

# CONTENTS

---

WELCOME 10

**TEAMWORK – ACHIEVING MORE TOGETHER** 12  
*How to Cultivate High Performance Teams*

**MOTIVATION – CREATING YOUR EDGE** 33  
*How to Do Ordinary Things Extraordinarily Well*

**ATTITUDE – DEALING WITH NEGATIVITY** 57  
*How to Meet the Challenges of Negativity*

**ORGANIZATION – MANAGING MULTIPLE PRIORITIES** 81  
*How to Achieve Balance in Your Life*

**CUSTOMER SERVICE – SERVING 2 SUCCEED** 103  
*How to Keep Customers for Life*