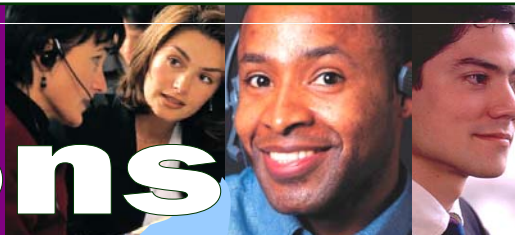


Division of Personnel

# Solutions

Performance Strategies for Managers and Supervisors



"The problems we face cannot be solved at the same level of thinking we were at when we created them."

Albert Einstein

**Fall 2003**

## Desk Audit: A Conversation About A Subject You Know Well – Your Job

Desk Audits should neither mystify nor frighten your employees. Find out why they serve such an important function in the position classification process by [clicking here](#)

### SPECIAL FEATURE

## The Governor's Award for Quality and Productivity

*Solutions* takes notice of the winning teams who received this prestigious award in 2003. Learn how each team made a difference in their own unique way by [clicking here](#)

## A Few Simple Rules for Dealing with Difficult People

Resolving conflict with another team member can often be a slippery slope. To get a better idea of what to say, when to say it and how to do it, [click here](#).

## The State Training Advisory Council: Harvesting Professional Development Opportunities

Dedicated training professionals within each state agency work to ensure that state government leaders have the learning tools they need to remain competitive and successful in their jobs. To find out more about them, [click here](#).

## How Well Do You Know Memory's Mysterious Ways?

If you are someone who would just as soon *forget* the frustration of trying to *remember*, start with the [Memory Quiz](#) and then read the feature article.

[solutions@mail.oa.state.mo.us](mailto:solutions@mail.oa.state.mo.us)

### FEATURE

## Can't Remember? Don't Give Up Hope Just Yet...



By: Allan Forbis  
Planning and Development

Have you ever heard the old joke, "I'm so poor, I can't even pay attention!" While that joke may elicit a slight chuckle, we know that no matter how rich or how poor we are, the ability to pay attention may be one of the most difficult things in the world for us to do. Yet, it is one of the most important.

We automatically pay attention to the special, the unique and the unusual (which is why people can sometimes get a little miffed when we don't remember them – it implies that they are "none of the above"). However, when names, faces, facts and figures become too numerous to count, we need to expend some extra effort. That effort is called observation.

In case you didn't realize it, there is a big difference between seeing something and observing something.

[Click here](#) to read more...

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