

Happy May 1st

May is named after the Greek goddess *Maia*, goddess of fertility. The second Sunday is Mother's Day in 56 countries beginning with Anguilla and ending with Zimbabwe.

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 Workshops
PSP = Professional Sales Program

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Retirement

CLAPP, David – (IMP) – after heading the Wakefield Corporation for 38 years David has sold the company and is going into the retirement mode. ddclapp@comcast.net.

Interesting Commentary

Ten years ago, we had Steve Jobs, Bob Hope, and Johnnie Cash. Now we have no jobs, no hope, no cash and our politicians keep spending!

Remember - we don't stop playing because we are old. We are old because we stopped playing!

Seminars Starting In 2012 - 2013

Mini-Seminars

Managing Change & Conflict Workshop

June 18 – 21, 2012

Executive Management Programs

Class 41

- ▶ Week 1 – Jul. 23 – 27, 2012 ◀
- Week 2 – Oct. 22 – 26, 2012
- Week 3 – Feb. 18 – 22, 2013
- Week 4 – May 20 – 24, 2013
- Week 5 – Aug. 12 – 16, 2013

Class 42

- ▶ Week 1 – Nov. 12 – 16, 2012 ◀
- Week 2 – Feb. 25 – Mar 1, 2013
- Week 3 – Jun. 10 – 14, 2013
- Week 4 – Sep 16 – 20, 2013
- Week 5 – Dec. 09 – 13, 2013

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

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

Chronological Calendar – 2012

EMP 37/4 – MAY 07 – 11
EMP 36/5 – MAY 21 – 25
Managing Change & Conflict – JUN 18 - 21
EMP/40/2 – JUN 11 - 15
EMP 38/4 – JUN 25 - 29
EMP 39/3 – JUL 16 - 20
EMP 41/1 – JUL 23 - 27
EMP 37/5 – AUG 06 - 10
PSP 12/2 – AUG 13 - 17
EMP 38/5 – SEP 10 - 14
EMP 40/3 – SEP 17 - 21
EMP 39/4 – OCT 15 - 19
EMP 41/2 – OCT 22 – 26
EMP 42/1 – NOV 12 – 16
PSP 12/3 – DEC 03 – 07
EMP 40/4 – DEC 10 - 14

A police recruit was asked during an exam, "What would you do if you had to arrest your mother?" He immediately answered, "Call for backup."

Trivia

- There are 230 joints in the human body.
- The average length of arteries, capillaries, and veins in the adult human body is 62,000 miles.

Change or Die

Part of leadership comes down to changing people's behavior. Why is that so hard? Change or Die! What if you were given that choice? We're talking actual life or death. What if a well-informed, trusted authority figure said you had to make difficult and enduring changes in the way you think and act? If you didn't, you would die! Could you change when change meant your life or premature death?

"Yes," you say. Try again. "Yes?" You're probably deluding yourself. You wouldn't change. Don't believe it? You want odds? The scientifically studied odds are nine to one. That's nine to one against you changing. How do you like those odds?

This revelation unnerved people at IBM's "Global Innovation Outlook" conference. IBM invited the most farsighted thinkers they knew from around the world to come together in New York and propose solutions to some big problems. They started with the crisis in health care, an industry that consumes an astonishing \$1.8 trillion a year in the United States, or 15% of the gross domestic product.

A team of experts took the stage, and you might have expected them to proclaim that breathtaking advances in science and technology - mapping the human genome and all that - held the long-awaited answers. That's not what they said. They said that the root cause of the health crisis hasn't changed for decades, and the medical profession couldn't figure out what to do about it.

Dr. Raphael Levey, founder of the Global Medical Forum told the audience, "A relatively small percentage of the population consumes the vast majority of the health-care budget for diseases that are very well known and are by and large behavioral." That is, people are sick because of how they choose to live their lives, not because of environmental or genetic factors beyond their control. Continued Levey - "As far back as thirty years ago - many studies demonstrated that 80% of the health-care budget was consumed by five behavioral issues." "These five issues are - too much smoking, drinking, eating, stress, and not enough exercise."

