

ONE: THE NATURE OF PRODUCTIVITY

- What is Productivity?
- Time — The Key Resource for Peak Performance
- 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 Baseline for Productivity
- The Rewards of Improving Productivity

TWO: PRODUCTIVITY THROUGH GOALS ACHIEVEMENT

- Having a Positive 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

THREE: INCREASING PRODUCTIVITY THROUGH MANAGING PRIORITIES

- Setting Priorities for Each Day
- Setting Priorities in All Areas of Life
- Maintaining Focus by Limiting Interruptions
- Handling E-mail Effectively
- Managing Communications
- Setting Up an Efficient Work Area
- Managing Drop-In Visitors
- Crisis Management
- Protect Your Productivity by Saying “No”

FOUR: IMPROVING PRODUCTIVITY THROUGH COMMUNICATION

- Mastering Communication Skills
- The Role of Empathy in Communication
- How Behavior Affects Communication
- Asking the Right Questions
- Listening for the Total Message
- Writing for Clear Communication
- Using E-mail Properly
- Using Technology Efficiently and Effectively

FIVE: EMPOWERING THE TEAM FOR PEAK PERFORMANCE

- The Empowerment Imperative
- The Benefits of Empowerment
- Empowering Different Generations
- Attitudes — The Heart of Empowerment
- Developing Team Players through Delegation
- Levels of Delegation
- Communication and Delegation

SIX: INCREASING PRODUCTIVITY OF THE TEAM

- Sharing and Communicating Goals
- Creating a Learning Environment
- Developing and Coaching Self-Directed Work Teams
- Developing People to Be Their Best
- Following Efficient Procedures
- Implementing Productive Meeting Strategies
- Living with Positive Expectancy
- Celebrating Your Success!

FOLLOW UP / REVIEW