



Efficiency Series

7 Sessions –

10-12 Hours of Interactive Training

The Efficiency Series from LearnKey provides five complete courses of instruction that help develop more effective employees, managers, and executives. Courses include Assertiveness; De-Junk Your Life; Get Things Done; Motivation and Goal Setting; and Negaholics.

About The Author

Assertiveness specialist **Gail Cohen's** energy and enthusiasm for *Assertiveness Skills* motivate her users to listen, learn and retain vital information. Her focus on the "how to" and not the "why" of assertiveness skills gives users the knowledge they need to put their new skills immediately and confidently to work.

Dr. Cherie Carter-Scott is considered the country's foremost authority on negativity and the toll it takes in the workplace. A best-selling author and in-demand speaker, she's reached more than 200,000 people in 12 countries through workshops and keynote addresses. She has appeared on TV's "Oprah" show to share her exclusive negativity-fighting strategies. During her 25-year career, Dr. Carter-Scott has helped businesses from Fortune 500 companies to family-owned enterprises build high-achieving, positive work teams that exceed organizational goals.

Assertiveness

Section A: Module One

- Overview
- Step 1 - Like Me
- Step 2 - Know Me
- Roles
- Responsibility
- Relationships
- Step 3 - Know Them
- Step 4 - Grow
- Review

Section B: Module Two

- Overview
- Negativity
- Feedback
- Step 5 - Take Action
- Conversation Model
- Step 6 - Anticipate
- Step 7 - Be Positive
- Step 8 - Persist
- Review

Section C: Module Three

- Overview
- Five Different Behaviors
- Decision Making
- Step 9 - Lighten Up
- Step 10 - Take Care of Me
- Leadership Qualities
- Step 11 - Have Patience
- Step 12 - Be Committed
- Review

De-Junk Your Life

Section A: De-junking Your Life

- Introduction
- Meet Dawn Dwyer
- De-junking Your Space
- ABC Method
- De-junking Your Office
- De-junking Personal Space
- De-junking Your Room
- JAKE's Top 10

Section B: Paper & Information

- De-junking Paper
- RAFT
- SPACNG
- Clutter
- Information at Home
- Personal Papers
- JAKE's Top 10

Section C: Priorities

- Time & Priorities
- Planning Tools
- Ticker File
- Planning Appointments
- Five-Year Vision
- SMART
- Urgent vs. Important
- JAKE's Top 10

How to Get Things Done

Section A: Using Time Wisely

- Introduction
- Using Time Wisely
- Get Organized
- External Distractions
- Meetings
- Phone Calls
- Visitors

Section B: Get Organized

- Evaluate
- Your Supplies
- Your Desktop
- Your Phone Directory
- Your Calendar
- Your Space
- Your Equipment
- TAF
- Working with Others
- Workplace Conflicts
- Resolve Conflicts

Section C: Getting More Done

- Evaluate Requests
- Delegating
- Control Distractions
- Running Out of Time?
- Crisis Management
- STRESS
- Procrastination
- Perfectionism

Motivation & Goal Setting

Section A: Goal Setting

- Creating Your Identity
- Values
- Your Mission Statement
- Goal Setting
- Action Plan

Section B: Motivation

- Motivation
- Fear of Failure
- Performance Secrets
- Self-Discipline
- Change

Section C: Motivating Others

- Introduction
- Your Needs
- Praise
- Employee Examples
- Praise (cont.)

Negaholics

Session 1

Section A: Negaholism

- Introduction
- I Can't's
- Neg-Attacks
- Types of Negaholics
- Review
- Life Example

Section B: Team Negaholism

- Overview
- Team Negaholic Behaviors
- Dealing with Negaholism
- Team Negaholism
- Review

Section C: Handling Stress

- Overview
- Stress
- Issues of Negaholics
- Internal Voice
- Resistant Behavior
- Are You a Negaholic?

Negaholics

Session 2

Section A: The Hiring Process

- Stay on Track
- Hiring
- Personal Agendas
- Essentials for Interviewing
- Summary

Section B: Keeping the Right Employees

- Cohesive Teams
- Orientation Program
- Coaching
- Mentoring
- Setting Expectations
- Summary

Section C: Negativity

- Thoughts & Actions
- SWOT
- Nurturing
- Solutions for Negativity
- Summary

Negaholics

Session 3

Section A: Workplace

- Negaholics
- Dirty Dozen
- Workaholic Workhorse
- Consummate Controller
- Political Peacemaker
- Perennial Expert
- Chronic Cynic
- Blatant Backstabber
- Status Quo Sustainer
- Solitary Succeder
- Morose Melancholic
- Walking Wounded
- Garrulous Gossip
- Resigned Apathetic
- Review

Section B: Negativity on the Job

- Reasons for Negativity
- Addressing Negativity

Section C: Addressing Your Negativity

- Seven-step Process
- Real-life Examples
- Review