

Contents

Acknowledgments	xi
Introduction	1
PART I OPENERS	
1 Hello	9
2 Taking the Pulse	12
3 Placards	15
4 Balancing Act	17
5 Intro	19
6 Postcard from a Friend	21
7 Little-Known Facts	23
8 Working the Room	25
PART II COMMUNICATION	
9 Communication Modes	31
10 Communication Problems	35
11 Presentation Skills	40
12 Storytelling	43
13 Your Funny Life	45
14 Light, Medium, or Heavy	47
15 Flextalk	49
16 Sequencing	51
17 Half and Half	55
18 Spell and Count	57
19 Fast Work	59
PART III SALES AND MARKETING	
20 Best Slogan	67
21 The World's Worst	69
22 Supply Chain	71
23 Influence	77
24 Persuasion	79
25 Hot Seat	87
PART IV TEAMWORK	
26 FCC	93
27 Teamwork Concepts	100
28 Secret Coaches	102

29	Switch	104
30	Equal Air Time	106
31	Want and Give	108
32	Easy Money	114
33	Survivor	117
34	Garbage	129
35	Fight Right	132
36	Newton	146
37	Hidden Agenda	148
38	Three-Way Sudoku	154
39	Virtual Team Tips	162
40	Crowd Wisdom	165
PART V LEADERSHIP		
41	Leadership Survey	171
42	Leadership Advice	173
43	Leadership Art	176
44	Leadership Envelopes	178
45	Epigrams	181
46	Decode	184
47	Trash	191
48	Freelance	195
49	Management Tasks	199
PART VI DIVERSITY		
50	Differences	209
51	Triads	212
52	Small Potatoes	214
53	By the Numbers	216
54	Free Time	218
55	Company Picnic	220
PART VII PROBLEM SOLVING		
56	Zoom	225
57	One to Ten	227
58	One, Two, and More	229
59	Double Negatives	233
60	Letters and Numbers	236
61	Long Words	240
62	New Anagrams	243
63	Similes	247
64	Assumptions	249
65	Criteria	254
66	Karma	256

PART VIII CRITICAL THINKING

67 \$5 Exercise	261
68 Double Talk	263
69 Audio Tic-Tac-Toe	265
70 Memory Test	268
71 Business Strategies	270
72 Tree	274
73 ExEx	276
74 Quick Questions	287
75 Triple Nine	289
76 Wobegon Test	291

PART IX CORPORATE TRAINING TOPICS

TIME MANAGEMENT

77 Time Value	295
78 Time Savers	298
79 Time Wasters	300

TRAINING

80 Two Sides of Training	305
81 Interactive Learning	308

OUTSOURCING

82 FGI	319
83 Outsourcing	321

CHANGE MANAGEMENT

84 Trifurcation	327
85 White Water	331

WORKPLACE VIOLENCE

86 Workplace Violence	339
-----------------------	-----

PART X REVIEW

87 2-Minute Sprints	347
88 Cross-Examination	350
89 Open Book	352
90 Review Cards	355
91 Tougher	358
92 Fast Grab	360
93 Top Choices	362
94 Key Points	364
95 Whispers	366

PART XI CLOSERS

96 Psychic Massage	373
97 Success Stories	375
98 Timescapes	377
99 Postcard to a Friend	379
100 SPAM	381
About the Author	383
Pfeiffer Publications Guide	385

<http://www.pbookshop.com>