Corporate
Coach Group
Training that transforms

STRATEGY & PLANNING

DEVELOP → EXECUTE →

PLAN   TRAINING

PROCESS   MATERIALS

ORGANIZE

NATIONAL
BULLYING
HELPLINE

Two Day PTED Training

Post-Traumatic Embitterment Disorder (PTED) is a condition characterised by chronic feelings of bitterness and anger following adverse life events, such as social rejection, injustice, assault, or job loss.

German psychiatrist Michael Linden identifies PTED, describing it as a step more complex than anger, involving profound feelings of helplessness, embitterment and even a desire for revenge.

PTED negatively affects people. It sometimes makes them barely able to function and it creates a cycle of anger, frustration, and depression.

Organisations and their staff also suffer as PTED leads to high absenteeism, workplace conflict, and decreased productivity.

We need a solution to this problem.
So, we propose a two-day training programme to address PTED.

Course overview:

On day one, delegates understand PTED, its causes, and its effects, and we begin to resolve the problem by training the mind to transform the *Embittered Mindset* and evolve into a new positive state called *Rational Optimism*.

On day two, delegates learn how to manage disruptive PTED behaviours.
We learn to modify the behaviour of sufferers by *changing our own responses* to PTED sufferers.
This approach provides great benefit to ourselves, to sufferers of PTED, their colleagues, managers, and to the organisation as a whole.

The purpose and benefit of the training
There is a great benefit associated to this training. By recognising PTED as a distinct and profound mental health issue and implementing PTED-specific training strategies, we create more supportive work environments, which enhance communication, and improves overall staff well-being and organisational efficiency.

What are the basic premises of the course?
Please see the following.

Day One: Understanding and Resolving PTED

What is PTED?
Essential Characteristics:
PTED (Post-Traumatic Embitterment Disorder) is characterised by feelings of embitterment, anger and other negative emotions. People with PTED tend to dwell on past injustices and perceive themselves as victims of other people and events.

Causes:
PTED is often triggered by a significant life event perceived as unjust or unfair. This event can vary widely but typically includes experiences where the individual feels wronged or betrayed.

Effects on the Sufferer:
The sufferer experiences persistent negative emotions, such as embitterment, anger and resentment. These emotions lead to reduced quality of life, impaired social and professional relationships and decreased productivity.

Effects on Other People:
Those around the sufferer are negatively impacted by the suffers' negativity, leading to strained relationships, increased conflicts, and a toxic environment.

The Solution to PTED:
The solution involves replacing the negative thought habits that lead to Embitterment Disorder with *positive thought habits* that lead to *Rational Optimism.*

PTED → Transformed → Rational Optimism

Implementing the Solution:
We Gain Knowledge: We develop understanding of the deep thought patterns that are the root cause of PTED.
We develop skills for managing conversations to promote the solution state of *Rational optimism.*

This course gives the knowledge, understanding, and skills we need to resolve PTED.

Self-Fulfilling Prophecy:

