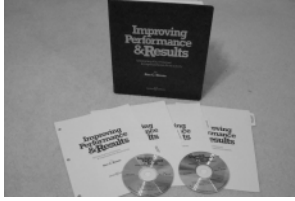


# IMPROVING PERFORMANCE & RESULTS

*Enhancing Your Personal & Organizational Productivity*

By Rex C. Houze



## **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  
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  
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

## **PRODUCTIVITY PLAN OF ACTION**

### **PRODUCTIVITY TOOLS**

### **ACCOMPLISHMENTS**

### **NOTES & IDEAS**

### **2 CDs for convenient listening**

#### **Each session includes:**

- Supporting Quotes**
- Self-evaluation Checklists**
- Action Exercises**
- A Productivity Tip**
- A Motivational Minute**
- A Feedback & Discussion Sheet**

FOR MORE INFORMATION, CALL OR WRITE: