

Happy May 1st

Almost 1/3 of 2011 is history. 121 days are gone and we have only 244 ahead in which to make history. “Human history becomes more and more a race between education and catastrophe” H. G. Wells

Congratulations

“If it is to be – it is up to me!”

ALP = Advanced Leadership Program

CLD = CommScope Leadership Development

ELD = Enterprise Leadership Development - CommScope

EMP = Executive Management Program

IMP = In-house Management Programs

PSP = Professional Sales Program

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Correction

In the April newsletter I failed to give the correct address and phone number for WHITAKER, Kevin – (ELD-1) – Senior Vice President, Global Business Operations/Demand Planning - CommScope, 3100 East Lookout Drive, Richardson, TX 75082 - Bus – 972-792-3446 - Cell – 828-302-0178 - whitaker@commscope.com.

The Amazing Human Body

- There are 230 joints in the human body.
- The average length of arteries, capillaries and veins in the human body is 62,000 miles.
- It has been medically proven that *laughter* helps control pain, lower blood pressure and relieve stress.
- Most able people will walk 115,000 miles in their lifetime – or around the world 4 ½ times.

Seminars in 2011 & 2012

Executive Management Programs

Class 37

- ▶ Week 1 – Jul. 11 – 15, 2011 ◀
- Week 2 – Oct. 24 – 28, 2011
- Week 3 – Feb. 20 – 24, 2012
- Week 4 – May 07 – 11, 2012
- Week 5 – Aug. 06 – 10, 2012

Class 38

- ▶ Week 1 – Sep. 19 – 23, 2011 ◀
- Week 2 – Dec. 12 – 16, 2011
- Week 3 – Mar. 12 – 16, 2012
- Week 4 – Jun. 25 – 29, 2012
- Week 5 – Sep. 10 – 14, 2012

Class 39

- ▶ Week 1 – Jan. 23 – 27, 2012 ◀
- Week 2 – Apr. 16 – 20, 2012
- Week 3 – Jul. 16 – 20, 2012
- Week 4 – Oct. 15 – 19, 2012
- Week 5 – Jan. 21 – 25, 2013

Class 40

- ▶ Week 1 – Mar. 19 – 23, 2012 ◀
- Week 2 – Jun. 11 – 15, 2012
- Week 3 – Sep. 17 – 21, 2012
- Week 4 – Dec. 10 – 14, 2012
- Week 5 – Mar. 18 – 22, 2013

To enroll participants in any EMP class or to obtain detailed information please contact Tom Stevens at 865-458-3429 or email him at – inmco@mindspring.com.

Chronological Calendar - 2011

CLD 3/2 – MAY 2 – 6

(Chicago, IL)

Managing Change Workshop – May 3 – 5

EMP 36/1 – MAY 9 – 13

EMP 33/4 – MAY 16 – 20

EMP-35/2 – MAY 23 – 27

EMP 32/5 – JUN 13-17

EMP 37/1 – JUL 11 – 15

EMP 35/3 – JUL 18 – 22

CLD 4/3 – JUL 25 – 29

(Chicago, IL)

EMP 34/4 – AUG 1 – 5

CLD 3/3 – AUG 8 – 12

(Dallas, TX)

EMP 33/5 – AUG 15 – 19

EMP 36/2 – AUG 22 – 26

PSP 11/2 – AUG 29 – SEP 2

EMP 38/1 – SEP 19 – 23

CLD 4/4 – SEP 26 – 30

(Knoxville, TN)

CLD 3/4 - OCT 10 – 14

(Knoxville, TN)

EMP 35/4 – OCT 17 – 21

EMP 37/2 – OCT 24 – 28

Steven's Statement

After listening to politicians, I have begun to realize how much we depend on "committees." It seems the only answer to a problem these days is to form a "committee." How about you and your company? How many committees are you on? How many new committees have been formed to study problems? Why?

As most of you know, I enjoy quotations. I have had fun looking up quotations on committees. C North Parkinson, author of the famous Parkinson's Law, said this –

- Committees of twenty deliberate plenty,
- Committees of ten act now and then,
- But most jobs are done by committees of one.

"A committee is a group of people that keep minutes and waste hours!" Milton Berle

"A committee is a collection of the unfit chosen from the unwilling by the incompetent to do the unnecessary."

