



## 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