

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](http://www.pampullman.com)  
Email: [pamsomewhere@sbcglobal.net](mailto: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:*