

# **Playing to Win in a Changing World**

## ***Staff Development E-Course Outline***

### **Section One:            Owning the Choices We Make – and the Consequences *Those Choices Produce***

<b>Lesson One</b>	-	-	-	<b>Playing to Win versus <i>Playing Not to Lose</i></b>
<b>Lesson Two</b>	-	-	-	<b>Victimhood &amp; Accountability <i>A Tale of 2 Perspectives</i></b>
<b>Lesson Three</b>	-	-	-	<b>Victimhood &amp; Accountability <i>Underlying Beliefs</i></b>
<b>Lesson Four</b>	-	-	-	<b>Victimhood &amp; Accountability <i>Rules or Preferences</i></b>
<b>Lesson Five-</b>	-	-	-	<b>Victim Choices <i>When Rules are Violated</i></b>
<b>Lesson Six</b>	-	-	-	<b>Accountable Choices <i>When Preferences Are not Met</i></b>
<b>Lesson Seven</b>	-	-	-	<b>Real-World Accountability <i>A Truth, NOT a Characteristic</i></b>
<b>Lesson Eight</b>	-	-	-	<b>SECTION ONE SUMMARY</b>

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### **Section Two:            **The Relentless Search for Better Ways**** ***Accountability for Employability***

<b>Lesson Nine</b>	-	-	-	<b>Continuous Process Improvement</b> <b><i>Employability for Life</i></b>
<b>Lesson Ten</b>	-	-	-	<b>Continuous Process Improvement</b> <b><i>Your Job Performance</i></b>
<b>Lesson Eleven</b>	-	-	-	<b>The Search for Better Ways</b> <b><i>Why Your Participation is so Important</i></b>
<b>Lesson Twelve</b>	-	-	-	<b>The Search for Better Ways</b> <b><i>Deliberate</i></b>
<b>Lesson Thirteen</b>	-	-	-	<b>The Search for Better Ways</b> <b><i>Decide</i></b>
<b>Lesson Fourteen</b>	-	-	-	<b>The Search for Better Ways</b> <b><i>Implement</i></b>
<b>Lesson Fifteen</b>	-	-	-	<b>The Search for Better Ways</b> <b><i>Improve</i></b>
<b>Lesson Sixteen</b>	-	-	-	<b>SECTION TWO SUMMARY</b>

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### **Section Three:      **Real-World Customer Service**** ***Life Skills in the People Business***

- Lesson Seventeen -      -      -      **Word-of-Mouth**  
***The Stories They Tell***
  
- Lesson Eighteen -      -      -      **What we Know**  
***About Dealing with People***
  
- Lesson Nineteen -      -      -      **To Meet Their Expectations**  
***Know What They Expect***
  
- Lesson Twenty -      -      -      **Victimhood & Service**  
***Self-Inflicted “Wounds”***
  
- Lesson Twenty-One -      -      -      **Accountability & Service**  
***Success from the Inside-Out***
  
- Lesson Twenty-Two -      -      -      **Reasons They’re Upset**  
***Being Right or Being Happy***
  
- Lesson Twenty-Three -      -      -      **SECTION THREE**  
**SUMMARY**

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### **Section Four:            **How Winners Become Winners**** ***In the Real World***

- Lesson Twenty-Four**   -   -    **A Little Theory and  
*A Lot of Effort***
- Lesson Twenty-Five**   -   -    **Happily Ever After(s)  
*Don't Just Happen***
- Lesson Twenty-Six**   -   -    **Some Success and  
*Some Failure***
- Lesson Twenty-Seven**   -   -    **From the Inside-Out**
- Lesson Twenty-Eight**   -   -    **SECTION FOUR  
SUMMARY**