

**Happy February 1st**

Amazing – 91% is all we have left of the New Year! We have already used up 31 days or 744 hours or 44,640 minutes. Have you used this time wisely?

**Congratulations**

**ALP** = Advanced Leadership Program  
**ELD** = Enterprise Leadership Development - CommScope  
**EMP** = Executive Management Program  
**IMP** = In-house Management Programs  
**PSP** = Professional Sales Program

**ADRIAENSSENS**, Luc – (EMP-10) – is now Senior Vice President of Technology, Office of the CTO, CommScope, 1300 East Lookout Drive, Richardson, TX 75082 – Cell – 972-841-5137 – [luc@commscope.com](mailto:luc@commscope.com).

**BOONE**, Doug – (EMP-17) – is now Managing Partner – BLR Digital, 6907 N. Trailway, Parker, CO 80134 – Bus – 303-841-9410 – Cell – 303-885-2177 - [doug.boone@petroleumtoolkit.com](mailto:doug.boone@petroleumtoolkit.com).

**DEAN**, Tom – (EMP-22) – is now Operations Manager, Automation – Ferguson Beauregard, 11122 West Little York, Houston, TX 77041 – Bus – 713-849-1219 – Cell – 540-529-9874 – [tdean@fbdover.com](mailto:tdean@fbdover.com).

**ROYCROFT**, Robert – (EMP-21) – is now Engineering Manager – Norriseal, 11122 W. Little York Rd., Houston, TX 77041 – Bus – 713-843-1210 – Cell – 903-521-7403 – [rroycroft@norriseal.com](mailto:rroycroft@norriseal.com).

**SIM**, David – (EMP-22) – is now Product Manager – Motorola Electronics Pte Ltd, Motorola Innovation Centre – Level 7, 12 Ang Mo Kio Street 64, Ang Mo Kio Industrial Park, Singapore 569088 – Bus +65-6486-2061 – Cell - +65-9822-7844 – [davidsim@motorola.com](mailto:davidsim@motorola.com).

**WICKARD**, Timothy – (EMP-17) – is now Vice President, Engineering and Quality – Souriau, 25 Grumbacher Rd., York, PA 17015 - Bus – 717-767-7982 – Cell – 717-880-4033 - [twickard@souriau.com](mailto:twickard@souriau.com).

**WHITAKER**, Kevin – (ELD-1) – is now Senior Vice President, Business Operations & Demand Planning – CommScope, 3642 Highway 70 East, Claremont, North Carolina 26610 - Bus – 828-459-5002 - Cell – 828-302-0178 - [Whitaker@commscope.com](mailto:Whitaker@commscope.com).

**WALKER**, Cory – (EMP-26) – is now Vice President, Manufacturing – T. F. Hudgins Co., 4405 Directors Row, Houston, TX 77092 - Bus – 713-682-3651 - Cell – 281-844-0580 - [cwalker@tfhudgins.com](mailto:cwalker@tfhudgins.com).

*“The person who gets ahead is the one who does more than is necessary – and keeps on doing it.”*

*“For success try aspiration, inspiration and perspiration.”*

**Correction**

**OWENS**, Rocky - (EMP-5) – The January Newsletter had Rocky’s wrong email address. The correct email address is – [rowens@engstorage.com](mailto:rowens@engstorage.com).

**Seminars in 2010****Executive Management Programs****Class 32**

→ **Week 1** – Jun. 21 – 25, 2010 ←  
**Week 2** – Sep. 27 – Oct. 01, 2010  
**Week 3** – Dec. 13 – 17, 2010  
**Week 4** – Mar. 07 – 11, 2011  
**Week 5** – Jun. 13 – 17, 2011

**Class 33**

→ **Week 1** – Aug. 16 – 20, 2010 ←  
**Week 2** – Nov. 15 – 19, 2010  
**Week 3** – Feb. 21 – 25, 2011  
**Week 4** – May 16 – 20, 2011  
**Week 5** – Aug. 15 – 19, 2011

**Class 34**

→ **Week 1** – Oct. 18 – 22, 2010 ←  
**Week 2** – Jan. 24 – 28, 2011  
**Week 3** – Apr. 11 – 15, 2011  
**Week 4** – Aug. 08 – 12, 2011  
**Week 5** – Nov. 07 – 11, 2011

*To enroll participants in any EMP class or to obtain detailed information please call Tom Stevens at 865-458-3429 or email him at – [innco@mindspring.com](mailto:innco@mindspring.com).*

