

Passports to Success

The popular *Passports to Success* books are quick, result-oriented tools designed to drive winning **Workplace Communication, Leadership** and **High Performance**. The *Passport to Success* collection is jam packed with practical tips and techniques to help you and your colleagues:

- **Reach your goals**
- **Communicate more effectively**
- **Deal with change**
- **Become star performers**
- **Work with ethics and integrity**
- **Manage and motivate others**
- **Stay positive and engaged**
- **Provide top notch customer service**



Reach Your Goals

Goals keep this journey through life interesting and help us in our attempts to stay in control of what is controllable. Think of a goal as a desired destination. Planning is a roadmap to help chart your personal and professional path. When you set appropriate goals, you have a dramatically better chance of realizing those results. *Reach Your Goals* was designed to help set goals and vet them to decide which are appropriate for you. It is created to help determine which goals can be met and which can assist to net you more of what you want. Best wishes on your travels to *REACH YOUR GOALS!*



Say It Right

A good conversationalist makes friends. A gracious conversationalist can win sales, earn promotions and lead winning teams. In today's high-tech and competitive world, those who can carry on a conversation stand out and draw others to them. Asking questions, listening carefully and indicating genuine interest is rare in our fast paced lifestyle. Tact, concern and carefully chosen words are gifts. A flowing, fascinating conversation is like a good book or a lovely melody—it engages and delights but ends much too soon. The good news is that you can upgrade small talk to meaningful dialogue. You just have to *SAY IT RIGHT!*



Do Change Better

This clever and concise passport is designed to help you as you take your journey through change—no matter what that change is. It will challenge you to think and act differently than you have before. It will provide practical and tactical tools for you to use, words of inspiration when you need them, and advice to follow along the way. Now is the time to *DO CHANGE BETTER!* Build a more satisfying career? Maybe start your own business? Or perhaps just create a more comfortable life for you and your family? If you answered "yes" to any of those questions, this book is for you. Your roadmap has arrived! The title says it all!



Be a Star Performer

Be A Star Performer is designed to help you develop yourself to your full potential. It will encourage you to discover more about who you are. It will challenge you to learn and practice new skills guaranteed to polish your STAR qualities. It will help you develop others with positive motivation, feedback and encouragement. It will provide words of inspiration and tools that you can use during the tough times everyone, no matter how successful, faces. Now is the time for you to *BE A STAR PERFORMER!*



Get What You Want

If you harness the power of persuasion, influence and negotiation, you greatly improve your opportunities to get what you want. *Passport: Get What You Want* contains highlights of effective actions and practices of master negotiators and people of influence. Adopt and adapt these methods to increase your bottom line and enhance your results. The information is structured to lead you through a simple process to plan and achieve greater outcomes. Make the time to answer the questions. Take notes and apply the tips to real situations you are facing. Seek help from those pages that discuss tactics and the unexpected, especially when you hit a snag. Negotiating and influencing does get easier. Make sure you give yourself permission to be less than perfect in your attempts. Now is the time to *GET WHAT YOU WANT!*



Learn to Communicate

Communication is at the CORE of our relationships. How we interact and communicate determines how well we can work with others and, oftentimes, how we progress within an organization. Life would be dull without the different communication styles. Decisions wouldn't be heard and there wouldn't be any fun. Each style brings a special gift. Appreciate what each communication style, including yours, brings to the world. The better you can communicate with all the different styles, the more delightful your journey through life will be. It's time to *LEARN TO COMMUNICATE!*



Speak to Success

Whether you are speaking at a team meeting or making a formal presentation to a large audience, *Speak to Success* will help you be more prepared, more confident and more successful. It's time to **SPEAK TO SUCCESS!!** We're confident that once you read this powerful resource, you'll want to provide copies to everyone in your organization!



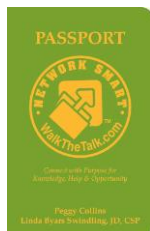
Set the Standard

Some people choose a leadership role or create one when they start a company. Some are asked to supervise, while others are placed in charge with little choice in the decision. Some are just natural leaders who influence others, even though they have no official title. No matter how you find yourself in this position of power, you are a leader of people. With influence comes responsibility to do what's best for the organization and the people you lead. Others look to you to set the standard and make the tough decisions. The information found within is structured to guide you through the obligations of managing others, coaching for success and leading by example. *SET THE STANDARD* contains practical tips to help you navigate your journey.



Do the Right Thing

Let's face it...working with ethics and integrity is everyone's responsibility at every level...all the time! Exhibiting business ethics takes intention, discipline, and sometimes courage, but ultimately it's the right thing to do for you and your organization. It's time to **DO THE RIGHT THING!** We're confident that once you read this powerful resource, you will want to provide copies to every leader and every employee in your organization.



Network Smart

Humans are social beings. Relationships and the connections they provide are a necessary part of our human development. In helping others and receiving help through networking, you are creating a spirit of interdependence that is practical and beneficial as well. No other business skill is as valuable or provides a more lasting legacy than networking to help you reach your goals. In the process, you can build relationships which last a lifetime. This information is presented to give you a structured, basic way to view the networking process. Now, it's time to **NETWORK SMART!**

Be a Newsmaker



Even people who speak for a living (e.g., attorneys, pastors and salespeople) don't always shine when interviewed by the news media. It's because reporters are looking for short, succinct answers that pack a punch. Many people would love to make it on the news—they want the positive publicity for their company or organization. However, some complain that the media just covers the negative stories. It's true—journalists do report on crime, corruption and catastrophe. Even so, local outlets appreciate knowing about human interest stories, and reporters at trade publications are always looking for success stories in the industries they cover. Fortunately, if you do a good job as a newsmaker the first time, the journalist will come back to you again and again. Now, go *BE A NEWSMAKER!*

At Your Service



Most of customer service is common sense. You know excellent customer service when you experience it and you also have encountered bad experiences when dealing with service providers. Excellent products and services at competitive prices are expected in today's marketplace. The deciding factor between using your company and using a competitor usually comes down to the relationships built and how the business makes the customer feel. Quality customer service is that distinction. Now is the time to be *AT YOUR SERVICE.*

Meet the Challenge



The truly successful aim at lofty goals. They rise to meet the occasion, whether opportunity or adversity. The truly powerful achieve more than success in business. They implement a code of conduct in which ethics and responsibility to family, community and others is as important as financial or social acclaim. What follows are discoveries that work for others and bullet points to apply to your life, if you choose. Everything you have obtained, each achievement and the success you've experienced to date has been due to decisions you have made along the way. Decide if you want to change anything and then take action. Now is the time to *Meet the Challenge!*

Passport books are designed for use with Linda's speaking or training programs, as bonus gifts to attendees, to complement your development activities and/or as stand-alone internal resources for your leaders and high potentials.