

*The Total Leader*<sup>®</sup>

**EFFECTIVE  
PERSONAL  
PRODUCTIVITY**<sup>®</sup>



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# EFFECTIVE PERSONAL PRODUCTIVITY®

*Create a high performance organization*

## *INTRODUCTION / KICKOFF*

The Total Leader® Concept and Personal Productivity

Goal Setting and Personal Productivity  
Beginning the Goal-Setting Process  
Making the Most of Daily Planners / Calendars  
Setting Priorities for Your Day

## *ONE: THE NATURE OF PRODUCTIVITY*

What is Productivity?  
Time — The Key Resource for Peak Performance  
Attitudes toward Planning and Goal Setting  
Attitudes toward Other People  
Attitudes toward External Circumstances  
Attitudes toward Practices and Procedures  
Attitudes toward Yourself  
Identifying and Using High-Payoff Activities  
Establishing a Baseline for Productivity  
The Rewards of Improving Productivity

## *TWO: PRODUCTIVITY THROUGH GOALS ACHIEVEMENT*

Having a Positive Self-Image  
Personal and Organizational Goals  
How the Goal-Setting Process Works  
The Power of Written Goals  
Finding Time for Planning and Goal Setting  
Tracking and Feedback  
Putting Affirmation and Visualization into Practice

## *THREE: INCREASING PRODUCTIVITY THROUGH MANAGING PRIORITIES*

Setting Priorities for Each Day  
Setting Priorities in All Areas of Life  
Maintaining Focus by Limiting Interruptions  
Handling E-mail Effectively  
Managing Communications  
Setting Up an Efficient Work Area

Managing Drop-In Visitors  
Crisis Management  
Protect Your Productivity by Saying “No”

## *FOUR: IMPROVING PRODUCTIVITY THROUGH COMMUNICATION*

Mastering Communication Skills  
The Role of Empathy in Communication  
How Behavior Affects Communication  
Asking the Right Questions  
Listening for the Total Message  
Writing for Clear Communication  
Using E-mail Properly  
Using Technology Efficiently and Effectively

## *FIVE: EMPOWERING THE TEAM FOR PEAK PERFORMANCE*

The Empowerment Imperative  
The Benefits of Empowerment  
Empowering Different Generations  
Attitudes — The Heart of Empowerment  
Developing Team Players through Delegation  
Levels of Delegation  
Communication and Delegation

## *SIX: INCREASING PRODUCTIVITY OF THE TEAM*

Sharing and Communicating Goals  
Creating a Learning Environment  
Developing and Coaching Self-Directed Work Teams  
Developing People to Be Their Best  
Following Efficient Procedures  
Implementing Productive Meeting Strategies  
Living with Positive Expectancy  
Celebrating Your Success!

## *FOLLOW UP / REVIEW*