**Professional Sales Program****Class Ten**

→ **WEEK 1** – Mar. 08 – 12, 2010 ←  
**WEEK 2** – Jul. 19 – 23, 2010  
**WEEK 3** – Nov. 29 – Dec. 03, 2010  
**WEEK 4** – Mar. 14 – 18, 2011

*(Because this program draws on survey feedback from customers and/or distributors, participants must have established customer/distributor relationships.) To enroll participants please call John Barnes at 423-504-5641 or email him at [john@jbarnesconsulting.com](mailto:john@jbarnesconsulting.com).*

**Up Coming Seminar Weeks**

EMP 31/1 • FEB 15 – 19

EMP 30/2 • FEB 22 – 26

PSP 10/1 • MAR 8 – 12

ELD 2/4 • MAR 22 – 26  
(Singapore)

EMP 26/5 • APR 12 – 16

EMP 28/4 • APR 26 – 30

## Government Efficiency

“The more government in the economy the less economy in the government.” Anonymous

Those of you who know me understand that I have been fortunate to live a good number of years. Over that time, I have seen numerous governments and politicians propose a number of programs designed to help me and everyone else. (It is not true that I knew Abe Lincoln – just his son Todd!) I have concluded that it makes no difference whether those in power are Democrats, Independents or Republicans. The result is always the same.

The U. S. Postal Service was established in 1775 for the purpose of delivering a piece of paper from one house to another or from one town to another. They have had 235 years to get it right - it is still broken! Back in 1775 if you had been given three choices, which would you have selected? 1. Deliver that piece of paper – 2. Devise a method of transporting people from one place to another without the use of horses – 3. Deliver a picture, in color, from one part of the world to the other instantaneously. The government took on the paper delivery problem and private individuals, outside the government, developed the automobile and television.

Social Security was established in 1935. They have had 75 years to get it right, it is still broken, and on the verge of bankruptcy and now, they want it to start at age 55 rather than 65.

Fannie Mae was established in 1938. They have had 72 years to get it right but it is still broken. “The War on Poverty was started in 1964. Approximately \$1 trillion of our money goes to Washington each year to help “the poor” and still they want more. Medicare and Medicaid were established in 1965. They have had 45 years to get it right and it is still broken and almost bankrupt. The Department of Energy was created in 1977 to lessen our dependence on foreign oil. It now has over 16,000 employees plus 100,000 contract employees with a budget of \$24 billion and we import more oil than ever before. They have had 33 years to get it right and it is a dismal failure.

Both parties are now telling me that “they” have a plan to improve my health care and, of course, only they can do it right this time. Why am I skeptical?

I am now convinced that there are only two types of Americans. Those who hope the government will do something “FOR THEM” and those who hope the government won’t do something “TO THEM.” I, for one, would be delighted to tend to my own business if only the government would give it back to me. Never before has the fate of so many been at the whim of so few.

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“What’s needed in government is more horse sense and less nonsense.”  
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## John’s Jottings

“No pain, no \_\_\_\_\_.” That’s right - “gain” goes in the blank. This month’s dialog easily ranks as one of the more difficult for the majority of managers. It’s the “counseling dialog.”

Imagine this - your unit of six direct reports includes a new person. You hired this individual because you believed he or she would make a significant contribution to the quality work that your unit does. Additionally, you just liked her or him.

Now, several weeks into this new relationship you discover that his/her co-workers are not getting along with your new hire. They feel the new hire “lords it over them,” is arrogant and talks down to them. You have seen things that cause you to agree. What to do? Conduct a counseling dialog.

“Wait a minute,” you say. “How do I know when a counseling dialog is necessary?” Good question. You must conduct a counseling dialog when a behavior of one of your staff negatively affects the way your unit performs. (I am assuming that the others in your unit are not unusually sensitive and the behavior is truly detrimental.) Correcting behavior is one of a manager’s more difficult responsibilities.

Here’s how to conduct a counseling dialog –

1. Thoroughly do your homework. Have the specifics available, preferably ones you have personally witnessed. Know the behavior you want to see changed.
2. Meet in private and at the beginning of the discussion stress the purpose, i.e., you are interested in helping the employee, and it will be necessary to be personal.
3. Explain in specific terms, the attitude or behavior you want to talk about. Then STOP; ask what the employee perceives this conversation is about. Do NOT proceed until the employee says he/she understands that you want to help him/her AND that the described behavior must stop.
4. Comment on why it is in the employee’s best interest to change. It may be to increase their effectiveness; or to keep their job, or whatever you think it is.
5. Do another listening check. Do not proceed until the employee adequately indicates he/she understands what you have said. THEN ask for their reaction. You should agree or disagree with what he/she says.
6. Explain that a change is necessary and you want to help if at all possible.
7. Test acceptance by asking the employee what the next steps should be.
8. Provide for follow-up.

