

Managing workplace negativity

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Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20438125&lokasi=lokal>

Abstrak

"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 * Create a positive environment that enhances morale and productivity."