

Happy February 1st

Congratulations

“If it is to be – it is up to me!”

ALP = Advanced Leadership Program
CLP = CommScope Leadership Program
ELD = Enterprise Leadership Development - CommScope
EMP = Executive Management Program
IMP = In-house Management Programs
MCG = Managing Change Workshop
NEG = Negotiation Program - CommScope
PSP = Professional Sales Program

FRIED, Bob – (IMP) – is now owner and President of Midarome Electronics - 80 Northern Pkwy. West, Plainview, NY 11803 - Bus – 516-827-5421 – Cell – 516-851-2588 - midarome@optonline.net. Bob has been elected to the Board of Directors of the Sperry Federal Credit Union.

GRAHAM, Gil – (EMP-02) – is now President – Bailey Bridges, Inc., 119 40th St., N.E., Ft. Payne, AL 35967 - Bus – 256-845-7575 – Cell – 256-996-0757 – ggraham@baileybridge.com.

KUHLMEY, Shane – (EMP-36) - is now Director of North American Sales – Genesis Attachments, 1000 Genesis Dr., Superior, WI 54880 – Bus – 215-395-3410 – Cell - 218-343-7821 - skuhlme@genesisattachments.com.

BOWEN (La Rose), Jodie – (EMP-23) – is now Corporate Controller – PCS Ferguson, 3771 Eureka Way, Frederick, CO 80516 – Bus – 720-399-5249 – Cell – 720-245-3205 – Jodie.Bowen@pcsferguson.com.

Correction

The January newsletter made an error in the email address of - **JOSEFCHUK, Darryl** – (EMP-04) – Director of Automation & Special Projects - Norris Production Solutions, 1585 Sawdust Road, Suite 210, The Woodlands, TX 77380 – Bus – 281-203-0644 – Cell – 832-589-2414 – The correct email address is – djosefchuk@dovercorp.com.

President's Circle Award

LANE, Thomas – (EMP-03) – Vice President Marketing – DM2 Software, Inc., Suite 200, 7700 Greenwood Drive, Vancouver, WA 98662 – Bus – 800-866-5152 – Cell – 360-907-8456 – toml@dm2.com - reports that they were Sage's number 3 reseller for their 100 ERP product line and 1 of 8 President's Circle Award winners. They competed against 400 other resellers.

Queen's Diamond Jubilee Medal

ILKO, Ron – (EMP-18) – has been awarded the Queen Elizabeth II Diamond Jubilee Medal. This Medal celebrates and recognizes individuals who have dedicated themselves to serving their fellow citizens, their communities, and their country. The Lieutenant Governor of Alberta, the Honorable Donald S. Ethell, and Rona Ambrose, PC, MP made the presentation. Ron is a volunteer with the Air Cadet League of Canada, a non-profit organization dedicated to the development of leadership and citizenship attributes among young people aged 12-19. The award stated, “Ron Ilko has worked for over 38 years, with over 27,000 Canadian youth currently in the program. Ron has dedicated much of his personal time, and held many roles with the Air Cadet League, including National President in 2000, and he is currently on the National Advisory Board.”

ILKO, Ron is Vice President Finance - Alberta Oil Tool, 9530-60 Ave., Edmonton, Alberta, Canada T6E 0C1 - Bus – 780-989-4383 - Cell – 780-918-8233 - ilko@aot.ab.ca.

2013 Seminars

Executive Management Programs

Class 43

- ▶ **Week 1 – Feb. 11 – 15, 2013** ◀
- Week 2 – May 06 – 10, 2013
- Week 3 – Aug. 19 – 23, 2013
- Week 4 – Nov. 11 – 15, 2013
- Week 5 – Feb. 17 – 21, 2014

Class 44

- ▶ **Week 1 – May 13 – 17, 2013** ◀
- Week 2 – Sep. 09 – 13, 2013
- Week 3 – Dec. 16 – 20, 2013
- Week 4 – Mar. 17 – 21, 2014
- Week 5 – Jul. 14 – 18, 2014

Class 45

- ▶ **Week 1 – Aug. 26 – 30, 2013** ◀
- Week 2 – Nov. 18 – 22, 2013
- Week 3 – Mar. 10 – 14, 2014
- Week 4 – Jul. 21 – 25, 2014
- Week 5 – Oct. 06 – 10, 2014

(To enroll participants in any class or to obtain detailed information please contact Tom Stevens at inmco@mindspring.com or call 865-458-3429.)