Ross Perot, founder of Electronic Data Systems, said this about General Motors after they bought his company. "The first EDS employee to see a snake kills it. At GM, the first thing you do when you see a snake is organize a committee on snakes. Then you bring in a consultant who supposedly knows a lot about snakes. Third thing you do is talk about it for a year."

Former US Senator Harry Chapman gave new Senators the following list of rules for serving on committees.

1. Never arrive on time – this stamps you as a beginner.
2. Don't say anything until the meeting is half over – this stamps you as being wise.
3. Be as vague as possible, this avoids irritating the others.
4. When in doubt suggest that a sub-committee be appointed.
5. Be the first one to move for adjournment – this will make you popular, as it's what everyone is waiting for.

John Kenneth Galbraith – "Committee meetings are indispensable when you don't want to do anything."

"Outside of traffic, there is nothing that has held this country back as much as committees." Will Rogers

"Nothing is ever accomplished by a committee unless it consists of three members - one of whom happens to be sick, another absent and a third that makes decisions."

If you insist on forming committees to solve problems, remember the rules for meetings that we cover the first thing in week one of the Executive Management Program.

1. Set specific, measurable goals for the meeting.
 2. Prepare an agenda structured to accomplish the objectives and send the agenda to all participants before the meeting.
 3. Establish starting and ending times and stick to the schedule – appoint a timekeeper to stay on schedule.
 4. Appoint a recorder at the end of the meeting – that way every one will take notes and pay attention.
 5. Hand out the "Meeting Questionnaire" to all participants and have them rate the meeting. (This questionnaire is on the last page of this newsletter.)
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John's Jottings

In his book, "What the CEO Wants You to Know," Ram Charan says – "true business knowledge is based on eight basic business issues."

- Sales. What were your company's sales last year, last quarter, last month? Sales indicate success in satisfying the customer's value equation.
- Growth. Is your company growing, i.e., increasing their sales? Growing companies are more fun.
- Profit margin. Is it growing, holding constant or declining?
- Your profit margin in relation to your competitor's. If your profit margin is better, you are building true market strength.
- Utilization of your inventories and assets. If you have a superior utilization you have higher "velocity," i.e. you are achieving a higher volume of sales with lower levels of inventory and assets.
- Return on assets. How effectively are you using your assets to produce a profit? This is a key measure of management effectiveness.
- Cash generation. Is your company generating cash? Cash is business oxygen.
- Market position. Are you performing better than your competitors?

So - how is your true business knowledge?

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Southern Storms

As you have seen on TV, the Southland has been hit rather hard by severe weather and particularly tornadoes. John and his wife, Jeanette, live on Lookout Mountain in Georgia. This is just a few miles south of Chattanooga, TN. Wednesday evening, April 27, this area was hit by several tornadoes plus torrential rain and hail.

John and Jeanette did not suffer and damage to their home BUT they had almost a worse tragedy. They lost their cable connection. Horrors! This meant no TV, internet, phone service, fax machine or computer. By the next day, they were still not back on cable. Fortunately John's cell phone was working. We talked on Thursday afternoon and John was still suffering the effects of withdrawal, as their cable still was not working.

Tom and "what'shername" live about an hour and a quarter North of Chattanooga in Loudon, TN. The Chattanooga storms headed North and dropped their rain and hail on the Stevens household. Fortunately, they did not suffer any damage to their home or to "Kate's Navy." Neighborhoods in their vicinity were not so fortunate. About 8:45 pm they heard the sound of freight trains as a tornado was somewhere in their area.

Also happy to report that the Airport Hilton and Calhoun's at the Marina did not have any damage. A number of our participants may have experienced the storms. Did any of you or your businesses suffer any damage?

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Social Security Explained

Why did Bernie Madoff go to prison? To make it simple, he talked people into investing with him. Trouble was, he didn't invest their money. As time rolled on, he simply took the money from the new investors to pay off the old investors. Finally, there were too many old investors and not enough money from new investors coming in to keep the payments going.

Next thing you know Madoff is one of the most hated men in America and he is off to jail. Madoff did to his investors exactly what the government has been doing to its citizens for over 70 years with Social Security. There is no meaningful difference between the two schemes, except that one was operated by a private individual who is now in prison, and the other is operated by politicians who enjoy perks, privileges and status in spite of their actions.

