

Happy March 1st

March is Hexagonal Awareness Month. Don't forget the other important March dates - 13 is Pluto Planet Day, 14 is Save a Spider Day, 17 is St. Patrick's Day, 20 is International Day of Happiness – Smile all day.

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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New PSP Class Starts

Class 14 of the **Professional Sales Program** will begin May 18 – 22 at the Airport Hilton in Knoxville, TN. The PSP seminar is custom designed for sales people with established sales customers and/or distributors. Prior to this four-week program each participant surveys their customers and/or distributors, and Supervisor with a Sales Practices Survey. The purpose of this survey is to alert the participant to their favorable and unfavorable sales practices.

Sample topics covered – Managing Conflict, Negotiation, Listening, Sales Time Management, Sales Consulting, Prospecting, Accountability Planning, Long Range Sales Planning, Memory, Business Ethics, Sales Problem Solving, Finance for Sales Professionals, Sales Practices Survey.

A detailed description of the program is available – It includes the contents of each week. Contact John Barnes – john@barnesconsulting.com – 423-504-5641 or Tom Stevens – inmco@mindspring.com – 865-458-3429.

Post Office Facts

- The five most common street names in the US in order are Main, 2nd, Maple, Oak and Park.
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2015 → 2016 Seminars

Professional Sales Program

Class 14

▶ **WEEK 1 – MAY 18 – 22, 2015** ◀

WEEK 2 - AUG 17 – 21, 2015

WEEK 3 – NOV 16 – 20, 2015

WEEK 4 – FEB 15 – 19, 2016

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 47/4 – MAR 16 – 20

EMP 48/3 – APR 13 – 17

▶ **PSP 14/1 MAY 18 - 22** ◀

▶ **EMP 50/1 – JUN 08 – 12** ◀

EMP 47/5 – JUN 15 – 19

EMP 48/4 – JUL 13 – 17

PSP 14/2 – AUG 17 - 21

EMP 50/2 – SEP 14 – 18

▶ **EMP 51/1 – OCT 12 – 16** ◀

EMP 48/5 – OCT 19- 23

PSP 14/3 – NOV 15 - 20

EMP 50/3 – DEC 07 – 11

2016

EMP 51/2 – JAN 18 – 22

PSP 14/4 – FEB 15 - 19

▶ **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

Stevens Statement

e-Addiction

Beware – there is a new addiction that is sweeping the United States and probably the world. It is described as “e-Addiction” – short for email Addiction.

I find it interesting that our seminar participants complain about the amount of email they receive on a daily and even hourly basis. Yet I find that most managers answer their email almost instantly once it is received. It makes me wonder if they are sitting at their computers just waiting for something to arrive. My conclusion – that is exactly what is happening! From Presidents on down everyone is hoping that someone needs them enough to contact them.

We are in a “move-less” society. We sit in our offices and don’t move – we don’t walk around – we even send an email to the person in the office next to us. In the old days when people communicated by mail or inter-office memo we were interrupted only twice a day to go through the mail. Even inter-office memos were not delivered immediately – you had to wait for the “mail-boy” to make his rounds with the internal and external mail.

When I was managing for a living I had a secretary. She opened the mail and decided what was important and urgent enough for me to handle – she handled the rest. She answered my phone and made the same type of decision. She filed the paperwork. I know, in our technologically advanced world you don’t have a secretary. You are your own secretary. I have come to the conclusion that all new hires – from Presidents on down – should be given secretarial tests! How fast do they type - with accuracy? Do they know how to file documents? Since they are their own receptionists – how do they sound on the phone and how do they handle telephone calls?

Whenever I raised these questions in class I heard the “delightful rationalization” – “but it might be important – I have to handle it right away!” During my recent hospital stay I am glad my Doctor didn’t take his cell phone into the operating room on the basis that every call might be important. (At least I don’t think he did.)

ACTION PLAN - The cure for “e-Addiction” – look at your email only twice a day – first thing in the morning and the last thing at the end of the day. The rest of the time you should be doing the job you are paid to do – working on your organization’s “urgent and important” items.

Check your email to see if you are copied for no reason at all other than it is easy to send copies. Request to be taken off the “copy” list. How many lists have you asked to be removed from?

Don’t have your computer make a noise every time you receive an email unless your entire job consists of only reading and answering emails. Important Question - If it was your money would you pay yourself for what you did today?

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John’s Jottings

All the people that work in our companies are important. Without them something would fall through the cracks and not get done. Likely even something important. That’s why most Presidents answer the question, what is your most important asset, by saying, our people. And it’s true.

The Executive Management Program offers tools to assist in getting the most out of your people. Even a small improvement in productivity makes a big difference in the financial results of most companies. (To enroll your managers in the Executive Management Program email Tom at inmco@mindspring.com or call him at 865-458-3429.)