“Some people dream of worthy accomplishments, while others stay awake and do them.”

“The person who succeeds is the one who does more than is necessary and keeps on doing.”

A Success Story

Five years ago, Nicolas Chambon's four-year-old daughter Jeanne asked him – "Daddy, where do you live?" Nicolas was running a manufacturing facility in France. He was constantly traveling to find new business and retain their old business. Nicolas's answer to his daughter's question – he resigned and completely changed his career path! He and his wife Clemence bought a small hotel – Ermitage de Corton - in the heart of the Burgundy wine country. Remember – this was at the start of the European economic turndown.

In his own words – "I was dismayed at the level of management skills and customer service knowledge of the staff. We even had to teach them to smile. Your EMP tools helped me a lot. We have more than doubled our turnover. We are now looking to acquire a second hotel!" Nicolas went on to say – "We taught our staff about cultural differences. Why Americans want things one-way and the Japanese another. This helped gain the trust of our guests and they return as they feel at home here. A simple and easy way to gain more revenue."

If you are stressed out, need to relax and be pampered and you enjoy an excellent glass of French wine you should look at their web site – www.ermitagecorton.com. They have set up three suites especially for the comfort of international guests. They also established a premier gourmet restaurant.

If you enjoy wine from Burgundy, you must contact Voix de la terre headquartered in New York at www.vdltwines.com. Nicolas is involved in the importation of French Burgundy wine to the United States.

CHAMBON, Nicolas – EMP-06 – owner & Managing Director – Ermitage de Corton, 21200 Chorey-Les-Beaune, Bourgogne, France – Bus - +33-(0)-3-80-22-05-28 – Fax - +33-(0)-3-80-24-64-51 – contact@ermitagecorton.com.

Editor's Note – I can relate to Nicolas's career change. In 1959, I was offered the promotion I had worked hard for. I would be responsible for all international sales and marketing. The CEO pointed out I would be traveling overseas for one to two months at a time. I resigned on the spot. I did not want to leave my family. I totally changed my career path and went into Higher Education for the next thirteen years. Enough time to get two daughters through elementary and secondary schools and into college. I have never been sorry.

A question – Do your children wonder where you live?

Tradition

During the Christmas Holidays we become so busy we have a tendency to forget tradition. Here is a reminder of one of those traditions.

When four of Santa's elves got sick, the trainee elves did not produce toys as fast as the regular ones, and Santa began to feel Pre-Christmas pressure. Then Mrs. Claus told Santa her Mother was coming to visit, which stressed Santa even more. When he went to harness the reindeer, he found that three of them were about to give birth and two others had jumped the fence and run away. Then when he began to load the sleigh, one of the floorboards cracked, the toy bag fell to the ground, and all the toys were scattered.

Frustrated, Santa went in the house for a cup of apple cider and a shot of rum. When he went to the cupboard, he discovered the elves had drunk all the cider and rum. In his frustration, he accidentally dropped the cider jug, and it broke into hundreds of little glass pieces all over the kitchen floor. He went to get the broom and found the mice had eaten all the straw off the end of the broom. Just then the doorbell rang, and an irritated Santa marched to the door, yanked it open, and there stood a little angel with a great big Christmas tree.

The angel said very cheerfully, "Merry Christmas, Santa. Isn't this a lovely day? I have a beautiful tree

for you. Where would you like me to put it?" And thus began the tradition of the little angel on top of the Christmas tree. (Not many people know this.)

Chronological Calendar – 2013

- ▶ **EMP 43/1 • FEB 11 – 15** ◀
 - EMP 41/3 • FEB 18 – 22
 - EMP 42/2 • FEB 25 – MAR 01
- PSP 12/4 & EMP 40/5 • MAR 18 – 22
- PSP 13/2 – APR 29 – MAY 03
- EMP 43/2 • MAY 06 – 10
- ▶ **EMP 44/1 • MAY 13 – 17** ◀
 - EMP 41/4 • MAY 20 – 24
 - EMP 42/3 • JUN 10 – 14
 - EMP 41/5 – AUG 12 – 16
 - EMP 43/3 – AUG 19 – 23
 - EMP 45/1 – AUG 26 – 30
 - EMP 44/2 – SEP 09 – 13
 - EMP 42/4 – SEP 16 – 20
 - PSP 13/3 – SEP 23 – 27
 - EMP 43/4 – NOV 11 – 15
 - EMP 45/2 – NOV 18 – 22
- PSP 13/4 & EMP 42/5 – DEC 09 – 13
- EMP 44/3 – DEC 16 – 20

Law of Close Encounters - The probability of meeting someone you know increases dramatically when you are with someone you do not want to be seen with.

