

BCS/INM NEWSLETTER

Vol. 6 – Number 4

BCS – John Barnes • INM – Tom Stevens

April 1, 2011

Happy April 1st

You are starting the second quarter of 2011. Have you done the very best you could in everything you have attempted? 274 days left in 2011 – 90 have departed.

Congratulations

“If it is to be – it is up to me!”

ALP = Advanced Leadership Program

CLD = CommScope Leadership Development

ELD = Enterprise Leadership Development - CommScope

EMP = Executive Management Program

IMP = In-house Management Programs

PSP = Professional Sales Program

BAILEY, Steve – (EMP-14) - is now Director of Sales - Datacom/Telecom – Tripp Lite, 1111 W. 35th St., Chicago, IL 60609 – Bus – 773-869-1293 – Cell – 773-869-1297 – steve_bailey@triplite.com.

CRENSHAW, Randall – (IMP) – is now Chief Operating Officer – CommScope, 3100 East Lookout Drive, Suite 300, Richardson, TX 75082 – Bus – 972-792-3100 – Cell – 828-320-5955 – crenshaw@commscope.com.

KARLSSON, Peter – (EMP-10) – is now Senior Vice President, Global Sales – CommScope, 1300 East Lookout Drive, Richardson, TX 75082 - Bus – 972-792-3400 - Cell – 214-578-2492 - pkarlsson@commscope.com

KELLEY, Mike – (EMP-16) is now Senior Vice President Operations, Broadband, Cable Products & Enterprise – CommScope, 3642 U.S. Highway 70 East, Claremont, NC 28610 - Bus – 828-459-5742 - Cell – 828-234-3631 - mkelley@commscope.com.

MANSELL, David – (EMP-18) – is now Plants Manager, East/South - Matcor Metal Fabrication, 400 Detroit, Morton, IL 61550 - Bus - 309-284-2160 - Cell - 309-360-4653 - dmansell@matcor-matsu.com

McCURDY, Ernest – (EMP-13) – is now Sales Manager, Petrochemicals & Refining – T. F. Hudgins, PO Box 920946, Houston, TX 97292 – Bus – 713-682-3651 – Cell – 713-471-4282 – emccurdy@tfhudgins.com.

NOLAN, Fiona – (CLD-3) – is now Vice President Global Marketing - CommScope, Corke Abbey Avenue, Bray, Co Dublin, Ireland - Bus - +351-1-2042068 - Cell - +353-862-359675 - fnolan@commscope.com.

WHITAKER, Kevin – (ELD-1) – is now Senior Vice President, Global Business Operations/Demand Planning - CommScope, 3642 Highway 70 East, Claremont, North Carolina 26610 - Bus – 828-459-5002 - Cell – 828-302-0178 - witaker@commscope.com

Correction

The February Newsletter had the wrong telephone numbers for RICE, Angie – (EMP-30) - Health & Safety Manager – Sysco Edmonton, 26210 Township Rd. 531 A,

Acheson, AB T7X 5A4, Canada – Bus -780-643-8167 – Cell – 780-952-4003 - rice.angie@edm.sysco.ca.

Seminars in 2011 & 2012

Executive Management Programs

Class 36

(3 openings left)

- ▶ Week 1 – May 09 – 13, 2011 ◀
- Week 2 – Aug. 22 – 26, 2011
- Week 3 – Nov. 14 – 18, 2011
- Week 4 – Feb. 06 – 10, 2012
- Week 5 – May 21 – 25, 2012

Class 37

- ▶ Week 1 – Jul. 11 – 15, 2011 ◀
- Week 2 – Oct. 24 – 28, 2011
- Week 3 – Feb. 20 – 24, 2012
- Week 4 – May 07 – 11, 2012
- Week 5 – Aug. 06 – 10, 2012

Class 38

- ▶ Week 1 – Sep. 19 – 23, 2011 ◀
- Week 2 – Dec. 12 – 16, 2011
- Week 3 – Mar. 12 – 16, 2012
- Week 4 – Jun. 25 – 29, 2012
- Week 5 – Sep. 10 – 14, 2012

Class 39

- ▶ Week 1 – Jan. 23 – 27, 2012 ◀
- Week 2 – Apr. 16 – 20, 2012
- Week 3 – Jul. 16 – 20, 2012
- Week 4 – Oct. 15 – 19, 2012
- Week 5 – Jan. 21 – 25, 2013

To enroll participants in any EMP class or to obtain detailed information please contact Tom Stevens at 865-458-3429 or email him at – inmco@mindspring.com.