We learn and understand how our beliefs and feelings influence results. Negative thoughts, feelings and beliefs lead to negative results, while positive attitudes tend to create positive results.
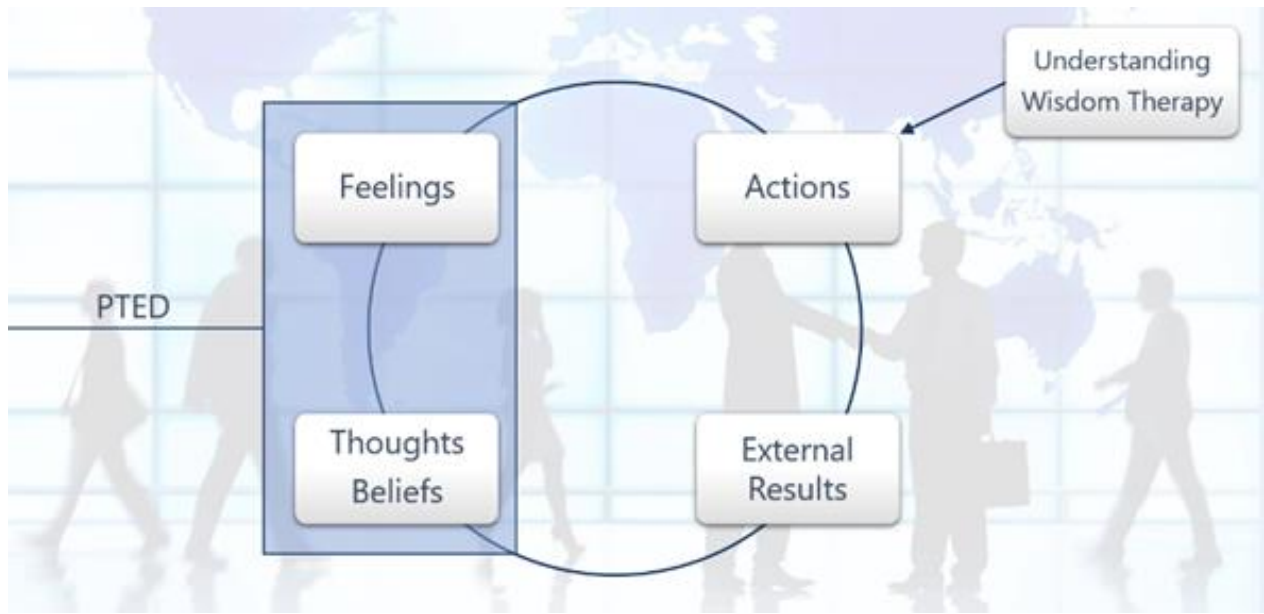
We All Have Mental Habits:

We identify and modify negative mental habits that combine to cause PTED.
We need to focus on creating alternative habits that result in positive thinking, emotional resilience and Rational Optimism**.**

Four Categories of Thought and Feeling:

1. **Past Bad Thinking (PTED Thinking):** Excessive and destructive focus on negative past events, leading to feelings of victimhood and embitterment.
2. **Future Bad:** This mindset causes anxiety and fear about what bad things lie ahead.
3. **Past Was Better**: Nostalgia for the past, leading to dissatisfaction with the present.
4. **Today and Future Good Thinking is (Rational Optimism):** This is our target zone:
   We purposely and consciously create a positive outlook based upon thinking and talking mostly (but not always) about the *present day* and a *better future*.
   This is the solution state that we are aiming to achieve.

Wisdom Therapy: Wisdom is discovering the *optimum emotional balance*: which is the Ideal State. All emotions have their place and we discuss what is the "Optimum

balance" of emotions so that our thoughts are predominantly positive, but we still are able to be angry, fearful and nostalgic *in the right times* and *in the right amounts*.

Moving from PTED to Rational Optimism: We shift the mental focus from negative past experiences to a more positive, goal-oriented outlook on the future. This involves replacing negative thoughts with positive ones and developing a mindset based upon the *optimum balance* of emotions which is *Rational optimism*.

Helping Others: We help others by developing a set of *leading questions*, the answers to which create emotions of optimism, hope and confidence. We develop deliberate *questioning techniques* that *presuppose positive outcomes* to guide others away from of a state of embitterment and towards a state of Rational optimism.

We will learn exactly which questions help and which hinder progress.

Personal experience is made of five parts:

Facts don't cause feelings. Evaluations do:

Killer Questions: PTED Causing Questions
Killer Questions are an unconscious set of *habitual evaluative questions*. They always cause negative emotions.

Killer Questions focus the mind on perceived past wrongs, injustices, failures, criticisms, and mistakes. Consequently, they always generate feelings of bitterness, anger, victimhood, blame, revenge, and other negative feelings.
This is the root of PTED.

