

Happy January 1st

The books have closed on 2013. Today is the first day of a new year – it has never been lived before. Think what you can do with this day and every other day of this New Year! What the New Year brings you will depend a great deal on what you bring to the New Year. *“A good beginning makes a good ending.”*

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 Program
MCG = Managing Change Workshop
NEG = Negotiation – CommScope Program
PSP = Professional Sales Program

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Neopost Canada Honored

GIZZARELLI, Lou – (EMP-08) – President – 150 Steelcase Rd., West, Markham Ontario, Canada L3R 3J9 – Bus 905-475-3722 – l.gizzarelli@neopost.com - advised that Neopost Canada was presented the prestigious 2013 *“Business Employer of Excellence”* award by the Markham Board of Trade. This singular honor goes to the company that best exemplifies an *“employee-centric culture that values its people.”*

Cross Cultural New Year's

- On New Years, people in Italy wear red underwear to bring good luck in the coming year.
- In Thailand, the New Year is celebrated by visiting family, parading statues of Buddha and throwing water on spectators.
- In Spain, it is traditional on New Year's Eve to eat a grape at each chime of the clock.

2014 → 2015 - Seminars Executive Management Program

2014

CLASS 46

(Only three openings left)

► Week 1 – Feb. 10 – 14, 2014 ◀

Week 2 – May 19 – 23, 2014
Week 3 – Aug 11 - 15, 2014
Week 4 – Nov 17 - 21, 2014
Week 5 – Feb 16 – 20, 2015

CLASS 47

► Week 1 – Jun 16 – 20, 2014 ◀

Week 2 – Sep 15 – 19, 2014
Week 3 – Dec 08 – 12, 2014
Week 4 – Mar 16 – 20, 2015
Week 5 – Jun 15 – 19, 2015

CLASS 48

► Week 1 – Oct 13 – 17, 2014 ◀

Week 2 – Jan 19 – 23, 2015
Week 3 – Apr 13 – 17, 2015
Week 4 – Jul 13 – 17, 2015
Week 5 – Oct 19 – 23, 2015

(To enroll participants in any class or to obtain detailed information please contact Tom Stevens at inmco@mindspring.com or call 865-458-3429.) We need the participant's name, title, business phone and email address for enrollment.

Chronological Calendar

2014

► EMP 46/1 • FEB 10 – 14 ◀

EMP 43/5 • FEB 17 – 21
EMP 45/3 • MAR 10 – 14
EMP 46/2 • MAY 19 – 23

► EMP 47/1 • JUN 16 – 20 ◀

EMP 45/4 • JUL 21 – 25
EMP 46/3 • AUG 11 – 15
EMP 47/2 • SEP 15 – 19
EMP 45/5 • OCT 06 – 10

► EMP 48/1 • OCT 13 – 17 ◀

EMP 46/4 • NOV 17 – 21
EMP 47/3 • DEC 08 – 12

2015

EMP 48/2 • JAN 19 – 23

► EMP 49/1 • FEB 09- 13 ◀

EMP 46/5 • FEB 16 – 20
EMP 47/4 • MAR 16 – 20
EMP 48/3 • APR 13 – 17
EMP 49/2 • MAY 18 – 22

► EMP 50/1 • JUN 08 – 12 ◀

EMP 47/5 • JUN 15 – 19
EMP 48/4 • JUL 13 – 17

Steven's Statement

A Test For Insanity

The start of the New Year is a perfect time to check your organization for INSANITY! Insanity has been defined as doing the same thing repeatedly and expecting different results. This checkup is really quite simple. Second only to meetings, as the biggest time waster, is the filling out of Accountability Reports. These reports are used to make sure everything is going as planned and if not, why not! No one likes surprises. ACTION PLAN -