Following is a side-by-side chart of the actions of Madoff and the U. S. Government.

<u>BERNIE MADOFF</u>	<u>SOCIAL SECURITY</u>
Takes money from investors with the promise that the money will be invested and made available to them later.	Takes money from wage earners with the promise that the money will be invested in a "Trust Fund" and made available to them later.
Instead of investing the money, Madoff spends it on nice homes in the Hamptons and yachts.	Instead of depositing the money in a Trust Fund as they promised, the politicians use it for general spending and vote buying.
When the time comes to pay the investors back, Madoff simply uses some of the new funds from newer investors to pay back the older investors.	When benefits for older investors become due, the politicians pay them with money taken from younger and newer wage earners to pay the retirees.
When Madoff's scheme is discovered all hell breaks loose. New investors won't give him any more cash.	When Social Security runs out of money they simply force the taxpayers to send them some more.
<u>Bernie Madoff is in jail.</u>	<u>Politicians remain in Washington.</u>

"The taxpayer - That's someone who works for the federal government but doesn't have to take the civil service examination." Ronald Reagan

"If you put the federal government in charge of the Sahara Desert, in five years there would be a shortage of sand." Milton Friedman

Computer Logic

A Spanish teacher was explaining to her class that in Spanish, unlike English, nouns are designated as either masculine or feminine. "House" for instance, is feminine: "la casa." "Pencil," however, is masculine - "el lapiz." A student asked, "What gender is computer?" Instead of giving the answer, the teacher split the class into two groups, male and female, and asked them to decide for themselves whether computer should be a masculine or a feminine noun. Each group was asked to give four reasons for its recommendation.

The men's group decided that "computer" should definitely be of the feminine gender (la computadora), because -

1. No one but their creator understands their internal logic.
2. The native language they use to communicate with other computers is incomprehensible to everyone else.
3. Even the smallest mistakes are stored in long-term memory for possible later retrieval.
4. As soon as you make a commitment to one, you find yourself spending half your paycheck on accessories for it.

The women's group, however, concluded that computers should be masculine (el computador), because -

1. In order to do anything with them, you have to turn them on.
2. They have a lot of data but still can't think for themselves.
3. They are supposed to help you solve problems, but half the time they ARE the problem.
4. As soon as you commit to one, you realize that if you had waited a little longer, you could have gotten a better model. **The women won!**

I didn't know that

- More than half of the coastline of the entire United States is in Alaska.
 - The Amazon rainforest produces more than 20% of the world's oxygen supply. The Amazon River pushes so much water into the Atlantic Ocean that, more than one hundred miles at sea off the mouth of the river; one can dip fresh water out of the ocean. The volume of water in the Amazon River is greater than the next eight largest rivers in the world combined and three times the flow of all rivers in the United States.
- Istanbul, Turkey, is the only city in the world located on two continents.

MEETING QUESTIONNAIRE

The purpose of this questionnaire is to improve the efficiency and effectiveness of our meetings. Please read each statement and check YES or NO depending on your opinion of the meeting

	<u>YES</u>	<u>NO</u>
1. The objectives of the meeting were well defined.....	___	___
2. We decided what processes would be used in the meeting.....	___	___
3. Participants were sufficiently prepared for the meeting.....	___	___
4. We periodically reviewed our progress during the meeting.....	___	___
5. We effectively allocated our meeting time.....	___	___
6. Ideas and viewpoints were not lost or forgotten.....	___	___
7. We decided which agenda items had priority.....	___	___
8. We appointed a timekeeper.....	___	___
9. We were not diverted from the matters at hand.....	___	___
10. Participants did not lose concentration and/or attention.....	___	___
11. The meeting was necessary.....	___	___
12. We effectively managed conflict.....	___	___
13 Everyone participated in the meeting.....	___	___
14. We reached decisions in the meeting.....	___	___
15. At the end of the meeting, we summarized what had been agreed upon.....	___	___
16. At the end of the meeting, we decided how our decisions would be implemented.....	___	___
17. We started and ended on time.....	___	___
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<u>Suggestions for improving our meetings.</u>	<u>Column Total</u>	___ ___