New - Mini-Seminar

Managing Change

(2 Openings left)

- ▶ May 3 – 5, 2011 ◀

This seminar will provide you with effective and efficient processes, tools, a uniform methodology and practical lessons in implementing and managing change.

To enroll participants or to obtain detailed information please contact Tom Stevens at 865-458-3429 or email him at – inmco@mindspring.com.

Chronological Calendar - 2011

EMP 34/3 – APR 11 – 15

CLD 4/2 – APR 18 – 22

(Dallas, TX)

CLD 3/2 – MAY 2 – 6

(Chicago, IL)

Managing Change Seminar – May 3 – 5

EMP 36/1 – MAY 9 – 13

EMP 33/4 – MAY 16 – 20

EMP-35/2 – MAY 23 – 27

Steven's Statement

In the March newsletter I recounted the true story of an owner/chef of a relatively new Asian restaurant telling me he was going to put a large screen, HD television on two walls of his restaurant. I asked him – "how many new customers will the TV's bring in?" He gave it some thought and decided not to spend the money.

Last week this same owner/chef told me that the coffee house across the street from his Asian restaurant was closing. He was all excited about taking it over and putting in a Hot Wings and beer establishment. I asked him – "where will the customers come from? What restaurants are you going to steal them from?" This experience has gotten me interested in the subject of customers.

Sam Walton, founder of Wal-Mart made this observation – "There is only one boss. The customer. And they can fire everybody in the company from the Chairman on down, simply by spending their money somewhere else."

Jan Carlson made a name for himself in 1981. He became President of Scandinavian Airlines and in one year led the airline from a loss of \$17 million to a profit of \$54 million. How did he do it? By turning the organization chart upside down. He put the people who dealt with the customers in charge of the company. The rest of the employees on the upside-down organization chart worked for those who dealt with the customers. He put himself on the very bottom of the chart.

Ten Commandments of Customer Service

1. Customers are the most important people in any business.
2. Customers are not dependent on us – we are dependent on them.
3. Customers are not interruptions of our work – they are the purpose of our work.
4. Customers are doing us favors when they call – we are not doing them favors when we serve them.
5. Customers are part of our business – not outsiders.
6. Customers are not statistics – they are flesh and blood human beings with feelings and emotions like our own.
7. Customers are not someone with whom we match wits.
8. Customers are people who bring us their wants – it is our job to fill those wants.
9. Customers are deserving of the most courteous and attentive treatment we can give them.
10. Customers are the lifeblood of every business enterprise in the world.

ACTION PLAN – using a scale of 1 to 9 – (1 is low and 9 is high) – how would you score your organization in meeting the ten commandments of customer service? Try this exercise with your people – what kind of score did they give your organization? How close to 90 did you come? Are you happy with the ratings? If not – what are you going to do about it!

John's Jottings

Received the following recently -

Dear John – (I used to get these letters all the time but this one is different),

To read this follow the clue in "Revisiting Chaos."

A Tennessee Home Security System

1. Go to a secondhand store and buy a pair of men's work boots – size 16 - 18.
2. Place the work boots on your front porch, along with a well used copy of Guns & Ammo Magazine.
3. Put four giant dog dishes next to the boots and magazine.
4. Leave a note on your door that reads –

"Bubba - Bertha, Duke, Slim & I went for more ammo and beer. Back in an hour. Don't mess with the pit bulls. They attacked the mailman this morning and messed him up real bad. I don't think Killer took part, but it was hard to tell from all the blood. Anyway, I locked all four of 'em in the house. Better wait outside. Be right back."

"Cooter"

PI

Representative Frank "Sonny" Phaque has introduced legislation into the Tennessee state legislature to change the value of the mathematical constant pi from 3.14159 to the "Biblical value" of 3.0. Representative Phaque said he was "fed up with people straying from the teachings of the Bible." He further said, "3.0 is a lot easier to remember than 3.14159 and it won't take as much space to write." Initial reaction is that Mr. Phaque is generating large support from fellow legislators and the general public for his proposal. You might consider bringing this to the attention of your Legislators – you wouldn't want your State to fall behind.

Revisiting Chaos

As you may recall, in the March Newsletter, I was concerned about the possibility of gazillions and gazillions of undeliverable emails suddenly descending on us all at once. My IT - (Information Technology) - friends contacted me and told me not to worry – the problem was solved. They pointed out that there is a space in Wi Fi land reserved for these errant emails. When I asked where it was they replied – "if we told you we would have to kill you!" I didn't push them further. I countered with – "what happens when it's filled up?" Their reply – "No sweat – we have invented compression."