1. Ask your directs to keep a copy of every report they receive during the month of January.
2. Ask your directs to keep a copy of every report they are required to fill out and submit to someone during the month of January.
3. Call a staff meeting the first week of February and ask your directs to bring their collected forms to the meeting. (Take a picture of the stack of forms in front of each person!)
4. Begin with the forms each individual receives. Ask the question – is this form really necessary? If the answer is NO, do away with the form. If the answer is YES do an analysis as follows -
5. Look at the style. Basically, there are only four styles – 1. Data only. 2. Data plus some reference. 3. Same as 2 plus explanation of deviation. 4. Same as 3 but with recommended action. Reports in category 4 are usually the most useful. Should a change of style for any form be considered?
6. Next, analyze the Distribution. Who gets the report? Would a change in distribution be helpful?
7. Look at the forms everyone has to complete and send to someone else. Ask the question – is this form really necessary? If the answer is NO, try to do away with the form. Contact the person to whom the form is sent and ask if they really need it. If yes, should the style be changed?
8. Look at every form that directs receive. Do they really need to receive it? If the answer is NO, ask to be taken off the mailing list. With the advent of email, the proliferation of reports is staggering.

INM has a unit entitled "Auditing Accountability Reports." This unit goes into greater depth in explaining the best use of Accountability Reports. It also has several forms that make the analysis easier. If you would like a copy of this unit, please send me an email – Tom Stevens at inmco@mindspring.com.

If a form has a number on it beware! Purchasing has assigned this form a number and is purchasing it in bulk so as not to run out. It will be with you forever and a day! We are not against reports – only those that waste people's time and energy. "Everyone gets so much information all day long that they lose their common sense." Gertrude Stein

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John's Jottings

You have done it! You have completed another year. Before relegating it to the obscurity of the history books, let's make sure we have mined it for all the knowledge we can get out of it - in other words, let's make sure we have learned all we can.

With your direct reports, consider the following AC-TION PLAN -

- 1) What can we take pride in having accomplished in 2013? You have some wins - probably some really nice ones. What are they?
- 2) What did we do that produced these wins? How did we do it? What can we learn from them? Write it down - share it.
- 3) Where did we have disappointments this past year? What were they, specifically?
- 4) What can we learn from our disappointments? Jot the lessons down.
- 5) What should we focus on doing differently or better in 2014? Write it down.

Why write these answers down rather than just discussing each questions? Because writing them down forces one to be specific and enables one to be definite and concise. This is essential in the learning process.

Now, consider the following. We all want to be as successful as we can. We all want to get the most out of our careers. We want to be as effective as we can both as managers and at satisfying our customers' needs.

The good news is our success in achieving these goals is largely a matter of habits - the bad news is the obstacles we must overcome in pursuit of these goals are also largely habits, both our personal habits and our business habits.

Our habits as a business? Yes, our business has habits. They may be called "policies," or "proce-dures." However, these are habits just the same. This is also a good time to review these, especially the ones that caused us problems last year. Do not overlook the informal procedures and policies that all businesses have.

Start by answering these questions. What do we do when a customer complains? Whom do we tell? When something goes wrong, do we just blame our suppliers/distributors or do we look at the whole process and see what needs to be changed?

How difficult is it for our customers to deal with us? How many forms do we require? Are they all necessary? How reliable are our delivery/due dates?

There are countless others. Think them through, change what needs to be changed.

After you have learned all you can from last year, focus on this year - you will be smarter and better prepared for 2014.

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Follow Your Dream

Jesse hated his job - and you would too. Jesse was a chicken plucker. He stood on a line in a chicken factory and spent his days pulling the feathers off dead chickens. It wasn't much of a job. However, at the time, Jesse didn't think he was much of a person. His father was paranoid, schizophrenic, and an alcoholic. Jesse's older brother wasn't much better. He was always picking on Jesse and beating him up. Jesse grew up in a very rough home in West Virginia.

