

Happy February 1st

One-twelfth of the New Year is already history! Looking back – did you use it wisely? Are you pleased with what you accomplished? What must you do in February? What are your urgent and important jobs?

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 – CommScope Program
PSP = Professional Sales Program

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News Media

A Harley Biker was riding by the zoo in Washington, DC when he saw a little girl leaning into a lion's cage. Suddenly, the lion grabbed the girl's jacket collar and tried to pull her inside the cage. The biker jumped off his Harley, ran to the cage, and hit the lion on the nose with a powerful punch.

Whimpering from the pain, the lion jumped back, let go of the little girl, and the biker took her to her terrified parents. A reporter watched the whole event. The reporter approached the Harley rider and said, “Sir, that was the most gallant and brave thing I've ever seen a man do in my whole life.” The biker replied, “Why, it was nothing, really, the lion was behind bars. I just saw this little kid in danger and did what was right.”

The reporter said, “Well, I'll make sure this won't go unnoticed. I'm a journalist and tomorrow's paper will have this story on the front page. So, what do you do for a living and what is your political affiliation?” The biker replied, “I'm a U.S. Marine and a Republican.”

The following morning the biker bought a paper to see if it actually had the news of his actions, and read, on the front page, “U.S. MARINE ASSAULTS AFRICAN IMMIGRANT AND STEALS HIS LUNCH.”

And that pretty much sums up Washington's approach to the news these days.

Yogiisms

“Always go to other people's funerals otherwise they won't come to yours.”

“I never said most of the things I said.”

“You can observe a lot by just watching.”

“The future ain't what it used to be.”

2015 → 2016 Seminars

Executive Management Programs

CLASS 50

▶ WEEK 1 – JUN 08 – 12, 2015 ◀

WEEK 2 – SEP 14 – 18, 2015
WEEK 3 – DEC 07 – 11, 2015
WEEK 4 – MAR 07 – 11, 2016
WEEK 5 – JUN 13 – 17, 2016

CLASS 51

▶ WEEK 1 – OCT 12 – 16, 2015 ◀

WEEK 2 – JAN 18 – 22, 2016
WEEK 3 – APR 18 – 22, 2016
WEEK 4 – JUL 18 – 22, 2016
WEEK 5 – OCT 17 – 21, 2016

CLASS 52

▶ WEEK 1 – FEB 22 – 26, 2016 ◀

WEEK 2 – MAY 16 – 20, 2016
WEEK 3 – AUG 15 – 19, 2016
WEEK 4 – NOV 14 – 18, 2016
WEEK 5 – FEB 06 – 10, 2017

To enroll participants in any class please contact Tom Stevens at inmco@mindspring.com. We need their name, title, phone number, and email address.

Chronological Class Calendar

2015

EMP 48/2 – JAN 19 – 23
EMP 46/5 – FEB 16 – 20
EMP 47/4 – MAR 16 – 20
EMP 48/3 – APR 13 – 17

▶ EMP 50/1 – JUN 08 – 12 ◀

EMP 47/5 – JUN 15 – 19
EMP 48/4 – JUL 13 – 17
EMP 50/2 – SEP 14 – 18

▶ EMP 51/1 – OCT 12 – 16 ◀

EMP 48/5 – OCT 19 – 23
EMP 50/3 – DEC 07 – 11

2016

EMP 51/2 – JAN 18 – 22

▶ EMP 52/1 – FEB 22 – 26 ◀

EMP 50/4 – MAR 07 – 11
EMP 51/3 – APR 18 – 22
EMP 52/2 – MAY 16 – 20

▶ EMP 53/1 – JUN 06 – 10 ◀

EMP 50/5 – JUN 13 – 17
EMP 51/4 – JUL 18 – 22
EMP 52/3 – AUG 15 – 19
EMP 53/2 – SEP 12 – 16
EMP 51/5 – OCT 17 – 21
EMP 52/4 – NOV 14 – 20
EMP 52/4 – NOV 14 – 18
EMP 53/3 – DEC 05 – 09

“An investment in knowledge pays the best interest.”
Benjamin Franklin

Stevens Statement

YOU ARE IMPORTANT TO US

Recently I tried to get some information about a product I discovered on the internet. Their web site informed me that they had a dealer in TN. I called the Dealer two weeks prior to Christmas. I got a recorded voice telling me that their lines were tied up but that "I was important to them – please leave your name, phone number and a brief message and they would get back to me." I did as instructed. Three days later I called the Dealer again because they had not called me back. Again, I got a recorded message that they "were busy – I was important – leave a message, etc." I did. As of the writing of this column they have not called me back.

