAGEMENT COURSES REGISTERED WITH PMI

PRESENTATIONS THAT EDUCATE, MOTIVATE, AND INSPIRE

Since 1993, The Mathis Group has been helping organizations change worker productivity and behavior.

PROJECT MANAGEMENT  
MARKETING  
MOTIVATION  
ORGANIZATIONAL BEHAVIOR  
LEADERSHIP  
CUSTOMER SERVICE

## COMPANY MANDATE

The Mathis Group provides training and consulting that will impact the organization and individual while maintaining an outstanding reputation for success and integrity.

## VALUES STATEMENT

Every person has worth and should be treated with respect.

## AREAS OF EXPERTISE

- Curriculum Design
- Project Management
- Organizational Behavior and Development
- Management
- Marketing
- Strategic Planning
- Executive Coaching
- Performance
- Team Building
- Emotional Intelligence
- Leadership
- Customer Service
- Creating Customer Value
- Supervisory Leadership
- Coaching and Counseling

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