

IMPROVING PERFORMANCE & RESULTS

Enhancing Your Personal & Organizational Productivity

Program Overview

Improving performance and results comes from a combination of right actions (behavior) and right thoughts (attitude). In addition, it requires investing time more effectively, collaborating with members of a team, communicating effectively, and setting and achieving goals. In **Improving Performance & Results**, participants will learn how to produce greater results by doing the right things, at the right time, with the right resources.

Session Overview

Personal & Organizational Productivity

- 7 C's of Performance & Results
- How Productive Are You?
- Principles of Being Productive
- What Keeps You from Being Productive?
- The Performance and Results Relationship
- Peak Performance Factors
- Performance Inhibitors
- The Business of Relationships
- The Slight Edge – Continuous Improvement
- Personal Responsibility

Attitude is Everything

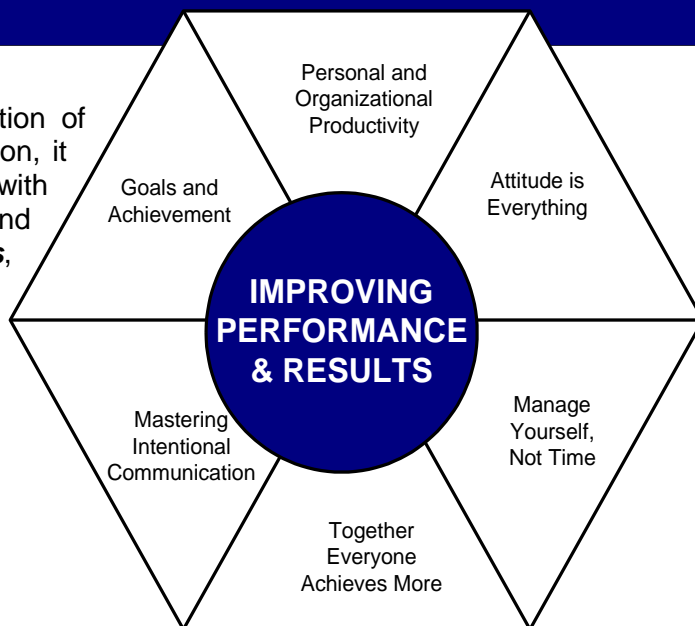
- How Attitudes Are Formed
- Maintaining a High Energy Level
- Getting in Your Zone
- The Role of Self-image in Success
- The Role of Self-talk in Your Success
- The 3 P's of Effective Affirmations
- Spaced Repetition Makes Affirmations Stick
- The "Act As If" Principle
- Affirmations Require Patience
- Action Versus Feelings
- Whatever it Takes
- The 8 P's of Personal Performance
- Your Greatest Power
- Eliminate "If only" and "What if" Thinking

Manage Yourself, Not Time

- Common Timewasters
- Balance Effectiveness and Efficiency
- The Power of Focus and Concentration
- Identify and Stay In High Payoff Activities
- Weed Your Mental Garden
- Overcome Procrastination
- Stay Out of the Drama Triangle
- You Can Do Anything, But Not Everything
- Other People's Time --- Delegation
- Levels of Delegation
- Using Time Effectively
- Summary

Together Everyone Achieves More

- Teamwork Destroyers
- Cooperation: There is no "I" in Team.
- Barriers to Effective Team Performance
- Steps to Increase Accountability
- Focus on Strengths
- Synergy
- Vision/Mission/Purpose
- Relationships



- Feedback
- Energizing Teammates
- The Power of Candor

Mastering Intentional Communication

- The Purposes of Communication
- Interference and Distortion Factors
- How to Avoid Miscommunications
- How to Improve Communication
- Barriers to Effective Communication
- The Role of Active Listening
- Levels of Listening
- Word Choice and Phrasing
- Principles of Asking Effective Questions
- Empathy/Ego balance
- Dealing with Negative People & Resistance
- Dealing with Criticism
- Why You Cannot NOT Communicate

Goals and Achievement

- The Key to Productivity Improvement
- Defining Problems
- Stamp Out Uncertainty
- The Benefits of Setting Goals
- Why People Resist Setting Goals
- Applying Goal Setting Principles
- Knowing What Goals to Set
- How to Get Goals Specific
- The Goals Process
- Types of Goals
- How to Keep the Goals Process Alive
- Priorities Prevent Panic
- Communicating Goals to Your Team



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