



EFFECTIVE STAFF DEVELOPMENT

Improve your overall effectiveness and performance

- Discover why attitudes matter
- Develop an understanding of how to be effective on a team
- Understand what your employer expects of you
- Improve your communication skills
- Implement performance measurements
- Learn how to improve your job satisfaction

Participants: Supervisors & Support Staff
Standard Curriculum: Kick-off plus 5- 1.5 to 2 Hour Sessions
Schedule: Custom

Each Session:

- Provides action-oriented exercises to produce results.
 - Offers innovative ideas which can be put into action immediately.
 - Provides measurable results through behavior change.
 - Provides tracking methods to move you toward your goals.
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One: Attitude is Everything!

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- Habits of Action
- Thought Management

Two: Your Role in the Organization

- Your Need for Fulfillment
- What is a Team?
- Emotional Maturity
- "Blind" Spots"
- Your Role in the Organization

Three: Effective Communication

- Improving Your Ability to Communicate
- Essentials of Good Communication
- Toward Shared Understanding
- Take Responsibility for Improving Your Communication
- The Rewards of Communicating Effectively

BLUEPRINTS FOR SUCCESS

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Four: Measuring Performance

Production and Performance
Methods of Measurement
Using Your Potential
Your Opportunity for Achievement

Five: Job Satisfaction

Workplace Expectations
Attitude and Work Environment
Four Action Steps
What's in it For You?
S.M.A.R.T. Goals