

GETTING RESULTS THROUGH OTHERS

The Art of Developing & Managing Your Most Valuable Resource

By Rex C. Houze



HELPING TEAM MEMBERS BE PRODUCTIVE

- Defining Productivity
- Managing Versus Doing
- Problems That Prevent Optimum Productivity
- Five Ingredients for Improving Productivity
- Principles for Helping People Produce Desired Results
- Characteristics of Effective Managers
- Getting People to Follow Your Lead
- Developing Personal Accountability
- Instill the Pursuit of Excellence in Your Team Members

AUTHORITY AND INFLUENCE

- Three Types of Control
- The Power of Persuasion
- The Answers Are in the Questions
- The Proper Use of Authority
- Taking Disciplinary Action
- Types of Disciplinary Action
- Avoiding Miscommunications
- The Role of Active Listening in Influence

ACTIVITY AND RESULTS

- The Relationship Between Behavior and Results
- The 80/20 Rule
- High Payoff Activities
- Using Time Effectively
- Encourage Change
- Keeping Score for Greater Success
- Using Delegation to Get Results Through Others
- Benefits of Effective Delegation
- Basic Rules of Delegation
- Steps to Effective Delegation
- Levels of Delegation

CLARIFY GOALS AND EXPECTATIONS

- Change the Way People Think to Achieve New Goals
- Clarify Expectations to Improve Performance
- Eliminate "Mutual Mystification"
- Goals are the Key to Productivity Improvement
- Why People Resist Setting Goals
- The Goal Setting Process
- How to Keep the Goals Process Alive
- Helping Team Members Become Goal Directed
- The Importance of Balance
- Communicating Goals to Your Team

MOTIVATING PEOPLE TO PRODUCE

- The Bottom-line of Motivation
- The Importance of Attitude in Motivation
- Developing a Motivational Environment
- Principles of Effective Motivation
- Create "Want To" Versus "Have To"

- Frequent Feedback Prevents Problems
- Gaining Commitment
- Positive Confronting
- Confrontation versus Criticism

TRAINING TECHNIQUES THAT WORK

- The Role of Knowledge, Skill, and Talent
- The Role of Teaching and Coaching in Training
- Stages of Learning
- Help Team Members Develop Their Talents
- Reduce Interference to Improve Performance
- "No News" Kills Behavior
- Inspect What You Expect

DECISION MAKING & PROBLEM SOLVING

- The Power of Decision Making
- Deciding How You'll Decide
- Defining Problems
- Dealing With People Problems
- Principles for Dealing With People Problems
- The Six-step Process for Dealing With People Problems
- Root Cause Analysis
- Problem Solving Procedure
- Problem Prevention

CREATING SYNERGISTIC TEAMWORK

- Barriers to Effective Team Performance
- Building a High Performance Team
- Develop an Abundance Mentality
- Focus on Strengths
- Celebrate Diversity
- Summary

PLAN OF ACTION

ACCOMPLISHMENTS

NOTES/IDEAS

3 CDs for convenient listening & multi-sensory learning

EACH SESSION INCLUDES:

- **Quotes to Support Learning**
- **Self-evaluation checklists to identify opportunities for improvement**
- **Action exercises to insure application**
- **A Productivity Tip to enhance application**
- **A Motivational Minute to inspire action**
- **A Feedback & Discussion Sheet to keep participants on track**

FOR MORE INFORMATION, CALL OR WRITE: