I. Office politics and personality styles

A. Office politics

B. Encourage respect

C. Interacting and influencing

1. Be nice to everyone

2. Dealing with different office personalities

3. Gain trust through honesty

4. Be assertive

5. Personality style theory

II. Ethics in business

A. Ethics

B. The gray area

C. Common ethical dilemmas

D. Overcoming obstacles

1. Overcome unethical encounters

2. Benefits of an ethical environment

E. 10 Benefits of managing ethics

1. Benefits

2. Lead by example

3. Ethical standards

F. Ensuring ethical behavior

1. Addressing unethical behavior

2. The A.C.T. model of ethical decision-making

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III. Time management

A. Setting goals

B. The Three P’s

1. Positive

2. Personal

3. Possible

C. The SMARTER way

D. Prioritizing your goals and time

1. Urgent/important matrix

2. Being assertive

3. Planning wisely

E. Tackling procrastination

1. Why we procrastinate

2. Nine ways to overcome procrastination

F. Organizing your workspace

1. De-clutter

2. Managing workflow

3. Dealing with email

G. Delegating made easy

1. When to delegate

2. To whom should you delegate?

3. Keeping control

4. The importance of full acceptance

IV. Giving feedback

A. When should feedback occur?

1. Repeated events or behavior

2. Breaches in company policy

3. When informal feedback hasn’t worked

4. Immediately after the occurrence

B. Preparing and planning

1. Gather facts

2. Create an action plan

3. Keep written records

4. Choose time and place

C. During the feedback session

1. The feedback sandwich

2. Ask for their input

3. Be as specific as possible

4. Diffuse anger or negative emotions

D. What not to do during feedback

1. Attack or blame

2. Talk down

3. Become emotional

E. After the session

1. Set a follow-up meeting

2. Make yourself available

3. Be very specific with your instructions

V. Conflict management

A. Introduction to conflict management

1. What is conflict?

2. What causes conflict?

3. What is conflict resolution?

4. Understanding the conflict resolution process

B. Conflict resolution styles

1. Collaborating

2. Competing

3. Avoiding

4. Accommodating

5. Compromising

C. Dealing with problem employees

D. Behaviors to avoid

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VI. Critical thinking/Problem solving

A. Introduction to critical thinking

1. Components of critical thinking

2. Applying reason

3. Open-mindedness

4. Analysis

5. Logic

6. Non-linear thinking

7. Stepping out of comfort zone

B. Logical thinking

1. Ask the right questions

2. Organize the data

3. Evaluate the information

4. Draw conclusions

C. Characteristics of critical thinking

1. Active listening

2. Curiosity

3. Discipline

4. Humility

5. See the big picture

6. Objectivity

7. Use your emotions

8. Be self-aware

D. Evaluating information

1. Making assumptions

2. Watch out for bias

3. Ask clarifying questions

4. SWOT analysis

E. Benefits of critical thinking

F. Identifying root causes of problems

G. Decision making styles

1. Democratic

2. Authoritative

3. Participative

4. Delegation

5. Consensus

VII. Conclusion

A. Class evaluations

B. LSII Test review

C. Testing

D. Dismissal