

# EFFECTIVE STAFF DEVELOPMENT

*Improve Your Overall Effectiveness and Performance*

## *ONE: Attitude is Everything!*

**Attitude is Everything!**  
**Habits of Action**  
**Thought Management**

## *FOUR: Measuring Performance*

**Production and Performance**  
**Methods of Measurement**  
**Using Your Potential**  
**Your Opportunity for Achievement**

## *TWO: Your Role in the Organization*

**Your Need for Fulfillment**  
**What is a Team?**  
**Job Expectations**  
**Emotional Maturity**  
**“Blind Spots”**  
**Your Role in the Organization**

## *FIVE: Job Satisfaction*

**Workplace Expectations**  
**Attitude and Work Environment**  
**Four Action Steps**  
**What’s in it For You?**  
**S.M.A.R.T. Goals**

## *THREE: Effective Communication*

**Improving Your Ability to Communicate**  
**Essentials of Good Communication**  
**Toward Shared Understanding**  
**Take Responsibility for Improving Your**  
**Communication**  
**The Rewards of Communicating Effectively**