I then went back to the web site and found an 800 number for the company in Vermont. I called. I discovered that "all their support personnel were busy with other customers but stay on the line and you will be connected with the next available agent." I made a note of the time. After twelve minutes of bad music and recordings of how busy they were and how important I was to them a voice said I should "at the tone leave my name, phone number, and a brief message and they would get back." The second the message finished the line went dead. I couldn't leave a message. I recalled and had to go through the same music and messages for about twelve minutes before I was told to leave a message. I was ready. I immediately began to talk – but the line was dead.

I was truly interested in the product. Since the company was in Vermont I waited until 4:50 pm and tried again. Success – I reached a live person. I explained the problem I had with leaving a message and was told by the live person – "I am sorry – can I help you?" To her credit she did answer my questions. I then decided that I would be a Good Samaritan and talk with the President about my experience. I asked to be connected to the President and was informed – "I can not do that." I then asked for the email address of the President and she said – "I can not give that out" and promptly hung up.

I found this interesting. The cost of this product is \$494.00.

ACTION PLAN – call your company as if you were a customer. See what happens. Can you get through? Do you have a mechanized system – does it work? How does the voice sound – friendly, pleasant? What is the music like? Can you leave a message? If you do – does anyone get back to you? How often is your system checked? Is anyone accountable for seeing that it is working properly every day? If your system is one that tells people to push other numbers for various services do the numbers really work? (If you try this please let me know if you find problems.)

"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." Sam Walton

John's jottings

Are you among the 15% successfully still pursuing your new year's resolutions? I hope so! Most people give up their resolutions well before the end of January. But, not you! Here are a few ideas for you to consider as you pursue your goals.

I will bet your resolutions are important. Things that will improve your health or your relationships with people important to you or your job performance, etc. You probably said to yourself, "I really must achieve these."

If you did, excellent! That's the first step to success. If you wrote down your resolutions, even better. Setting your goals is the first step to success.

Next step – understand yourself, your own abilities. If you said for instance that you wanted to lose weight, say 10lbs, and you just love sweets, remember that may be a challenge for you to pass them up. It's important to understand what your proclivities are so that you can prepare for them.

Be sure to create an environment for success. Establish intermediate mile markers and recognize when you pass them. Record the progress so that you can see the results of your efforts. Your milestone may be one day and at the end of the day you were successful. Mark it down!

We all have challenges; many of us have the same ones. So, call on others for encouragement, support, and advice. We draw strength from each other from time to time. Strength can come from person to person contact or on line contact. It's there for your use, so take advantage of it.

Expect to make some sacrifices. Anything really worthwhile requires energy, effort, and persistence. If you are trying to lose weight, pass up that donut. If you really must have one or you will just die, eat only a half. If you are developing a regular exercise program and you find yourself lethargic, make yourself get off the couch at half time and walk. You don't have to walk four miles every day; some days just a mile is okay. But, as the Nike ad says, "Just do it!" Achieving your goal makes it worthwhile.

Surround yourself with positive people. This is a corollary to calling on others for support and advice. It means call on people who say, "You can do it!" People who have done what you are trying to do are often the most helpful. You are not alone. In addition, your success encourages others.

Finally, try to do a good job of reaching your goals. No haphazard attempts! Go for everything-you-have set as a 2015 goal!

Here's to your success!

"New Year's resolutions are a wonderful thing if we can keep them, but many resolution go by the way-side because we have not done anything different with our mindset." Monica Johnson

? KNIHT JANUARY-ANSWERS THINK ?

Missing Letters

Below are ten 6 letter words, however, every other letter is missing. Can you determine the words?

__S__E__D	__P__A__G	__R__F__R
ASCEND	SPRANG	PREFER
__Y__R__D	__R__F__E	__A__B__N
HYBRID	TRIFLE	CARBON
__A__E__A	__O__D__G	__S__F__L
CAMERA	HOTDOG	USEFUL
	__I__S__E	
	TISSUE	

Cruise Ship Sinks

A cruise ship sank in the Pacific Ocean. The survivors landed on a remote island. There was enough food for the 229 survivors to last three weeks. Six days later a rescue ship appeared. Unfortunately, the rescue ship went aground and sank leaving an additional 55 people stranded on the island who had to share the food. The food now had to be rationed and everyone was put on one-half of the original rations. How many days in total would the food last from the day of the first sinking?

