

EFFECTIVE PERSONAL PRODUCTIVITY®

Create a High Performance Organization

- Communicate more effectively
- Thrive in a learning environment
- Become a team player
- Set goals and achieve results
- Deal with interruptions
- Increase productivity through controlling priorities
- Evaluate attitudes and make productive behavioral change

ONE: The Nature of Productivity

- What is Productivity?
- The Key Resource for Increasing Productivity
- Attitudes toward Planning and Goal Setting
- Attitudes toward Other People
- Attitudes toward External Circumstances
- Attitudes toward Practices and Procedures
- Attitudes toward Yourself
- Identifying and using High Payoff Activities
- Establishing a base-line for Productivity
- The Rewards of Improving Productivity

FOUR: Improving Productivity through Communication

- Time for Communicating
- Empathy in Communication
- Clarifying with Effective Questions
- Listening for the Total Message
- Tips for Speed Reading
- Writing for Maximum Impact
- Using Technology Efficiently and Effectively
- Communicating with Groups

TWO: Goals Achievement through Time Management

- Your Self-Image
- Personal and Organizational Goals
- How the Goal-Setting Process Works
- The Power of Written Goals
- Finding Time for Planning and Goal Setting
- Tracking and Feedback
- Putting Affirmation and Visualization into Practice

FIVE: Empowering the Team

- The Empowerment Imperative
- The Benefits of Empowerment
- The Time of a Leader
- Attitudes - The Heart of Empowerment and Delegation
- Developing Team Players through Delegation
- Levels of Delegation
- Communication and Delegation

THREE: Increasing Productivity through Controlling Priorities

- Setting Priorities in All Areas of Life
- Dealing with Interruptions
- Coping with Emergencies
- Calendar / Commitment Book
- Drop-in Visitors
- Handling Paper Flow
- Efficient Work Areas
- Managing Communications
- Saying "No"

SIX: Increasing Productivity of the Team

- Sharing and Communicating Goals
- Creating a Learning Environment
- Developing and Coaching Self-Directed Work Teams
- Positive Expectancy
- Developing People
- Efficient Procedures
- Productive Meeting Strategies
- Celebrating Your Success
- The Productivity Challenge