A long-term study of 400,000 patients showed that when patients were told they must change their behavior or die early - only 1 in 9 changed. How about you? Should you change? What does your doctor tell you? Are you changing? Why not! What about members of your family and friends? Are they among the 8 that are choosing to die early? Why?

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John's Jottings

Listening is one of those skills we all assume we have. In addition, because we take it for granted, we don't often consider whether or not we are listening effectively.

Are you a leader? Then it is imperative that you have excellent listening skills. We all know that listening is an essential part of communication, and that poor listening is a major cause of misunderstanding, so let's consider this:

According to the Audio Visual Society, with respect to communication skills, we listen about 45% of the time; talk about 30% - (even though we all know people who seem to talk more than they listen,) - read about 16% and write about 9%.

Effective listening is hard work. It requires energy. It requires concentration. It requires discipline and constant practice. "Aha," you say. "That's why I'm not a good listener. I'm losing what it takes!"

Here are six rules for effective listening:

1. Look at the person with whom you are conversing-not at your computer screen-not at your Iph-one-not at the person at the next table, etc.
2. Ask questions. You know the saying-"I know you think you heard what I said, but I'm not sure what you think I said is what I meant to say." Communication only occurs when there has been a transfer of understanding. The only way to assure this is to ask questions.
3. Don't interrupt. This requires discipline. And concentration. Recently someone told me, "but I have to interrupt or I will forget what I want to say!" Just listen. Don't interrupt. Don't be distracted by what "you just have to say," which may be off-track anyway.
4. Don't change the subject - you may miss the most important part of the conversation.
5. Check/control your emotions. This also requires real discipline. We all have "hot buttons," trigger words, that immediately distract us from the subject.
6. Be responsive. Acknowledge the person with whom you are conversing. Better yet, confirm your understanding of what they said. Did you hear what the other person meant to say? All of it?

An Italian proverb puts it this way, "From listening comes wisdom, from speaking repentance."

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He knows you're there!

A burglar broke into a house one night. He shined his flashlight around, looking for valuables when a voice in the dark said, "Jesus knows you're here." He nearly jumped out of his skin. He clicked off his flashlight, and froze. When he heard nothing more, he shook his head and continued prowling.

Just as he pulled the stereo out, clear as a bell, he heard "Jesus is watching you." This freaked him out, and he shined his light around frantically, looking for the source of the voice. Finally, in the corner of the room, his flashlight beam came to rest on a parrot. "Did you say that?" the burglar growled at the parrot. "Yep," the parrot confessed, and then squawked, "I'm just trying to warn you that he is watching you."

The burglar relaxed. "Warn me, huh? Who in the world are you?" "Moses," replied the bird. "Moses?" the burglar laughed. "What kind of people would name a bird Moses?" "The kind of people that would name their Rottweiler Jesus!"

Stress

A young woman walked around the room while conducting a stress management seminar holding a glass of water. Everyone knew she was going to ask the ultimate question, "half empty, or half full?"

She fooled them all. "How heavy is this glass of water?" she asked instead. Answers ranged from 8 oz. to 20 oz. She replied, "The absolute weight doesn't matter. What matters is how long I hold it."

"If I hold it for a minute, that's not a problem. If I hold it for an hour, I'll have an ache in my right arm. If I hold it for a day, you'll have to call an ambulance. In each case it's the same weight, but the longer I hold it, the heavier it becomes."

She continued, "That's the way it is with stress. If we carry our burdens all the time, as the burden becomes increasingly heavy, we won't be able to carry on. As with the glass of water, you have to put it down for a while and rest before holding it again. When we're refreshed, we can carry on with the burden - holding stress longer and better each time as we practice."

"Therefore, as early in the evening as you can, put all your burdens down. Don't carry them through the evening and into the night. Pick them up tomorrow. Whatever burdens you're carrying now, put them down for a moment. Relax - pick them up later after you've rested. Life is short so enjoy it and for-

get the stress that you've conquered by putting it down and resting!"

