

PERSONAL ACCOUNTABILITY	CHANGE MANAGEMENT	MANAGING YOUR DAY	THE ROLE OF TRUST	COMMUNICATION	ATTITUDE
JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
<p>What Are You Bringing to the Picnic?</p> <p><i>“The real tragedy of life is not that each of us doesn’t have enough strengths, it’s that we fail to use the ones we have.”</i></p> <p>–Marcus Buckingham</p> <p>It is easy to convince ourselves that we are necessary to the success of the organization in which we work. “Without me, the company would fall apart!”</p> <p>If tomorrow you were no longer an employee of your organization, in what ways would you be missed?</p>	<p>Why Can’t Things Just Stay the Same?</p> <p><i>“If you don’t like something, change it; if you can’t change it, change the way you think about it.”</i></p> <p>–Mary Engelbreit</p> <p>The future is guaranteed to bring more change, not less. It is vital to the success of an organization to help their employees understand the importance of developing effective change management skills for personal and professional success.</p> <p>Change is a constant, challenging part of the workplace environment. Taking time to improve your skills is a worthwhile investment in your self-development.</p>	<p>Time is Money!</p> <p><i>“Time is the coin of your life. It is the only coin you have, and only you can determine how it will be spent. Be careful lest you let other people spend it for you.”</i></p> <p>–Carl Sandburg</p> <p>Time is money! Those who can manage time will increase the bottom line.</p> <p>As the world moves at a faster pace, it’s essential not only that things get done faster, but also the right things get done in a timely manner. It’s crucial that employees are not only efficient, but also effective.</p>	<p>Win as much as you can</p> <p><i>“Trust is the bedrock of sound relationships. Building a basic culture of trust and collaboration is essential for any individual or organization seeking to capture the hearts and minds of its people and achieve consistent high commitment and performance.”</i></p> <p>–Preston C. Pond</p> <p>When trust is absent, relationships are characterized by an adversarial attitude: me vs. you; us vs. them. Rather than good-will, there are deep and hidden animosities. Respect is lost and our performance is compromised as our energies go into manipulation and protection rather than working together towards a shared vision.</p> <p>Personal relationships and trust go hand in hand; the stronger one is, the stronger the other will be. In order for organizations to achieve High-Performance, the employees must achieve a high level of trust.</p>	<p>Communicate Openly and Directly</p> <p><i>“The difference between the right word and the almost right word is the difference between lightning and the lightning bug”</i></p> <p>–Mark Twain.</p> <p>When asked which employees they would keep when it comes to communication skills, employers say, “The ones who can most effectively communicate their needs, preferences, ideas, and feelings to their customers, co-workers, and our organization”.</p> <p>Employers and employees share a common complaint – the need for better communication in their organization.</p>	<p>Attitudes Are Contagious-Is Yours Worth Catching?</p> <p><i>“There is little difference in people, but that little difference makes a big difference. The little difference is attitude. The big difference is whether it is positive or negative.”</i></p> <p>–W. Clement Stone</p> <p>Our attitude affects our behavior, which in turn is then demonstrated by our performance. No wonder attitude is so important in the business world. It determines how we do our jobs!</p> <p>High-Performance organizations have employees who understand this and come to work every day with a great attitude, both to increase their own productivity, and that of those around them.</p>
EMPOWERING LEADERSHIP	CUSTOMER FOCUS	CONFLICT MANAGEMENT	THE ADVANTAGE OF LISTENING	CHARACTERISTICS OF HIGH PERFORMANCE	CONQUERING YOUR KEY MOMENTS
JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
<p>From Control to Empowerment</p> <p><i>“In the recent years we have changed our definition of leadership to the capacity to influence others by unleashing their power and potential to impact the greater good.”</i></p> <p>–Ken Blanchard</p> <p>The most important theme of leadership is vision. Great leaders have a clear vision of what they want to accomplish and a passion for making that vision a reality.</p> <p>Great leaders are not more talented than the majority of people. The difference is that they know what they want, and work with all their might to make it happen. They cannot do it alone. Great leaders must have the ability to empower others to strive towards that same end goal.</p>	<p>Where Do Your Customers Want to Go?</p> <p><i>“There is only one boss: The customer. And he can fire everybody in the company from the chairman on down, simply by spending his money somewhere else.”</i></p> <p>–Sam Walton</p> <p>High-Performance organizations have realized the competitive edge that outstanding customer service provides, and are dedicated to developing employees with the skills to meet the challenges of a changing marketplace.</p> <p>Success comes to organizations who are committed to looking after their customers. Quality alone isn’t enough. In reality, goods and services aren’t <i>sold</i>; products and services are <i>bought</i> by customers.</p>	<p>The Good, the Bad, and the Ugly</p> <p><i>“Difficulties are meant to rouse, not discourage. The human spirit is to grow strong by conflict.”</i></p> <p>–William E. Channing</p> <p>Strong leaders in today’s fast-paced business world realize that employees who are adept at managing conflict are crucial to success.</p> <p>To stay competitive, high performance organizations realize that they must effectively manage the conflict that occurs among their employees.</p>	<p>Listeners Have the Advantage Over Speakers</p> <p><i>“True listening, no matter how brief, requires tremendous effort. First of all, it requires total concentration. You cannot truly listen to anyone and do anything else at the same time.”</i></p> <p>–M. Scott Peck</p> <p>Isn’t it funny that in school, we devote the most time to teaching children how to read, then speak, then listen, but in the business world, the importance of these 3 is completely flipped?</p> <p>In business, without properly being able to properly hear the content, decode the message, and confirm understanding with the speaker, communication has failed (head nodding doesn’t count!). Keep in mind that communication occurs when message sent equals message received.</p>	<p>Thriving In Chaos</p> <p><i>“What is clear is the need for innovation at every level-innovation not merely in the traditional sense of new products and services, but in the very ways that organizations operate and view themselves”.</i></p> <p>–Rosabeth Moss-Kanter</p> <p>Organizations, as well as individuals, are perfectly designed to get the results they are currently getting. If they keep doing what they have always been doing they will continue to get the same results.</p> <p>In this session we will introduce the importance of chaos in getting you from where you are to where you want to be.</p>	<p>The Moment of Choice</p> <p><i>“People “died” all the time in their lives...If you were perceptive, you could see it in their eyes; the fire had gone out”.</i></p> <p>–Anne Morrow Lindberg</p> <p>Everyone in life has choices to make and situations to deal with; what they choose and the way they deal with each situation is up to them.</p> <p>In order to create a state of mind that allows you to meet, conquer, and transcend the challenges of your life, you need to learn to live from your vision and purpose rather than being reactive to circumstances, events, and other people.</p>