Life was anything but easy. He thought life didn't hold much hope for him. That's why he was standing in the chicken line, doing a job that few people wanted. In addition to all the rough treatment at home, it seems that Jesse was always sick. Sometimes it was a real physical illness, but often, it was all in his head. He was a small child, skinny and meek. When he started school, he was the object of every Bully on the playground. He was a hypochondriac of the first order. For Jesse, tomorrow was not something to look forward to. However, he had dreams. He wanted to be a ventriloquist. He read every book on ventriloquism he could find. He practiced with sock puppets and saved his hard-earned dollars until he could get a real ventriloquist dummy.

At 19, he joined the Army. Even though many of his hypochondriac symptoms persisted, the military did recognize his talents and assigned him to traveling GI variety shows to entertain the troops. That was when his world changed. He gained confidence. He found that he had a talent for making people laugh, and laugh so hard they often had tears in their eyes. Yes, little Jesse had found himself. History books are full of people who overcome a handicap and go on to make a success of themselves, but Jesse is one of the few who didn't overcome it. Instead, he used his paranoia to make millions of dollars, and become one of the best-loved characters of all time.

That little paranoid hypochondriac, who transferred his nervousness into a successful career, still holds the record for the most Emmy's ever given in a single category. The wonderful, gifted, talented, and nervous comedian who brought us Barney Fife was Jesse Don Knotts. Now you know the rest of the story. There is a street named for him and a statue in Morgantown, West Virginia, his place of birth.

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"Some people dream of worthy accomplishments - others stay awake and do them."

"There are four steps to achievement - 1. Plan purposely - 2. Prepare prayerfully - 3. Proceed positively and 4. Pursue persistently."

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A Conspiracy?

There is a conspiracy quietly going on in the world. It must be stopped immediately! Have you noticed that stairs are getting steeper? Groceries are getting heavier. In addition, everything is farther away. Yes-

terday I walked to the corner and I was dumbfounded to discover how long our street has become!

People are less considerate now, especially the young ones. They speak in whispers all the time! If you ask them to speak up, they just keep repeating themselves, endlessly mouthing the same silent message until they're red in the face! What do they think I am, a lip reader? I also think they are much younger than I was at the same age. On the other hand, people my own age are much older than I am. I ran into an old friend the other day and he has aged so much that he didn't even recognize me.

I got to thinking about that gentleman while I was shaving this morning, and in doing so, I glanced at my own reflection - well, REALLY NOW - even mirrors are not made the way they used to be! Another thing, everyone drives so fast these days! You're risking life and limb if you happen to pull onto the freeway in front of them. All I can say is, their brakes must wear out very fast, the way I see them screech and swerve in my rear view mirror when I pull slowly into traffic.

Clothing manufacturers are part of this conspiracy. Why else would they suddenly start labeling a size extra large? Do they think no one notices? The people who make bathroom scales are pulling the same prank. Do they think I actually 'believe' the number I see on that dial? HA! I would never let myself weigh that much! Just whom do they think they're fooling?

I'd call up someone in authority to report what's going on - but the telephone company is in on the conspiracy too. They are printing phone books in such small type that no one can even find a number in them! All I can do is pass along this warning. WE ARE UNDER ATTACK! Unless something drastic happens, pretty soon everyone will have to suffer these awful indignities. Are you?

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"By the time a person finds greener pastures they are too old to climb over the fence."

"It is possible that a person could live twice as long if they didn't spend the first half of their life acquiring habits that shorten the other half."

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Did You Know?

The largest earthquake in American history, the New Madrid Earthquake, occurred in the winter of 1811-12 in northwestern TN.

Coca-Cola was first bottled in 1899 at a plant in Chattanooga, TN. Two local attorneys purchased the bottling rights to "Coke" for \$1.00.

Cumberland University in Lebanon, TN lost a football game to Georgia Tech on October 7, 1916 by a score of 222 to 0. The Georgia Tech coach was George Heisman for whom the Heisman Trophy is named.

Hattie Caraway (1878-1950) born in Bakersville, TN was the first female United States Senator.

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