ANSWER - 30 days. Originally there was enough food for 220 people for 21 days, which totals 4620 meals. After 6 days 1320 meals were eaten. Therefore there were now 3300 meals for 275 people which would last for another 24 days at one-half meal per person which is 30 days in total from the original sinking.

Rolling Dice

If you roll two normal 6-sided dice the probability of rolling a total of 7 is 1/6. What would the probability be of rolling a total of 7 if both dice were 7-sided? How about 8-sided? 9-sided? 10-sided?

ANSWER - 6/49. There are 49 possible combinations when rolling two 7-sided dice. There are still six ways of making a total of seven therefore the possibility is 6/49. In each scenario there are still only six ways of making a total of 7, the only thing that changes is the number of possible combinations. 8 sided 6/64 - 9 sided 6/81 - 10 sided 6/100.

? KNIHT- FEBRUARY - THINK ?

Digitally Challenged

In what four digit number is digit 2 smaller than its digit 4 which is two-thirds of its digit 1 which is two-thirds of its digit 3 which is three times its digit 2?

ANSWER -

Tom's Automobile Trip

Tom decided to take a trip. Tom's average speed was 64 miles per hour and he averaged 28 miles per gallon. The temperature was 39 degrees, and it was raining. The car has an 11-gallon gas tank which was full when he began his trip. However, at the moment he started the trip the gas tank developed a leak. After

traveling exactly 112 miles - (*including a 13 mile detour*) - and his car ran out of gas. How many gallons per hour was it losing as a result of the fuel leak?

ANSWER-

Numbers

If you spell out numbers in full - (one, two, three, etc.) how far would you have to go until you found the letter "A"?

ANSWER -

Lexophiles & Lexophilia

Lexophile - (*noun*) - a lover of words, one who derives pleasure from various uses of words, who appreciates the nuances surrounding different words, and who is alert to synonyms, antonyms, homophones, and homonyms. Often using them for effect, sometimes in humor - such as -

- *You can tune a piano, but you can't tuna fish.*
- *To write with a broken pencil is pointless.*
- *When fish are in schools, they sometimes take debate.*
- *A thief who stole a calendar got twelve months.*
- *When the smog lifts in Los Angeles U.C.L.A.*
- *The batteries were given out free of charge.*
- *A dentist and a manicurist married. They fought tooth and nail.*
- *A will is a dead giveaway.*
- *With her marriage, she got a new name and a dress.*
- *A boiled egg is hard to beat.*
- *When you've seen one shopping center you've seen a mall.*
- *Police were summoned to a day care center where a three-year-old was resisting a rest.*
- *Did you hear about the fellow whose entire left side was cut off? He's all right now.*
- *A bicycle can't stand alone - it's just two tired.*
- *When a clock is hungry it goes back four seconds.*
- *The guy who fell onto an upholstery machine is now fully recovered.*
- *He had a photographic memory which was never developed.*
- *When she saw her first strands of grey hair she thought she'd dye.*
- *Acupuncture is a jab well done. That's the point of it.*
- *Those who get too big for their britches will be totally exposed in the end.*
- *Don't join dangerous cults - practice safe sects.*
- *Marathon runners with bad shoes suffer the agony of de feet.*
- *The roundest knight at King Arthur's round table was Sir Cumference.*
- *The short fortune teller who escaped from prison was small medium at large*
- *A thief fell and broke his leg in wet cement. He became a hardened criminal.*
- *A grenade fell onto a kitchen floor in France resulting in Linoleum Blownapart.*

Who Was Haym Solomon?

Please take a One Dollar bill out of your pocket as you read this history of America. You may be in for a surprise!

On the back of the One Dollar bill, you will see two circles. Together, they comprise the Great Seal of the United States. The First Continental Congress asked Benjamin Franklin and a group of men to design a Seal. It took them four years to accomplish this task and another two years to get it approved.