1. Accept the fact that some days you're the pigeon, and some days you're the statue!
2. Always keep your words soft and sweet, in case you have to eat them.
3. Drive carefully. It's not only cars that can be recalled by their Maker.
4. If you can't be kind, at least have the decency to be vague.
5. If you lend someone \$20 and never see that person again, it was probably worth it.
6. Never put both feet in your mouth at the same time, because you won't have a leg to stand on.
7. Birthdays are good for you. The more you have, the longer you live.
8. You may be only one person in the world, but you may also be the world to one person.
9. A truly happy person is one who can enjoy the scenery on a detour.
10. Have an awesome day and know that someone has thought about you today.

Here We Go Again

Managing Change & Conflict

In May of last year, we offered our first mini-seminar – "Managing Change." For our first attempt, we were pleased. The 19 participants rated it 6.55 on a scale of 1 – 7. However, the negative side was that we attempted to cover too much material in the 2 1/2 days. Best described by a participant as, "you tried to put 10 pounds of material in a 5 pound sack – I was exhausted!"

We have reworked the program. Rewrote some material and added some. We made the workshop 3 1/2 days in length. You and your organizations cannot avoid change. However, change can be managed rather than decreed.

The rate of change in North America is such that a new high technology is produced in the marketplace every 17 seconds. With each new high technology product, at least 100 related services are developed. The ability to manage this change effectively and efficiently is an urgent and important process for all organizations and the managers that run them. You cannot avoid change.

See the next page for a description of the revised Managing Change & Conflict Workshop. Thank you.

Managing Change & Conflict • Workshop Description

Curriculum

- Can you avoid change?
- Why are we afraid of change?
- Benefits of managing change.
- The phases of change.
- Resistance to change.
- Managing conflict.
- Conflict handling modes.
- Overcoming Employee Resistance.

Change Tools and Processes

- Conflict survey.
- Impact Area Change Process.
- Force Field Analysis.
- Self-assessment of change.
- Change preparation worksheet.
- Team Accountability Planning.
- Readiness Checklist.
- Communication Planning Tools.

The objective of the workshop is to produce “Change Masters.” Individuals that can manage change within your organization and assist in providing a less confrontational atmosphere when change is necessary. Change can be managed rather than decreed. Remember - external change is a fact – internal change is a choice. (Enrollment is limited to 16 participants.)

The Gartner Group’s CEO survey – “Without the appropriate change implementation process a company spends \$3 - \$10 for every \$1 invested in technology.” Computer World – “Nearly half of all major technological initiatives fail because of fear and anxiety in the organization and resistance from managers.” Pritchard & Proud – “Dips in productivity during unmanaged major change averages 40 – 70%.”

CALENDAR and LOCATION

The Airport Hilton - Knoxville, Tennessee
June 18 – 21, 2012

CLASS SCHEDULE

Monday – 8:03 am – 4:58 pm — 6:33 pm cocktail hour and class dinner
Tuesday – 8:03 am - 4:58 pm
Wednesday – 8:03 am - 4:58 pm
Thursday – 8:03 am – 11:58 am

MEALS

INM will provide a Continental Breakfast in the seminar room and a buffet luncheon each day in the hotel dining room. Monday evening INM will host a cocktail hour and class dinner. Dinner Tuesday and Wednesday evening is the responsibility of the participant.

HOMEWORK

There is pre-seminar homework plus homework Tuesday and Wednesday evenings.

TUITION

\$1,725.00 invoiced after completion of the workshop.

HOTEL RESERVATIONS

INM reserves a block of rooms, at a reduced rate, on the Concierge level of the Airport Hilton. Two weeks prior to the class, the Airport Hilton will send participants a reservation number. Participants will be asked to confirm their reservation with a credit card. The Airport Hilton is only 1500 yards from the Airport terminal. A rental car is not necessary.

Please call Tom Stevens at 865-458-3429 or email at inmco@mindspring.com to enroll or request more information.

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