

INTRODUCTION / KICKOFF

The Total Leader® Concept and Personal Productivity
Goal Setting and Personal Productivity
Beginning the Goal-Setting Process
Making the Most of Daily Planners / Calendars
Setting Priorities for Your Day
Productivity Improvement Goals Plan of Action

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