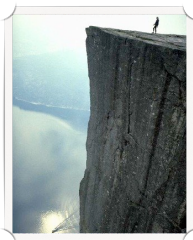




with Jack Harkins
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The people in great organizations
have 3 things in common




- Positive energy
- Look in the mirror
- Continual Improvement
(proud but not satisfied)



KnowledgeTrain
Knowledge. Training. Success.

Project management thought for Friday:
**You can't multi-task.
Even if you think you can.**



Research has shown that we can perform
only one cognitive task at a time, so focus
on doing one thing well.

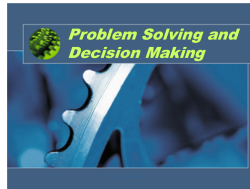
Source: <http://drbj.hubpages.com/hub/Strange-Psychological-Facts>
More thoughts for Friday at:
<http://www.knowledgetrain.ca.uk/project-management-thought-for-friday>

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- Work in blocks of time
- Turn off all distractions
- Take short breaks often
- Keep a list of questions
- Require a list of questions

4 Step Problem Solving

- What's the Problem?
- What's the source of the problem?
- What are some possible solutions?
- What solution do you recommend?



WHY?

Navigating through Change

- Acknowledge that change is difficult.
- Get their input. Ask their opinion.
- Explain why
- Ask them to support the change. Ask for the business.
- Help them understand their choices



Communication



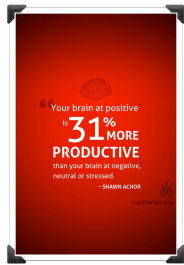
People prefer to do business with people they like

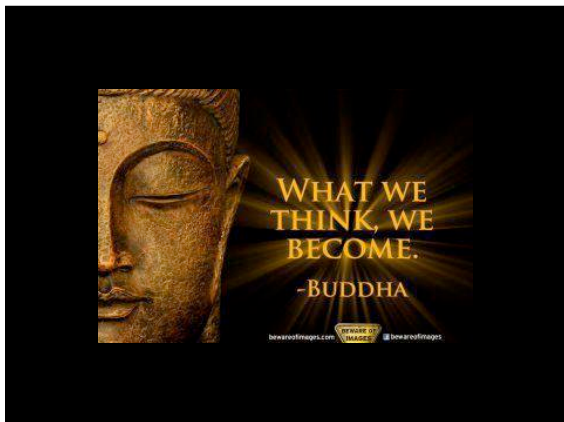




Positive leads to Success

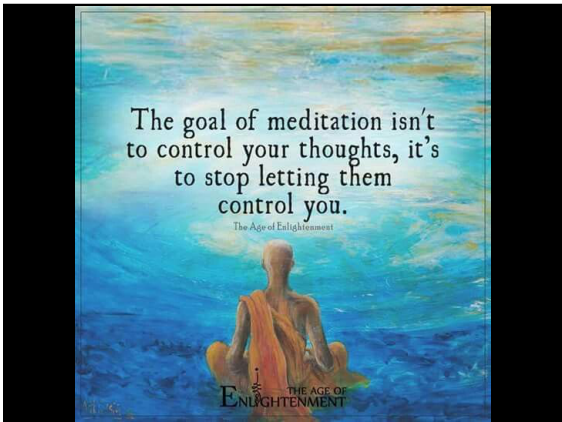
- Sales by 31%
- Productivity by 37%
- Accuracy on tasks by 19%











Smile

- You will physically feel better.
- Others will find you more approachable.









How did I treat people today?

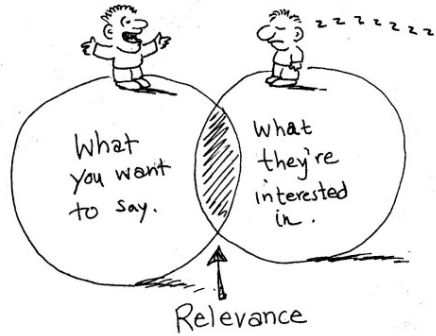


First impressions shouldn't matter...but they do.



People know you for
what you've done,
not for what you plan
to do.

Unknown



THINK

BEFORE YOU SPEAK

T is it TRUE?

H is it HELPFUL?

I is it INSPIRING?

N is it NECESSARY?

K is it KIND?