If you thought my original concern was a problem – this is a world disaster. Webster defines space as - "the area or volume between specified boundaries." By definition, this means there are boundaries and some day the space will be filled. IT has invented compression! Horrors. Think of it. All these homeless emails floating around in a defined space. Suddenly it gets crowded. Not to worry – we have compression.

I can imagine that the space between words, sentences and paragraphs will be the first to go as these poor defenseless letters of the alphabet get pushed together. When that space is gone – then what? Imagine the poor letter C. It can't protect itself and it will soon be filled with,:;: all trying to find a new home. And then the letter C will become •. The letter O might be able to defend itself for a

while but eventually it will implode upon itself and it too will become •.

The tall and strong letter T will find itself snuggled up to by iiii in their effort to avoid compression. My first name TOM doesn't stand a chance. Look at the M. Not one but two openings for letters to sneak into it. Eventually my name will become ■•■. Can you imagine the confusion caused by a W – it will push everything out of the way. Perhaps the solution would be to outla the use of the.

When I confronted my partner, honest John, with this dilemma he was surprised. He said a simple solution would be to outlaw the use of black or any color other than white to be used in typing emails. In addition, the background would have to be white. For a more complete explanation of his solution please read

I am so concerned about this catastrophe in the making that I am calling for a new Government Agency – the Department of the Alphabet. Think what would happen to Government if the names of their departments could not be read – FBI, CIA, EPA, IRS, etc. All we would be able to see is ••• or ■■■. I have therefore set up a Foundation to fight for the alphabet. Please send your contributions to ■•■ at ■■■••••■. Hurry – time is running out!

CLICK ON THE HOUSE

Please put your cursor on the picture of the house. Then hold down the Control key and left click with your mouse button.



CLICK ON HOUSE

Weird Observations

- Don't sweat the petty things and don't pet the sweaty things.
- One Tequila, two Tequila, three Tequila, Floor.
- Is Atheism a non-prophet organization?
- If man evolved from monkeys and apes, why do we still have monkeys and apes?
- The main reason that Santa Claus is so jolly is because he knows where all the bad girls live.
- Can vegetarians eat animal crackers?
- If you try to fail, but you succeed, which have you done?
- I went to a bookstore and asked the sales person "where's the self-help section?" She said if she told me, it would defeat the purpose.

John and I want to wish you a very happy and fun filled April Fools Day! May you have many, many more.

"Managing Change" - Seminar Description
(2 openings left)

External change is a fact - Internal change is a choice!

Curriculum

- The Business Need to Change
- Design and Assembly of the Change Team
- Creation of the Business Case
- Managing Conflict
- Obstacles and Opportunities
- Launching a Successful Change Process
- Eight Step Change Plan
- Flawless Execution
- Hindsight and Capturing Key Learning
- Overcoming Employee Resistance

Change Tools and Processes

- Key Consideration Checklist
- Impact Area Change Process
- Force Field Analysis
- Changing Roles and Accountabilities
- Team Start-up Guide
- Team Accountability Planning
- Change Prioritization
- Readiness Checklist
- Stakeholder Alignment Guide
- Communication Planning Tools

CALENDAR and LOCATION

The Airport Hilton - Knoxville, Tennessee

May 3 - 5, 2011

CLASS SCHEDULE

Tuesday - 8:33 am - 5:33 pm - 6:03 pm cocktail hour and class dinner

Wednesday - 8:33 am - 5:33 pm

Thursday - 8:33 am - 11:58 am

MEALS

INM will provide a Continental Breakfast in the seminar room and a buffet luncheon each day in the hotel dining room. Tuesday evening INM will host a cocktail hour and class dinner. Dinner Wednesday evening is the responsibility of the participant.

HOMEWORK

There is pre-seminar homework plus homework Tuesday and Wednesday evenings

TUITION

\$1,123.00 invoiced after completion of the seminar

HOTEL RESERVATIONS

INM reserves a block of rooms, at a reduced rate, on the Concierge level of the Airport Hilton. Two weeks prior to the class, the Airport Hilton will send participants a reservation number. Participants will be asked to confirm their reservation with a credit card. The Airport Hilton is only 100 yards from the Airport terminal. A rental car is not necessary.

Please call Tom Stevens at 865-458-3429 or email at inmco@mindspring.com to enroll or request more information.

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