

## **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
- Tickler 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'ts
- 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 Succeeder
- 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