



2019 Frontline Seminar

I'm Smiling but I'd Really Like to Slap You - Overcoming Negativity

Sept. 10, 2019 - Bismarck
Sept. 11, 2019 - Minot
Sept. 12, 2019 - Grand Forks

Registration and Meal - 5:30
Session - 6:00 PM to 9:00 PM

**Statistics tell us that 78% of conversation daily is negative.
Good Grief!! Are you part of the problem or the solution?**

Come and meet the hysterically funny NEGATIVE NELDA! As a whining, complaining, pessimistic ol' gal, she will help you see and hear the personification of negativity. Truth is, she may even help you see that self-defeating behavior in yourself and ultimately give you some tools to deal with it. Guaranteed to improve the attitude...maybe even your sex life. Ok, I was kidding about that last part, but who knows?

SESSION HIGHLIGHTS

- ✓ Understand negativity and its causes
- ✓ The high cost of negativity in the workplace: turnover, lack of trust, burnout and lethargy
- ✓ Explore the many disguises of negativity: Blamers, Chronic Complainers, Nasty-Nicers, Yes But-ers, Whiners, Procrastinators and many more
- ✓ Clearly define pessimism and optimism
- ✓ Learn how to replace negative self talk with positive affirmation
- ✓ Explore the effects of attitude
- ✓ Discuss the importance of humor in every situation
- ✓ Define Re-framing: getting a new perspective
- ✓ Acknowledge the power of thankfulness and gratitude
- ✓ Empower and energize attendees to bring about change in their own lives

**She is at a place in
her life where peace
is her priority and
negativity cannot
exist.**

PRESENTER Jenny Nolen



Known as "One Funny Lady", *Jenny Nolen* has been in the national spotlight as an entertainer, speaker and trainer for well over a quarter of a century. To say that she is contagious is an understatement. She is enthusiasm personified! As a very unconventional presenter, Jenny will go to any length to make sure her audience is relaxed, has fun, and is ready to learn and retain! Whether using props, singing, quoting poetry or performing magic, attendees will leave not only having laughed a lot, but also with valuable lessons in wit, wisdom and wonder.

WHO SHOULD ATTEND

This highly informative session is designed for all bank employees including but not limited to Frontline and New Accounts Personnel, Branch Managers, Market Presidents, Lenders and Officers.

This is a Certified Frontline Program and counts toward your Frontline Certification.

