

MISSOURI ASSOCIATION OF SOIL AND
WATER CONSERVATION DISTRICTS
THE A.R.T. OF
BOARD & STAFF PARTNERSHIPS:
TUESDAY, DECEMBER 01, 2009
3:30 PM – 5:00 PM

FACILITATOR: PAM PULLMAN
PERSONNEL AND MANAGEMENT (PAM) COMPANY
PO BOX 678, ST. LOUIS COUNTY, MO 63032-0678
Website: www.pampullman.com
Email: pamsomewhere@sbcglobal.net
Toll free: 1.800.730.2PAM
Mobile: 314.602.2PAM

THE C.A.P. TO WEAR

- COMMUNICATIONS
- ATTITUDE
- PERSONNEL Vs. *PERSONAL*

BOARD & STAFF COMMUNICATIONS

- Flow of Information
- Line of Authority & Chain of Command
- 3 C's

A WORD ON
POWER Vs.
EMPOWERMENT

BAD ATTITUDES
NOT
IN
YOUR
WORKPLACE!



CHARACTERISTICS OF A BAD ATTITUDE

WHAT DO THEY SAY?

WHAT DO THEY DO?

HOW DO THEY SOUND?

**A WORD ON...
PERSONNEL
POLICIES**

**PROVIDE CONSTRUCTIVE
FEEDBACK: JOB PERFORMANCE**

- CONDUCT
- INITIATIVE
- WORK EFFORT
- COMMUNICATION STYLE
- COOPERATION
- TEAMWORK

**SEVEN TIPS FOR GIVING
CONSTRUCTIVE FEEDBACK**

1. EXPRESS APPRECIATION
2. BE SPECIFIC.
3. GIVE CLEAR EXAMPLES.
4. EXPRESS CONCERNS.
5. NOTE TONE OF VOICE.
6. GIVE FEEDBACK DIRECTLY.
7. BE TIMELY.

TALK

- **Talk** & Ask Yourself...
- **Address** the Issue
- **Listen** and ask...
- **Keep** an open mind...

**TIP...
DO NOT ALLOW YOUR
EMOTIONS TO IMPAIR
YOUR *PROFESSIONAL*
JUDGMENT –**

*One thing I need to
improve to strengthen
my relationships:*