It’s not easy – it’s necessary at times; and you’ll be a better manager for addressing divisive issues.  
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## Save A Life

(This item was published in the January 1, 2009 News-letter. We are repeating it for safety's sake.)

A year ago, a young woman was abducted from a Target parking lot in Overland Park, KS. Her body was discovered many miles away in Missouri. The police were able to locate her by the sequence of cell phone towers that picked up her cell phone location.

The young woman had not attempted to dial out, but when her family was trying to call her, the telephone towers sensed her cell phone. Sadly, the authorities were not able to reach her in time. However, they were able to locate her body, which was in an area where they never would have searched without the cell phone tower tracking information and the fact that her phone "locator" switch was on.

Your cell phone "locator" can be set one of two ways - 1. 911 only, in which case you must dial out to be located or, 2. it can be set to be on all the time - "location on." There is NO higher battery usage from having the "locator" on all of the time. With it on your cell phone can be located by emergency services through the police if you fail to respond - (sick, injured or worse.)

I found that on my new cell phone "location" was not on at all. I turned it on so my cell phone can be traced constantly. All cell phones have this "locator" feature. It's under "settings." Select "location" and then check "location on" - instead of "911 only." Once you make this selection, your cell phone is traceable.

For safety, everyone needs to check their cell phones and turn on this important "locator" feature. What about your cell phone? What about your family members cell phones?

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*"Nothing's as good as holding on to safety."* Euripides

*"Not a gift of a cow, nor a gift of land, nor yet a gift of food, is so important as the gift of safety, which is declared to be the great gift among all gifts in this world."*  
Panchatantra

## Strange News

Rogersville, TN - Jerry Davis called the Hawkins County Sheriffs department to complain that his neighbor's cows were causing damage by licking his house. The cows ripped off a screen, broke a window and pulled down a gutter. It seems his house was very close to the cow pasture and his homeowner's policy did not cover "acts of cows." It has not been determined what caused the house to be so delicious to bovines.

Lakewood, OH - The Melt Bar & Grill is offering a 25% discount to all patrons exhibiting a permanent tattoo of a "grilled cheese sandwich." A local tattoo parlor is also offering a discount for their tattoo of Popeye holding a grilled cheese sandwich. What a deal!

## Way To Go!

The Maroochydore High School in Australia implemented a policy requiring parents to be responsible for their child's attendance and homework. The school, teachers and staff are being sued by parents who want their child's failing grades changed to passing even though these students have been absent 15 - 30 times during the semester and did not complete enough school work to pass their classes.

The teachers and staff voted unanimously to record the following message on their school's telephone answering machine -

"Hello, you have reached the automated answering service of Maroochydore High School. In order to assist you in connecting to the proper staff member please listen to all the options before making a selection.

To lie about why your child is absent - press 1.

To make excuses as to why your child did not do his or her homework - press 2.

To complain about what we are doing - press 3.

To swear at staff members - press 4.

To ask why you didn't receive information that has already been enclosed in your newsletters and several fliers that have been mailed to you - press 5.

If you want us to raise your child - press 6.

If you want to reach out and touch, slap or hit someone - press 7.

To request another teacher for the third time this year - press 7.

To complain about bus transportation - press 8.

To complain about school lunches - press 9.

If you realize that this is the real world and your child must be responsible for his or her behavior, class work and homework - please hang up, have a serious talk with your child, and then have a happy day.

If you want this in another language, move to a country that speaks it. Thank you for your interest in public education."

## Live To Be A Hundred

National Geographic has been doing research on why some people live to a hundred or more. They have studied what they call "Blue Zones." Please follow the link below to see what research is telling us about life.

[www.ted.com/talks/dan\\_buettner\\_how\\_to\\_live\\_to\\_be\\_100.html](http://www.ted.com/talks/dan_buettner_how_to_live_to_be_100.html)

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*"The person who has lived the longest is not one who has spent the greatest number of years, but one who has had the greatest sensibility of life."* Rousseau