There is one group of people at your company who regularly contact your most important constituency, your customers. Your customers are the only source of repeating cash flow! You need cash to run your business - most of it comes from customers. You need profits to grow your business - it all comes from your customers! You exist to meet your customers’ needs. You provide products that enable your customers to earn more than they paid for them.

How do you feel about the quality of the “touches” that go on daily between your company and your customers? Are they as productive as you wish? Do they produce all the benefit they could? Do your customers find your people easy to deal with? Would they consider them good listeners who are committed to their success?

Do you get new product ideas from your customers? Do you learn from your customers what new services they want that they are willing to pay for?

The Professional Sales Program helps experienced, established sales people become even more effective and productive.

The selling, servicing process is like a bicycle. Your products are the drive wheel, the back wheel. The back wheel provides the power. It makes the bicycle go. Your company trains its representatives on the technical aspects of your products. It teaches them why your solutions are the best; it drills your sales and service men and women on how to service them and keep them doing what they are supposed to do.

The Professional Sales Program is like the front wheel, helping the rider go where she/he wants to go. During the program participants look at their listening skills, as their customer and distributors see them. They learn problem-solving processes that tighten the links with their customers, not just get past the immediate tension.

They also look at ways to increase their close ratio and ways to get just a little more in the selling price where small increases amount to big financial improvements.

To enroll someone call me at 423-504-5641 or email me at john@jbarnesconsulting.com. Happy selling!!

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? KNIHT – FEB ANSWERS - 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 – 6394 – Working backwards – Digit 3 can only be a 3, 6, or 9 – (as it's 3 X digit 2.) Digit 2 can only be 1, 2, or 3. Digit 1 can only be a 2, 4, or 6. But since digit 4 is two-thirds of digit 1, digit 1 must be 6. Making digit 4 a 4 and digit 3 a 9. Making digit 2 a 3. Giving 6394. (Simple wasn't it?)

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. It was a Wednesday, 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 fuel tank developed a leak. After traveling exactly 112 miles his car ran out of gas. How many gallons per hour was it losing as a result of the fuel leak?

ANSWER – 4 gallons per hour. Remember that $TIME = \frac{DISTANCE}{SPEED}$. The car traveled 112 miles, which used $(112 \text{ miles} \div 28 \text{ mpg} = 4 \text{ gallons})$. This left 7 gallons of gas in the tank. The car took $(112 \text{ miles} \div 64 \text{ mph} = 1.75 \text{ hours or } 1 \text{ hour } 45 \text{ minutes})$ - to travel the 112 miles. The 7 gallons were lost during this time. Therefore, the car was losing gas at a rate of 7 gallons divided by 1.75 hours or 4 gallons per hour.

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 – 1000. One Thousand.

? KNIHT – MARCH - THINK ?

Hidden Countries

Below are seven countries whose letters have been scrambled. Once the letters have been unscrambled the first letter of each of these countries can then be scrambled to spell another country. What are the seven countries and what country do their first letters form?

AADNORR

AEHIIOPT

CEEEGR

AAAACDGMRS

ANORWY

AAIMNOR

EEMNY

ANSWER

Hidden Numbers

Hidden in the sentences below are the numbers 1 → 10 in words. A number might appear in more than one sentence, but there is only one way to find all ten numbers. For example –

- My parents told me to never cross the road without looking. (Number one)
- The robins love hiding among the smooth reeds.
- It's always worth looking after your friends, even if they've upset you.
- Even heavyweight boxers like using soft tissues when they have a cold.
- To avoid the calf I veered sharply to the left.
- The eggs were boxed thirteen instead of a dozen in each baker's delivery box.
- Having salmon every day for lunch gets a little boring after a while.
- The attendance at the local football match exceeded last weeks by many thousands.
- We need to waterproof our boots to make sure we don't get wet.
- Meeting friends after work allows executives to network effectively.
- The orchestra sounded magnificent with the three virtuosi xylophonists.

ANSWER

Who's The Thief?

After a local robbery went bad the police rounded up five suspects to be interviewed. The police managed to get a confession. Below is a summary of their statements to the police. Exactly five of these statements are true. Let's see if you would make a good detective? From the statements who is the guilty party?

- Adrian said – It wasn't Barry. It was Cedric.
- Barry said – It wasn't Adrian. It was Derek.
- Cedric said – It wasn't Derek. It wasn't Barry.
- Derek said – It wasn't Eric. It was Adrian.
- Eric said – It wasn't Cedric. It was Derek.
- ❖ Who did the police arrest?

ANSWER

Career Management Revisited

Since 1986, when INM was founded, we have emphasized self-management of your career. With crime on the rise in the US it has occurred to us that some of you are possibly looking to a new career in crime. As a result we have put together some "DO NOT'S" to assist you.

