CONCEPT

Positive Attitude and Growth Mindset at Work: Optimism, Self-Talk and Habits

1 – 5 November 2027
London - Central London four-star



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Introduction:

A positive attitude and growth mindset at work shape how employees respond to setbacks, criticism and stretch targets. When staff read every mistake as proof of fixed limits, they avoid challenges, resist feedback and spread cynicism, and team output stalls. This Core Concept course gives employees and team leaders evidence-informed techniques drawn from mindset research, explanatory style and positive psychology to reframe setbacks, manage self-talk, build strengths-based habits and grow a learning climate without forced cheerfulness. Participants produce a Personal Mindset and Habit Plan with a Team Growth Charter.

Course Objectives:

- Identify the beliefs, triggers and habits that shape their own attitude at work and its effect on performance
- Apply explanatory style analysis and the ABCDE disputation method to reinterpret setbacks and critical feedback
- Replace unhelpful self-talk with constructive inner dialogue that supports self-confidence before demanding tasks
- Use signature strengths, gratitude practices and habit loops to sustain motivation and personal productivity
- Recognise toxic positivity and respond to colleagues' difficulties with realistic optimism
- Build a Personal Mindset and Habit Plan and a Team Growth Charter that spread learning norms across a team

Target Audience:

- Employees whose daily output depends on persistence, learning new tasks and handling critical feedback
- Specialists and technical professionals facing frequent change, stretch assignments or repeated setbacks
- Team leaders who set the tone of daily conversations and shape how their team responds to mistakes
- Customer-facing and service staff whose attitude directly affects the experience of clients and colleagues
- New joiners and early-career staff building confidence and productive work habits in a new role

Course Outline:

Day 1: Attitude, Mindset and Performance at Work

- Attitude Components Model: Beliefs, Feelings and Workplace Behaviours
- Attitude and Performance Link: Effort, Persistence and Service Interactions
- Fixed Versus Growth Mindset Beliefs: Dweck's Research and Its Limits
- Mindset Trigger Inventory: Challenges, Criticism, Setbacks and Others' Success
- Personal Attitude Baseline Self-Assessment and Reflection Journal

Day 2: Optimism, Strengths and Wellbeing Models

- Seligman Explanatory Style: Permanence, Pervasiveness and Personalisation
- Learned Optimism and the ABCDE Disputation Method
- PERMA Model: Positive Emotion, Engagement, Relationships, Meaning and Accomplishment
- VIA Classification of Character Strengths and Signature Strengths Profiling
- Broaden-and-Build Theory of Positive Emotions in Daily Work

Day 3: Self-Talk, Reframing and Productive Daily Habits

- Self-Talk Audit and Constructive Inner Dialogue Scripts
- Setback and Critical Feedback Reframing Worksheet: Facts, Interpretations and Next Steps
- Three Good Things Journal and Gratitude Letter Practice
- Intrinsic Motivation Mapping and SMART Goal Setting With If-Then Plans
- Habit Loop Design: Cue, Routine and Reward for Personal Productivity

Day 4: Pitfalls, Realistic Optimism and Team Growth Culture

- Toxic Positivity Warning Signs and Realistic Optimism Alternatives
- Growth Mindset Misconceptions: Effort Praise Versus Strategy and Progress Praise
- Self-Confidence Building Through Mastery Experiences and a Small Wins Log
- Positive Leadership Behaviours: Strengths-Based Recognition and Learning From Mistakes
- Team Growth Culture Diagnostic: Language, Rituals and Responses to Failure

Day 5: Role-Play Practice and the Personal Mindset and Habit Plan

- Role-Play: Receiving Critical Feedback With a Growth Mindset
- Role-Play: Supporting a Colleague Through a Setback Without Forced Cheerfulness
- Personal Mindset and Habit Plan Drafting: Strengths, Triggers and Daily Routines
- Team Growth Charter Drafting: Shared Norms, Language and Learning Rituals
- Plan and Charter Presentation With Peer Feedback Panel

Skills You Will Gain:

- Attitude Self-Awareness
- Explanatory Style Analysis
- Cognitive Reframing
- Constructive Self-Talk
- Strengths Spotting
- Habit Formation
- Goal Setting and Prioritisation
- Growth Culture Facilitation

Why Attend This Course:

- Leave with a Personal Mindset and Habit Plan and a Team Growth Charter ready to use from the first week back
- Turn the next piece of critical feedback or failed attempt into a concrete learning step instead of a lasting knock to confidence
- Know your signature strengths and how to use them more often in your current role
- Practise supportive conversations with peers from other sectors and organisations and receive structured feedback

Conclusion:

Attitude and mindset are patterns of belief and habit that can be observed, practised and strengthened without pretending problems do not exist. The course moves from how attitude affects performance and the evidence on fixed and growth mindsets, through explanatory style, learned optimism, PERMA and character strengths, to daily self-talk, reframing, gratitude, goal and habit routines, then to toxic positivity and team growth culture. The final day turns this into role-play practice and a Personal Mindset and Habit Plan with a Team Growth Charter.