Stevens' Statement

Your Effectiveness in 2013

"Effectiveness can be learned. Effectiveness must be learned!" Peter Drucker

Effectiveness is getting the right things done. It is a habit consisting of five complex practices. You can acquire the habit of effectiveness by practice, the same way you acquire any other habit. The four practices of the effective executive are –

1. Managing your time. Work on only those things that are both Urgent and Important to achieving success.
2. Focus your effort on contributing.
3. Make your strengths productive.
4. Make effective decisions.

These practices are simple, deceptively so. However, these practices are exceedingly hard to do well. You will have to acquire them, the same way you learned the multiplication table - that is, repeated ad nauseam until "6 x 6 = 36" became an unthinking, conditioned reflex, and a firmly ingrained habit. Similarly, you learn the four practices of effectiveness by practicing and practicing and practicing them again and again.

Questions you must be able to answer

1. What am I being paid to do?
2. What should I be paid to do if I am being paid for getting the right things done in my position?
3. Am I doing the things I should be doing?

"There is a tremendous difference between doing things right and doing the right things."

Successful leaders don't start out asking, "What do I want to do?" They ask, "What needs to be done?" Then they ask, "Of those things that would make a difference, which are right for me to do?" They don't tackle things they aren't good at. They make sure other necessities get done, but not by them - they appoint someone else. Successful leaders make sure that they are effective! They are not afraid of the strength of others.

ACTION PLAN – Eliminate or reduce those activities that do not contribute to your effectiveness, the things you shouldn't be doing. What are some of these activities? Are the activities that remain both urgent and important? And finally – "if it was entirely your money would you pay someone to do what you are planning to do this year?"

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"We herd sheep, we drive cattle, we lead people."

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John's Jottings

Are you learning and growing? In the very first week of the Executive Management Program, you were asked to indicate whether your direct reports were learning and growing. You indicated this by assigning an arrow that leaned to the left if you did not think they were, leaning to the right if you thought they were learning and growing and straight up if they were just holding their own. Remember that?

No one has yet asked, "What do you mean by learning and growing?" How about you? Are you learning and growing?

I am presently living with three grandchildren who are staying with my wife and me while they adjust to a new city. They are 7, nearly 5, and nearly 2. Every morning they get up, race down stairs for breakfast, get dressed for school, and head out. They are enthusiastic and busy. Engrossed. They talk about experiences; and ask questions, incessantly asking questions. Occasionally they link the day's lessons to yesterdays. They are learning and growing. It's easy to see; it's most enjoyable for a grandparent, who knows things will work out OK.

Is that the way you approach your job? Are you enthusiastic and energetic about your work? Are you learning new things that make you and your business more effective in solving the problems you were set up to solve?

Are you asking questions and then LISTENING to the answers? Do you occasionally see things in a new light? Do you experiment with new approaches? Try new actions? Ask different questions? Pursuing increased effectiveness?

Learning means gaining knowledge, comprehension, or mastery through experience or study. As a noun, it means acquired knowledge or skill.

Growing, in this context, means expanding or intensifying. Expanding in knowledge, experience or understanding. It is accompanied by a sense of excitement, "a-ha" moments, satisfaction with new developments. It makes life full and enjoyable. It makes your leadership effective. It prospers your business.

So, you say, "I'm not really learning and growing; I'm more bored than excited. What do I do?" Try something new; perhaps something you have always wanted to do, but haven't.

People with new jobs are almost always excited and invigorated. They have started learning again. They are energized. It's contagious.

Your leadership is more effective if you are learning and growing. Your life is more rewarding. And to think, you are even paid to learn and grow! Are you learning and growing?

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Isn't the opposite - death and dying?

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