Problem-Solving Questions: Rational, Optimistic Questions
By contrast, Problem-Solving Questions (PSQs) are a _conscious set of habitual evaluative questions_ that focus on learning from mistakes, setting goals, building plans, and making decisions to improve upon the current situation. Consequently, they always generate feelings of faith, hope, optimism, confidence, enthusiasm, energy and progress. (Happiness).

PSQs focus on solutions, goals, and positive steps forward. They are the means by which we achieve our target Mind-set of Rational Optimism.
We learn to NOT ask Killer Questions and to _r_eplace them with PSQs. At first, we do this consciously. Later it becomes a new _subconscious habit._

Practicing Problem Solving Questions vs. Killer Questions
We practice and experiment with the use of Killer Questions and PSQs and we learn how they affect feelings and behavioural responses. We practice our new skills and we learn by doing.

Summary. We crystallise our learning by summarising what we have learned.

Action Plan We write our action plan which details how we apply our learning.

Close

Day Two Conflict Management

PTED is rooted in a *maladaptive psychology*, but it manifests itself as bad behaviours which are sometimes aggressive, disruptive, uncooperative, and destructive.
These behaviours need to be effectively managed by people who are in contact with PTED sufferers.
The behaviours need to be managed in a way that is *least* likely to provoke a negative emotional response in the mind of the PTED sufferer.
In order to do that, conflict managers must be equipped with the following *Rational Conflict Management Skills.*

Rational Conflict Management Skills:

Four Ways to Handle Conflict
There are four ways to deal with conflict, but only one of them works.
1.   Anger does not work.
2.   Upset, stress, and tears do not work.
3.   Avoidance does not work.
4.   Only a *Rational Approach* to conflict management works.

Self-Image Psychology
The self-image is our belief about our own identity. The self-image is *who and what we think we are*. It is the most *fundamental belief* we have, and it determines all our emotions and behaviours. PTED people have an impoverished "Victim" self-image.

Behaviour vs. Identity
When dealing with conflict, we only comment on their objective behaviour.
We NEVER comment on or attack their identity (self-image, character, personality, self-concept).

Objective vs. Subjective Language
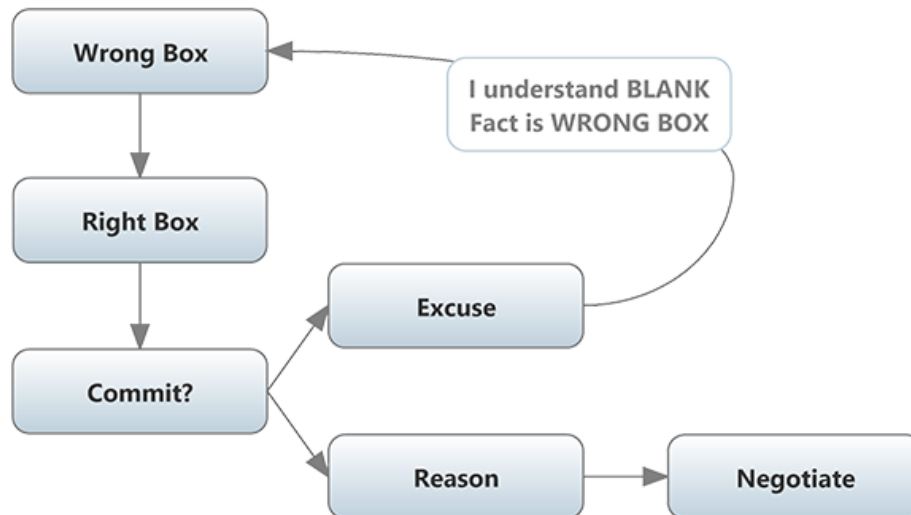We learn the difference between objective and subjective language.
We avoid emotionalised, opinionated subjective language.
When we are in conflict, we use *only* objective language.

Rational Conflict Management Model

Here is the model we learn to understand and use to navigate our way through conflicts.

