

INM Announces New Product

Effective January 1, 2013 INM will offer custom designed In-house Mini-Seminars. These seminars range from 4 hours to 3 1/2 days and can be delivered at any location of your choosing or in the INM seminar room at the Airport Hilton, Knoxville, TN. Following is an example of an In-house Mini-Seminar –

In October, CommScope brought its 24 Global Procurement Managers together for a combined business/information meeting and training session. Monday and Tuesday was devoted to business meetings and team building. Wednesday, Thursday and Friday morning was “Managing Conflict” and “Negotiation” training. The participants were from nine countries and cultures.

Participants received two books – “Gestures – The DO’s and TABOO’s of Body Language Around the World” by Roger E. Axtell and Gerry Spence’s “How to Argue and Win Every Time.” At the completion of the training, the participants received a thumb drive that contained the seminar manual and all forms and exercises used during the class. This enabled the participants to duplicate the training session for their employees. The thumb drive also contained INM’s Career Manual.

The objectives for this In-house Mini-Seminar were – “As a participant you will –“

1. Gain a better understanding of the way you approach and handle conflict, how it might affect teamwork, group decision making, and its effect on your inter-relations with vendors and customers.
2. Examine your negotiating style and how it might affect teamwork, group decision making and its effect on your inter-relations with vendors and customers.
3. Observe, practice, and understand the theory of prominence, nonverbal behavior, various negotiating strategies/behaviors, and the necessity for in-depth information as it relates to negotiating and bargaining.
4. Develop both an appreciation and an interest in negotiating and conflict management that will lead to further self-study and self-examination.
5. Develop both an appreciation and an interest in cross-cultural communication and cultural understanding that will lead to further self-study and self-examination.

In evaluating the seminar, the participants rated it as follows –

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| 1. Seminar organization was - | excellent | 7 | 6 | 5 | 4 | 3 | 2 | 1 | poor = 6.64 |
| 2. Seminar objectives were - | excellent | 7 | 6 | 5 | 4 | 3 | 2 | 1 | poor = 6.64 |
| 3. Seminar leader’s work was - | excellent | 7 | 6 | 5 | 4 | 3 | 2 | 1 | poor = 6.69 |
| 4. Processes presented will be - | useful | 7 | 6 | 5 | 4 | 3 | 2 | 1 | useless = 6.68 |
| 5. My attendance should prove - | useful | 7 | 6 | 5 | 4 | 3 | 2 | 1 | useless = 6.60 |
| 6. I consider this seminar - | excellent | 7 | 6 | 5 | 4 | 3 | 2 | 1 | poor = 6.59 |

Possible In-House Mini-Seminar Topics –

Cross Cultural Communication
Meeting Effectiveness
Conflict Management
Personal Style Inventory
Stress Management
Employee Development
Long Range Planning
Impact Area Processes
Performance Discussions
Counseling Discussions
Interviewing & Selection
Accountability Planning
Type A/B Behavior
Career Planning
Memory Training
Sales Problem Solving

Organization Structure Analysis
Organization Structure Design
Power – Formal & Informal
Customer Service
Teamwork
Time Management
Delegation
Listening
Negotiating & Bargaining
Cultural Understanding
Leadership
Managing Change
Finance for Non-Financial Managers
Professional Sales Management
Management Succession
Business Ethics & FCPA

Program participants will recognize the above topics as units covered in the Executive Management Program and the Professional Sales Program.

If you are planning a business meeting and want to include a customized mini-training & development session, please contact Tom Stevens – 865-458-3429 or immco@mindspring.com. We can discuss your objectives and the best way to obtain them.

Retirement

The announcement of my third retirement has brought a number of emails. Many of you are wondering what it means. The rumor that “what’s her name” is putting me in a warehouse for blind, deaf, crippled, obnoxious old men is not true! However, she has advised that a padded cubicle has been reserved in the event I get out of line. What will I be doing? I have been teaching week two of the five week Executive Management Program. This will be turned over to John Barnes. Effective January 1, 2013 John will be handling all instruction for the five weeks as well as continuing to teach the four-week Professional Sales Program. In addition, he will continue to handle all travel – I have not traveled outside of Knoxville since 2002.

I will maintain the monthly INM newsletters, remind you of your birthdays, and enroll participants in the Executive Management Pro-

gram. Additionally, I will update our seminar material and design the new In-house Mini-Seminars. I will also serve as a back up for John in case he can’t make a week at the Airport Hilton. (However, he understands he cannot miss a week – ever.) During his year-long bout with colon cancer, he only missed one Wednesday morning session!

I will always be available to answer emails and phone calls if I can be of service. When the weather is nice, I will be sitting on the stern of the Miskate with a line in the water feeding the fish. Please don’t hesitate to contact me and please continue to stay in touch and keep me apprised of your activities.

When I told my grandchildren, I was going to retire they replied – “Gramps, how will you know?” “Retirement is when you sit around and watch the sunset if you can stay awake that long.” Merry Christmas everyone!
