



“Who Will Do What By When?” A Program for Enhancing Productivity, Trust and Personal Power in the Workplace

One of the biggest frustrations in today's office environment is "interpersonal ineffectiveness." Teammates often can't communicate powerfully or are unwilling to take responsibility for getting things done. As a result, they don't trust each other and performance is hampered by anger, cynicism and resignation.

Fortunately, dramatic improvements can be made using some already familiar tools. More rigorous application of terms such as "request," "promise" and "complaint" creates an environment of integrity where things get done and people's emotions *enhance* their performance rather than interfere with it.

The concepts presented in this program are basic, but only a few top executives understand and use them powerfully. Too often team effectiveness programs focus on high level issues and overlook the real keys to effectively coordinating action. As any successful sports team will attest, executing the fundamentals is vital to winning.

The program teaches a simple model -- a roadmap for operating in integrity that enhances performance, trust and personal power. Similar to the benefits of upgrading your computer's operating system, this program enhances your team's reliability, capacity and speed. Their new "interpersonal operating system" provides a platform for sustained excellence.

Practice is required. Specific exercises and next-action steps are provided that enable you to convert the program material from ideas that sound good to skills you use. The program can be customized to your needs, including keynote, workshop and personal coaching formats.

Heads-Up Performance Inc.'s client list includes Microsoft, Fannie Mae, MBIA, and the New York Yankees and many small businesses. For more information contact Tom Hanson, Ph.D. at 813-968-8863 or email Tom@HeadsUpPerformance.com