Scripting Conflicts

We practice using objective language and the Conflict model to *script conflicts* in ways that maximise our chances of changing behaviour and achieving "Right Box" solutions.

Reasons vs. Excuses

There is no such thing as a "Reasonable excuse". It is a contradiction in terms.
We define and distinguish between reasons and excuses and we learn to respond positively only to reasons.

When to Compromise and When Not To

We compromise when there is good *reason*. We don't give concessions to *excuses*.

Speech Habits

We all have speech habits, and some of them are bad. We suggest three *good* speech habits that we use in conjunction with the Rational Conflict Model.

Voice Tones

We can say the right things in the wrong way. We discuss the correct use of volume, pitch, and pace of our delivery.

Body Language
We must use the right body language and avoid wrong body language. We discuss the proper use of eye contact, body posture, hand and arm gestures.

More Practice
We apply the material and we *learn by doing.*

Appreciation and Praise
We positively reinforce all positive behavioural changes made by the PTED person, simply by giving them verbal praise, thanks, and appreciation. This is our final speech habit.

Summary. We crystallise our learning by summarising what we have learned.

Action Plan We write our action plan which details how we apply our learning.

Close

Training Costs / Investment

Bespoke In-House or Live-Online Course

£2,500 + VAT per training day, (8 – 16 delegates)
Plus, travel and hotel accommodation for trainer if needed (Premier Inn type)
International Price Varies

In-House training has been designed to provide a similar experience to our open courses, however we can tailor the content to fit your specific needs.

We are able to train in your timezone.

All our training includes:

- Two full days of quality training, delivered by an experienced trainer
- Total of 12 CPD training hours (usually 9am - 4.30pm), plus an additional 2-3 via post-course online independent learning
- Full course training workbooks
- Training certificate
- Access to additional free training material after the course via our post-course portal
- 3 months free telephone coaching: Whilst you are implementing what you have learned, if you need to, you can contact us for support and guidance

We suggest the following plan of action:
Please send to us:

1. Any amendments or changes you wish to make to the programme.
2. Your thoughts.
3. The next step you would like us to take.

Thank you.

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Customer Review

The course content was very relevant and well structured. Flowed extremely well from one topic to the next so that you were left with a coherent series of techniques to apply in both the workplace and wider life. The trainer's presentation was very engaging, well informed and inspiring. A friendly and approachable presenter, who was positive about areas people wanted to develop and focus on and did not make them feel uncomfortable for admitting these weaknesses.

Richard Tattersall– UHY Hacker Young LLP

I really enjoyed the course, so many different modules covered that I will find useful in my professional life. Great content, the modules on communication and conflict in particular were insightful and structured. Chris, the trainer, was approachable, clear and concise. I would highly recommend him as a trainer. He was committed to making sure we received the full training. Easy to understand and knowledgeable.

Kaya Mesnard – Wemoto Ltd

Great content. Really interesting and I found all of it beneficial for use in both the workplace and the outside world. Most useful to be given tools to use for all of the theories to put into practice. Trainer (Chris) engaged with his own material, demonstrated his own use of the knowledge he was imparting, great speed (not too quick), kept interest throughout and made it easy to take on board. Excellent trainer.

Donna Quelch – RES Group

The professional development and productivity sections of the course were equally insightful. The simple plans and processes are easy to understand and presented very well. I look forward to putting these into practice within my role. Both Chris and Marco delivered the course materiel seamlessly. They obviously have a passion for training and the knowledge and experience they both share was well received and extremely beneficial. The use of the white board was a great addition. Too many training providers rely on their slide content only to drive the course forward, which can, in my experience allow the mind to wander. The presentation remained engaging throughout.

James Topping – Apax Partners

Misbah Nareen – Carbogen Amcis Ltd

For additional feedback, video testimonials and list of companies that have benefited from our trainign programmes please [follow this link](#)