Look at the left-hand circle and you will see a Pyramid. Notice the front is lighted, and the western side is dark. This country was just beginning. We had not begun to explore the West nor decide what we could do for Western Civilization. The Pyramid is uncapped, again signifying that we were not even close to being finished. Inside the capstone, you have the all-seeing eye, an ancient symbol for divinity. It was Franklin's belief that one person could not do it alone, but a group of people, with the help of God, could do anything. That is why "IN GOD WE TRUST" is on the currency.

The Latin above the pyramid, "ANNUIT COEPTIS," means, "God has favored our undertaking." The Latin below the pyramid, "NOVUS ORDO SECLORUM," means, "A new order has begun." The Roman numeral for 1776 - (MDCCLXXVI) - is at the base of the pyramid.

Look at the right-hand circle - this symbol is found on every National Cemetery in the United States. Slightly modified, it is also the seal of the President of the United States, and it is always visible whenever the President speaks. Very few people know what the symbols mean. The Bald Eagle was selected as a victory symbol for two reasons. First, the Eagle is not afraid of a storm - it is strong, and is smart enough to soar above the storm. Second, the Eagle wears no feathered crown. We had just broken from the King of England.

Notice the shield is unsupported. This country could now stand on its own. At the top of the shield, there is a white bar, which signifies Congress, a unifying factor. We were coming together as one nation. In the Eagle's beak you will read, "E PLURIBUS UNUM" meaning, "From many - one." Above the Eagle, are thirteen stars, representing the thirteen original colonies. Again, we were coming together as one.

Notice what the Eagle holds in its talons - an olive branch in one and arrows in the other. This country wants peace, but we will never be afraid to fight to preserve peace. The Eagle always faces the olive branch in times of peace, but in times of war, its gaze is turned toward the arrows.

Superstition says that the number 13 is unlucky. This is almost a worldwide belief. Think about this - America, which relies on God - (not a number) - to direct and lead, boldly chose the number 13. 13 original colonies, 13 signers of the Declaration of Independence, 13 stripes on the flag, 13 steps on the pyramid,

13 letters in "ANNUIT COEPTIS," 13 letters in "E PLURIBUS UNUM," 13 stars above the eagle, 13 bars on the shield, 13 leaves and 13 olives on the olive branch, and if you look closely, 13 arrows.

Finally, notice the arrangement of the 13 stars in the right-hand circle. You will see that they are arranged as a Star of David. George Washington ordered this after he asked Haym Solomon, a wealthy Philadelphia Jew, what he would like as a personal reward for his services to the Continental Army. Solomon said he wanted nothing for himself, but he would like something for his people. The Star of David was the result.

Few people know it was Haym Solomon who saved the Continental Army through his financial contributions - he later died a pauper. Haym Solomon gave \$25 million to save the Continental Army. This money was sorely needed to help realize America's freedom and independence from England. Therein lies America's Judeo-Christian beginning.

Most American children do not know any of this. Most American History teachers do not know this.

How much did you know?

Post Office Facts

- Highest - Alma, CO - 10,578 feet above sea level.
 - Lowest - Death Valley, CA - 282 feet below sea level.
 - Coldest - North Slope of Alaska: Barrow and Wainwright.
 - Wettest - Mt. Waialeale, near the Kapaa Post Office in Hawaii.
 - Driest - Death Valley, CA
 - Westernmost - 48 contiguous - La Push, WA.
 - Easternmost - 48 contiguous - Lubec, ME.
 - Southernmost - 48 contiguous - Key West, FL.
 - Northernmost - 48 contiguous - Sumas, WA.
 - Northernmost - 50 states - Barrow, AK.
 - Most Centered (all 50) - closest to the geographical center of the 50 states - Belle Fourche, SD.
 - Most Centered (48) - closest to geographical center of the 48 contiguous states - Lebanon, KS.
 - Oldest in same building - Hinsdale, NH, since 1816.
 - Largest - James A. Farley, New York, NY - 93,000 square feet.
 - Smallest - Ochopee Main, Ochopee, FL - 61.3 square feet.
 - Most Extraordinary - Peach Springs, AZ, has walk-in freezers for food being delivered to the bottom of the Grand Canyon by mule train.
 - Most Subterranean - Stamp Fulfillment Services, located in Kansas City, MO, is in a limestone cave 150 feet underground. The consistent, year-round temperature and humidity levels allow the stamps to be maintained in mint-quality condition.
 - Most common Post Office name - Franklin is the most common name with 29 locations. Greenville is second with 28, and Clinton, Springfield, and Washington are tied for third with 27 each.
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