

The Art of Communication

Section A: Communicate

- Self-Assessment
- Introduction

Section B: Four Basics of Communication

- Objectives
- Audience
- Technique
- Summary & Call to Action
- Assessment

Section C: Communication Better: Writing

- Reader's Point of View and the Main Idea
- Brainstorming
- Outlining & Aerobic Writing
- Organizing the Document
- Revising
- Visual Clarity & Headlines
- Assessment

Section D: Speaking Better: Presenting

- Outlines & First Impressions
- BEST Recipe & Signpost Phrases
- Plan Your Conclusion
- Delivery
- Visual Aids & Room Choreography
- Curing Fear & Self Consciousness
- Answering Questions: Q-BEST-Q Recipe
- Asking Questions
- Use Mistakes to Build Credibility
- Assessment

Section E: Interacting Better: Meetings

- Meetings are Costly Investments
- Think Purposes, Not Meetings
- Forecast Your Meeting
- Leading Meetings
- Public Minutes
- Ending & Last Words
- Assessment

The Art of Stress Management

Section A: Recognizing Stress

- Self-Assessment
- What is Stress?
- Conditions of Stress
- Signs of Stress
- Stages of Stress
- Assessment

Section B: Coping with Stress

- Introduction
- Change Attitudes & Perceptions
- Change Interaction with Environment
- Change Physical Abilities to Cope
- Change Your Environment
- Assessment

Section C: Building Mental Fitness

- Relating to Others
- Mental Fitness
- The Triple A Workout: Awareness
- The Triple A Workout: Attitude

- The Triple A Workout: Action
- Reminders
- Assessment

The Art of Organization

Section A: Why Get Organized?

- Self-Assessment
- Benefits to Getting Organized
- Tips to Make Organizing Easier
- Defining Clutter

Section B: Challenges to Getting Organized

- Fear of Dumpingbr /> · Fear of Becoming Rigid & Inflexible
- Lack of Knowledge
- Assessment

Section C: Getting Started: Procedures

- Objectives & Goal Setting
- Start with Secondary Work Areas
- Reduce, Refer & Rearrange
- Put Like Things Together
- Stay Focused
- Primary Work Area: Arrangement
- Your Filing System
- Assessment

Section D: Staying Organized: Processes

- Use Your Desktop as a Clearing House
- Decision Making vs. Paper Shuffling
- Create a Tracking System
- Tie Up Loose Ends
- Process Information Systematically
- Managing the Reading
- Stay on Top
- Assessment

Attitude for Success

Section A: Attitude Advantages

- Self-Assessment
- Attitude Influences Everything
- The Components of Attitude
- Good Attitude Advantages
- Factors that Impact Attitude
- Assessment

Section B: Adjusting Your Attitude

- Use the Flipside Technique
- Play Your Winners
- Simplify
- Insulate
- Assessment

Section C: Attitude & Success

- Give Your Positive Attitude to Others
- Look Better to Yourself
- Accept the Physical Connection
- Clarify Your Mission
- Reminders
- Assessment

Manage Time

Section A: The Tests of Time

- Self-Assessment

- Identify the Time You Control
 - Analyze Your Use of Time
 - The Tests of Time
 - Your Energy Cycles
 - Assessment
- Section B: Stop Wasting Your Time
- Time Wasters: An Overview
 - Disorganization
 - Procrastination
 - Cannot Say “No”
 - Environmental Time Wasters
 - Planning & Prioritizing
 - Planning Tips
 - Assessment
- Section C: Becoming a Time Manager
- Focusing on Goals
 - Establishing Priorities
 - Delegating
 - Personalize: Use Techniques To Suit You
 - Control Your Schedule
 - Reminders
 - Assessment