

LEARNING OBJECTIVES:

1. *Develop an increased awareness in our most precious personal and agency resources and learn how to use them more effectively
2. *Understand that more is not better when it comes to activity and we must discern the “business” of our service profession from the “busy-ness”.
3. *Improve focus on the critical areas of personal development and service delivery and what we can do to maintain that focus daily.
4. *Realize that what we lack is not necessarily more resources but a better use of the ones we already have to be able to serve our people and clients well.

BUSINESS BENEFITS:

1. *Ability to serve clients better
2. *Decreased stress in daily activity
3. *Creating a path of clarity from daily chaos in service delivery
4. *Decrease spending through a more efficient use of current resources