Finding a gun

When you're in need, it sometimes makes sense to go to the police. When you're in need of a gun to shoot people you're mad at, not a good idea. Police in Boynton Beach, Florida, say 38-year-old Deondrae Hall shouted to an officer entering the station, "Hey, let me use your gun" and explained that he needed to "take care of" some people who robbed him. When that did not work, Hall turned to an officer leaving the station and demanded his gun. As they were hand-

cuffing him, police say Hall threatened to get another gun and shoot both officers, reported the [Sun Sentinel](#). Charges include harassing a police officer and, yes, public intoxication. **"DO NOT"** try to borrow a police officer's gun – buy your own.

Shop lifting protocol

In the annals of misguided 911 calls comes this entry from Buford, Ga., where a shoplifting suspect managed to summon the police officers who arrested him. It went like this - Two security officers at the local Wal-Mart followed Alfonso Aguilar into the parking lot because they say he had stolen several items, reported the [Atlanta Journal-Constitution](#). Police say that Aguilar resisted their attempts to detain him, even pulling a knife, and then fled across the street to a Lowe's parking lot. There, he hid behind a truck and called 911. **"Sorry I'm out of breath,"** he tells the dispatcher, according to a transcript. **"These guys tried to grab me and told me that they were .security guards, but they look like two little thug guys."** Police arrived while he was still on the phone, found the store items near the truck, and arrested the 42-year-old on charges of shoplifting and aggravated assault. Best part - on the 911 call, he can be heard protesting, **"I'm the one that called for help."** **"DO NOT"** call 911 when you are shoplifting.

Get away car

A Pennsylvania woman will stand trial on charges she stole a police cruiser and led officers on an 80mph chase — all while her hands were cuffed behind her back. Center Township police testified at Roxanne Rimer's hearing yesterday that she was arrested after stealing earrings from a Kohl's store on Jan. 14. Police testified that a loss prevention officer detained Rimer, 27, who gave a fake name and claimed to be a juvenile. Before police could arrive, Rimer ran away and jumped into a car driven by her grandfather, police said. That car was pulled over moments later, and Rimer was cuffed and placed in the back of a police cruiser, screaming, **"Mommy! Mommy!"** authorities said. Officers say while police searched her grandfather's car, the thin woman squeezed through a partition in the cruiser and into the front seat. She zoomed off, smashing into her grandfather's car as she drove away. The local police chief stated - **"With her back turned and her hands cuffed behind her back, she managed to put it in gear and drive. And from what we can gather, she drove at very high speeds and in that position somehow manipulated the gears and steering wheel."** After a 10-mile chase, she crashed into a hillside and jumped out, police said. She faces charges including aggravated assault, reckless endangerment, fleeing and eluding police, and robbery. Her attorney argued against the aggravated assault charge because the officers were

endangered - because he said Rimer didn't intend to injure anyone and nobody was hurt. But the judge agreed with the prosecutor, who said Rimer put both the police and her grandfather at risk. **"She was going to get out of that situation at whatever the cost,"** says an assistant DA. **"DO NOT"** steal a police car to use as a get-away-vehicle, especially when your hands are handcuffed behind your back.

Marketing Strategy

Police say a woman selling drugs made a big mistake that landed her in jail — she mistakenly called an Albuquerque police detective. 30-year-old Renea Lucero was arrested last week when she called the detective at his department-issued cell phone and made the officer an unexpected offer to sell him drugs at a reduced price. The police report says the officer didn't think Lucero realized who she had dialed. The officer then set up a drug bust. Lucero was arrested on trafficking charges. **"DO NOT"** randomly call phone numbers to get rid of your product.

Gangster Attire

A Minnesota man was arrested for indecent exposure and an outstanding warrant, after police reported seeing him walk down the street dressed only in heels. On Feb. 21, officers said Stephen Roy Dombek, 63, was walking down the street in Maple Grove, Minnesota wearing only high heels. When he saw the officers, he ran back to his car and drove away, according to the [Southwest Minneapolis Patch](#). Officers tracked Dombek down and arrested him. He was treated for cuts to his feet from running in heels in the snow. **"DO NOT"** go to do your **"mafia stuff"** without the proper accessories – you must project the proper image.

Criminal Nutrition

Police arrested a western Pennsylvania bank robbery suspect when he stopped for chicken and biscuits at a restaurant two blocks away. Online court records don't list an attorney for 32-year-old Shane Lindsey, who was arrested Wednesday about 20 minutes after he allegedly robbed the Citizens Bank in downtown New Kensington, PA. Police told the Tarentum) Valley News Dispatch that witnesses saw a bald man matching Lindsey's description run toward a restaurant after the heist. Police knew the business had surveillance video and went inside to view it hoping for clues as to where the suspect went — only to find Lindsey eating at a booth. Police say the video showed the suspect run past the restaurant and then pause before coming back and going inside. **"DO NOT"** do criminal stuff on an empty stomach. If you are not stealing enough to eat properly you had better think about changing careers.

"In the universe it may be that primitive life is very common and intelligent life is fairly rare. Some say it has yet to occur." Stephen Hawking

"I once did a job, I was so stupid. I picked a guy's pocket on an airplane and made a run for it." [Rodney Dangerfield](#)
