

IMPROVING PERFORMANCE & RESULTS

Enhance your performance and
achieve the results you desire to succeed!

Objectives:

- Increase your ability to coach, influence and persuade others.
- Enhance your personal and organizational productivity.
- Increase your ability to manage yourself, not your time, with self discipline.
- Strengthen relationships through positive mental attitude & mastering intentional communication.
- Create opportunities for growth through adoption of new behaviors.
- Improve goal setting and personal accountability to achieve greater success.

CONFIDENCE

Today's leader in every role of the organization needs to be a coach and a collaborative team player who works with individuals as well as with groups to ensure job satisfaction, productivity, and high-quality customer service. These tasks and responsibilities are multifaceted and require a variety of skills.

Between the immense competition and the need to maximize output with fewer workers, leaders are constantly coordinating people and tasks. Their continued success and sales depends upon their ability to get things done through others.

Improving Performance & Results is designed to improve your communication skills, confidence, motivation and success. Which directly relates to increasing your ability to coach, influence and persuade.

PROGRAM

Audience:

- Managers ■ Sales
- Team Leaders ■ Supervisors
- Support Staff ■ Customer Service
- Project Managers

Schedule:

Kick Off - Custom Meeting
6 Interactive training sessions
2.5 hour sessions

Features:

Workbooks
CD's - multisensory learning
Action Exercises to insure application
Self evaluations
Weekly plan of action
Feedback & discussion sheets
Weekly Accomplishments
Coaching tips

Locations:

Your location
AIM Training Center

Class Dates:

- May 13, 2010
- May 27, 2010
- June 10, 2010
- June 24, 2010
- July 22, 2010
- August 5, 2010
- August 19, 2010

All Classes from
8:30am - 11:00am

Call Today!
712.322.1112



AMERICAN INSTITUTE
of
MANAGEMENT
INCORPORATED

300 WEST BROADWAY, SUITE 20
COUNCIL BLUFFS, IOWA 51503
712-322-1112
www.americaninst.com

Program Outline

Attend this seven session training program to gain the skills and insights you need to lead conversations with confidence, influence decision makers, and increase your productivity.

KICK-OFF: CUSTOM SESSION

ONE:

Personal & Organizational Productivity

- 7 C's of Performance & Results
- How Productive Are You?
- Principles of Being Productive
- What Keeps You from Being Productive?
- The Performance and Results Relationship
- Peak Performance Factors
- Performance Inhibitors
- The Business of Relationships
- The Slight Edge – Continuous Improvement
- Personal Responsibility

Two:

Attitude is Everything

- How Attitudes Are Formed
- Maintaining a High Energy Level
- Getting in Your Zone
- The Role of Self-image in Success
- Action Versus Feelings
- Whatever it Takes
- The 8 P's of Personal Performance
- Your Greatest Power
- Eliminate "If only" and "What if" Thinking

THREE:

Manage Yourself, Not Time

- Common Timewasters
- Balance Effectiveness and Efficiency
- The Power of Focus and Concentration
- Identify and Stay In High Payoff Activities
- Weed Your Mental Garden
- Overcome Procrastination
- Stay Out of the Drama Triangle
- Do Anything, But Not Everything
- Other People's Time --- Delegation
- Levels of Delegation
- Using Time Effectively

FOUR:

Together Everyone Achieves More

- Teamwork Destroyers
- Cooperation: There is no "I" in Team.
- Barriers to Effective Team Performance
- Steps to Increase Accountability
- Focus on Strengths
- Synergy
- Vision/Mission/Purpose
- Relationships
- Feedback
- Energizing Teammates
- The Power of Candor

FIVE:

Mastering Intentional Communication

- The Purposes of Communication
- Interference and Distortion Factors
- How to Avoid Miscommunications
- How to Improve Communication
- Barriers to Effective Communication
- The Role of Active Listening
- Levels of Listening
- Word Choice and Phrasing
- Principles of Asking Effective Questions
- Empathy/Ego balance
- Dealing with Negative People & Resistance
- Dealing with Criticism
- Why You Cannot NOT Communicate

Six:

Goals and Achievement

- The Key to Productivity Improvement
- Defining Problems
- Stamp Out Uncertainty
- The Benefits of Setting Goals
- Why People Resist Setting Goals
- Applying Goal Setting Principles
- Knowing What Goals to Set
- How to Get Goals Specific
- The Goals Process
- Types of Goals
- How to Keep the Goals Process Alive
- Priorities Prevent Panic
- Communicating Goals to Your Team