

**Registration**  
**MANAGING WORKPLACE NEGATIVITY:**  
 "Sharpening Your People Management Skills"

**FEBRUARY 9, 2010**

Name of Participant(s)	Position
_____	_____
_____	_____
_____	_____
_____	_____

Company \_\_\_\_\_

Branch \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

Type of Payment

( ) Cash      ( ) Cheque

S \_\_\_\_\_

Contact Person

Name \_\_\_\_\_

Title \_\_\_\_\_

Location \_\_\_\_\_

Authorized Signature \_\_\_\_\_

Company Stamp/Seal

Date \_\_\_\_\_

**PRACTICAL ARRANGEMENTS**

The Fee per Participant (inclusive of Coffee Break & Lunch), is as follows:

Participating Member: \$8,500.00  
 Non-Member: \$9,500.00  
 (Please add GCT)

Early indication of vegetarian meal is required.

NB: In order to secure registration, completed registration forms and cheques must reach the Secretariat of the Federation, at least one (1) week prior to the start of the workshop OR LATEST by the first day of the workshop.

Companies registering five (5) or more participants, will be eligible for a five percent (5%) discount.

JEF reserves the right to withdraw or postpone a scheduled course/workshop/seminar if the registration is insufficient for a participation level consisting fifteen (15) participants. In this event, JEF will notify and refund all fees to registered participants.

Cancellation of registration will attract the following penalties:

1. Up to 3 working days prior to the seminar/workshop, NO Penalty.
2. Two working days prior to the Workshop or Seminar - \$1,000 plus 25% of the cost.
3. One working day prior to the Workshop or Seminar - \$1,000 plus 50% of the cost.
4. Cancellation on the day of the Workshop or Seminar - 100% of the cost.

Certificates of participation will be sent to companies for distribution to participants.

For further information, contact:

The Secretariat  
 The Jamaica Employers' Federation  
 2A Ruthven Road, Kingston 10  
 Tel.: (876) 926-6762, 5524, 6908  
 Fax: (876) 968-4576  
 E-mail: info@jamaicaemployers.com



KINGSTON

**Presents**

**A One day workshop  
 on**

**MANAGING WORKPLACE NEGATIVITY:**  
 "Sharpening Your People Management Skills"



**FEBRUARY 9, 2010**

**8:30 am - 4:30 pm**

**Presented by**  
 Jamaica Employers' Federation  
 at JEF Training Centre  
 2a Ruthven Road  
 Kingston 10

## ***PREAMBLE***

Workplace relationships are sometimes impacted by hostility and negativity. Adequately addressing negativity prevents workplace violence, promotes workplace safety, and creates positive employee morale. Leaders need to make the workplace atmosphere more positive, productive and supportive.

## **WHO SHOULD ATTEND**

Organizational Leaders, Human Resource Managers, IR Managers, Personnel Officers, Labour Relations Officers, HR Practitioners, Specialists and Administrators.

## ***TOPICS TO BE COVERED***

1. The Nature and types of negativity
2. General sources and causes of conflict in the workplace;
3. Preventing negativity from occurring in the first place
4. Addressing negativity when it is already present
5. The impact of negativity on productivity
6. Strategies for handling workplace conflict and negativity;
7. Negotiation, mediation – and the trust factor;
8. Challenges with consistency in resolving workplace conflict – Standards / Policy;
9. Developing strategies to successfully handle and reduce the impact of conflict and / or negativity.
10. Effective Leadership - 10 Principles
11. Managing people - 10 Tips

Registration	8:30 am - 9:00 am
Coffee Break	10:15 am – 10: 30 am
Lunch	12:30 pm - 1:30 pm

## ***HOW WILL YOU BENEFIT***

1. How to prevent negativity from occurring in the first place
2. How to identify the Nature and types of negativity as well as the general causes of conflict in the workplace;
3. How to address negativity when it is already present
4. How conflict impacts productivity;
5. The - 10 Principles of “Effective Leadership”
6. The 10 Tips in managing people