



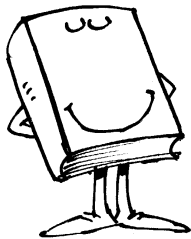
Table of Contents

Introductory Letter i

“We Know You Got It” Survey Form iii

Table of Contents ix

INTRODUCTION: Background & Beginnings xiii



A. What We’ve Become xiii

B. How Do I Use It? How Long Does It Take? xv

C. What’s New? xviii

D. What Our Participants Say xviii

E. Reference xix

F. Acknowledgments xx

G. About the Author xxi

H. List of Activities & Addenda xxi

PART I: Attitude Attitude-1



Learning Points: Attitude Attitude-1

Contents Attitude-2

Preface: Attitude Attitude-4

A. Attitude: A State of Mind Attitude-5

B. Self-Attitude Attitude-6

C. Change Attitude-9

D. Humor Attitude-12

E. Self-Talk Attitude-14

F. Individual Strengths Attitude-15

G. Stress Attitude-19

H. Resources Attitude-23

I. References Attitude-25

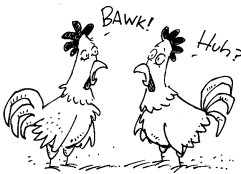
PART I ADDENDA Attitude (Addendum)-1

PART II: Responsibility Responsibility-1



Learning Points: Responsibility Responsibility-1
 Contents Responsibility-2
 Preface: Responsibility Responsibility-4
 A. We Have a Choice Responsibility-5
 B. Respect Responsibility-7
 C. Responsibility and Commitment Responsibility-12
 D. Responsibility and Change Responsibility-16
 E. References Responsibility-21
PART II ADDENDA Responsibility (Addendum)-1

PART III: Communication Communication-1



Learning Points: Communication Communication-1
 Contents Communication-2
 Preface: Communication Communication-4
 A. It's More Than Talking Communication-5
 B. Body Language Communication-6
 C. Listening Communication-9
 D. Speaking Communication-14
 E. Read! Read! Read! Communication-17
 F. Conflict Resolution Communication-19
 G. Anger Management Communication-26
 H. "I" Statements Communication-29
 I. Difficult People Communication-31
 J. References Communication-35
PART III ADDENDA Communication (Addendum)-1



PART IV: Problem Solving Problem Solving-1



Learning Points: Problem Solving Problem Solving-1
Contents Problem Solving-2
Preface: Problem Solving Problem Solving-4
A. Life Can Be Habit Forming! Problem Solving-5
B. Problems! Problems! Problems! Problem Solving-7
C. I Think I Got It! Problem Solving-8
D. Be Creative! Problem Solving-12
E. Working Together Problem Solving-15
F. Time Management Problem Solving-20
G. References Problem Solving-21
PART IV ADDENDA Problem Solving (Addendum)-1

PART V: Preparing for the Workplace Workplace Prep-1



Learning Points: Preparing for the Workplace Workplace Prep-1
Contents Workplace Prep-2
Preface: Preparing for the Workplace Workplace Prep-4
A. The Career Path Workplace Prep-5
B. Job Search Workplace Prep-13
C. The Interview Workplace Prep-16
D. References Workplace Prep-21
PART V ADDENDA Workplace Prep (Addendum)-1



