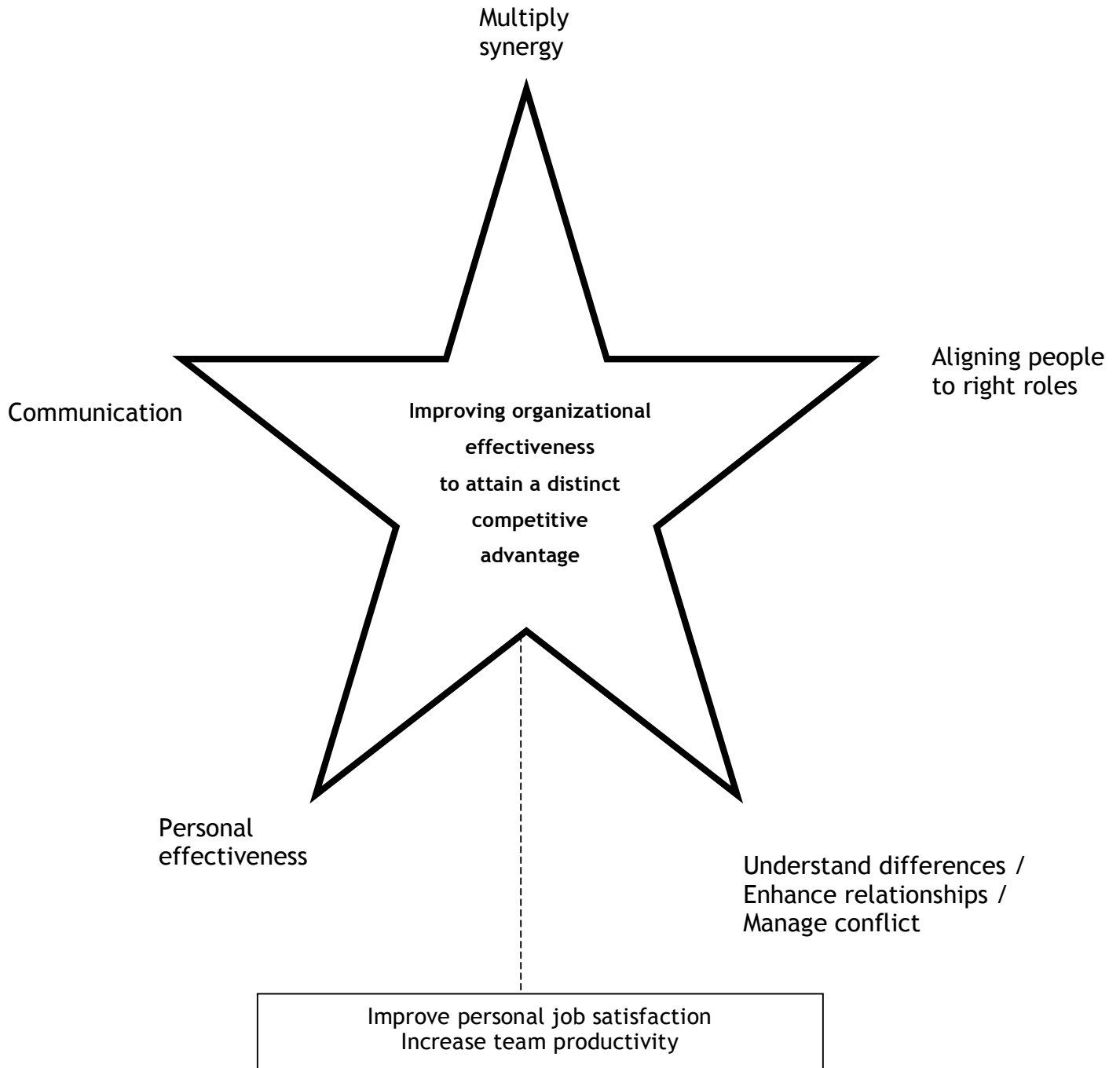


—STAR—

TRAINING POINTS



STAR POWER

Personal Effectiveness

- An ability to describe work/roles that play to your strengths
- An understanding of and vocabulary you can use to recognize your own talents and be able to describe your talents to others
- An understanding of and vocabulary for the work environment that allows you to be productive
- An understanding of and vocabulary for your energy source to solve problems, make decisions and attain goals
- Command and control over how and where you will use your individual energy, talents and strengths to accomplish your goals
- An understanding of work/assignments that create stressors because you are forced to work counter to your natural talents
- Knowledge of and ability to apply strategies and techniques to elevate performance even when goals and expectations do not play to your strengths

Understanding Differences

- An understanding of the contributions of the different strengths
- An appreciation for the differences
- A respect for the different work environments necessary for individuals to succeed
- A recognition that these work style differences are prevalent in the workplace, and if left unattended can lead to stress, conflict and reduced productivity
- Knowledge of and ability to apply strategies and techniques to celebrate differences; to enhance relationships; to manage conflict; and to foster healthy workplace differences and dialog

Communication

- An awareness that people send and receive communication differently
- Knowledge of and ability to apply strategies and techniques to listen to others; to coach others; and to frame communication and assignments that align and connect to the individual's personal communication style

Building Team Synergy and Multiplying Efforts

- An understanding of the concept of synergy (total is greater than the sum of the parts)
- A recognition of teams/groups that should work together (work should be done interdependently)
- A recognition of teams/groups that should work as individuals (work should be done independently)
- An understanding of the dynamics of teams without synergy (inertia and polarization)
- An understanding of the dynamics of teams with synergy and the potential results
 - Reduced cycle time
 - Improved communication
 - Quicker to market
 - Elevated trust
 - Improved profitability
 - Multiplied outcomes
- Knowledge of and ability to apply strategies and techniques to create synergy and multiply efforts when working with others (one-on-one); when working with teams already formed; and in forming and creating start-up teams, task forces and committees

Aligning People to the Right Roles

- An understanding of the "work profile" necessary to succeed in a specific job
- An understanding and vocabulary for the work requirements and performance expectations necessary to succeed in a specific role with a given supervisor, manager or leader
- A recognition when the stress of working against one's grain is causing performance issues
- A recognition when manager's performance expectations are not being met and the tension this is causing
- A recognition of communication breakdowns when the chemistry between the performer and manager are not ideal
- Knowledge of and ability to apply strategies and techniques to hire people with the right strengths for specific roles assignments
- Knowledge of and ability to apply strategies and techniques to improve performance of those already functioning in a role or assignment by practicing coaching methods, altering job requirements, and changing manager expectations.