

Happy May 1st

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 Program - CommScope

PSP = Professional Sales Program

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Missing Persons

Since founding INM, we have had over 9,500 managers take various programs. We have lost track of some participants. If you know where any of the following individuals are, we would appreciate hearing from you.

Agro, Tony – PSP-07

Alicea, Edwin – PSP-08

Emery, Ed – EMP-05

Flanagan, Clay – EMP-22

Gordon, Jr., L. C. – EMP-21

Griggs, Jim – EMP-09

Haneklau, Angela – CLD-04

Hennesy, Trace – EMP-24

Hildago, Xavier – IMP

Holloman, Leona – EMP-21

Horsman, Gary - IMP

Hubbard, Michael – EMP-11

Hunt, Mark – EMP-02

Marion, Dan - IMP

Moyer, Sharon – EMP-16

Murdock, Sharon – ALP-02

Nolen, Michael – PSP-07

O’Connell, Shawn – EMP-03

Perry, Linda - IMP

Peter, Dean – PSP-05

Spruit, Rick – PSP-06

Taylor, Rod – EMP-09

Van der Bent, Albert – EMP-04

Wooten, Walter – PSP-5

Zubalik, Nicole – EMP-33

Wilking, Fred – EMP-02

Wood, Dave – EMP-03

2013 – 2015 - Seminars

Executive Management Program

Class 45

► **Week 1 – Aug. 26 – 30, 2013** ◀

Week 2 – Nov. 18 – 22, 2013

Week 3 – Mar. 10 – 14, 2014

Week 4 – Jul. 21 – 25, 2014

Week 5 – Oct. 06 – 10, 2014

2014

Class 46

► **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 – 10, 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

Professional Sales Program

Class 14

► **Week 1 – Sep. 09 – 13, 2013** ◀

Week 2 – Jan. 13 – 17, 2014

Week 3 – May. 05 – 09, 2014

Week 4 – Oct. 06 – 10, 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 – 2013 - 2014

EMP 43/2 • MAY 06 – 10

EMP 41/4 • MAY 20 – 24

EMP 42/3 • JUN 10 – 14

EMP 41/5 – AUG 12 – 16

EMP 43/3 – AUG 19 – 23

► **EMP 45/1 – AUG 26 – 30** ◀

EMP 42/4 – SEP 16 – 20

PSP 13/3 – SEP 23 – 27

EMP 43/4 – NOV 11 – 15

EMP 45/2 – NOV 18 – 22

EMP 42/5 & PSP 13/4 – DEC 09 – 13

2014

► **EMP 46/1 – JAN 10 – 14** ◀

EMP 43/5 – JAN 17 – 21

EMP 45/3 – MAR 10 – 14

Steven's Statement

For many years, I have been working with and observing managers from many countries and a wide variety of companies. I have developed the following convictions about managers.

- **MANAGERS ARE BUSY.** The number of hours worked tends to increase as one climbs the managerial ladder.
 - **THE MANAGER'S JOB IS VARIED.** The typical manager's day is made up of hundreds of brief incidents or episodes. Activity rates tend to decrease as rank increases.
 - **A MANAGER'S WORK IS FRAGMENTED - EPISODES ARE BRIEF.** Given a managers' high activity level, they have little time to devote to any single activity. Interruptions and discontinuity are the rule.
 - **THE MANAGER'S JOB IS VARIED.** Managers engage in a variety of activities - (*emailing, paper-work, phone calls, scheduled and unscheduled meetings, etc.*) - interaction with a variety of people and dealing with a variety of content areas.
 - **MANAGERS ARE "HOMEBODIES."** Managers spend most of their time pursuing activities within their own organization. As managerial rank increases, managers spend proportionately more time outside their work area and organization.
 - **A MANAGER'S WORK IS PRIMARILY COMMUNICATING.** Managers at all levels spend the majority of their time communicating - (*mostly by email and telephone - very little personal contact.*)
 - **MANAGERS USE A LOT OF CONTACTS.** Consistent with their high level of communication, managers continually exchange information with supervisors, peers, subordinates, and outsiders on an ongoing basis.
 - **MANAGERS ARE NOT REFLECTIVE PLANNERS.** The typical manager is too busy to find uninterrupted blocks of time for reflective planning.
 - **INFORMATION IS THE BASIC INGREDIENT OF THE MANAGER'S WORK.** Managers spend most of their time obtaining, interpreting and giving information
 - **MANAGERS DO NOT KNOW HOW THEY SPEND THEIR TIME.** Managers consistently overestimate the time they spend on emails, production, reading, and writing, phone calls, thinking and calculating and consistently underestimate the time spent on meetings and informal discussions.
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John's Jottings

What is success? According to the dictionary success is the achievement of something attempted, the attainment of one's goals. That's what Tom and I do when we are together. We share techniques, tips, and tools that have proven helpful in achieving goals. We want our class participants to be successful! We can help, but here's what you have to do.

Set your goals and plot your course. You have the power to choose your direction in life.

Understand your own abilities. You are unique; you have unique gifts; use them!

Create an environment of achievement. Reward success - recognize uniqueness in others, view problems as opportunities to learn and grow.

Call on others for support and advice. When we team up with others, we multiply our chances of success. You can call on your classmates, on Tom and me. We are here for each other.

Expect to make some sacrifices. If we have to work for something, we appreciate its achievement more.

Surround yourself with positive people. The people who share your vision and commitment energize you when you need it most - and you will!

Strive for excellence. Give your best! Reaching beyond your grasp is what makes success a reality. Emerson said, "*The reward of a thing well done is to have done it.*" Isn't that true?!

Class participants will recognize these seven steps as the introduction to Success Charts presented in the Management and Sales Handbooks, Tab 1.

Let's imagine that you need to get back on track and redouble your efforts to be successful. The most important thing is to set your goals. So...

Take out a piece of paper. Jot down five to seven things you want to accomplish. Not just any five to seven things; not even things you really want, but the five to seven things that if - (*when*) - you achieve them you will consider yourself a success.

Step two - post them where you will frequently see them. Why? To keep them in focus. It will take concentrated attention and energy systematically and consistently to move in the right direction.

A long journey begins with a single step. Euripides of old reminds - "*As we are successful we gain a reputation for judgment.*"

Need encouragement? We all do, from time to time. Call Tom or me. We want you to be successful!! You can do it!

Once In A Lifetime Follow-up

As you recall the April 1st newsletter had a story about Dr. Lirpa Loof and the temporary cessation of gravity at 3:03 pm on April 1st. Unfortunately, Dr. Loof's story did not contain the caution that jumping should occur outside. Several of our readers complained that they had hit the ceiling on their jump. The designation of the correct time zone was also omitted. Our apologies for these errors. We have made a note that when we rerun the story in 2105, April 1 we will include this information.

Several readers called attention to the obvious fact that the parent of Dr. Lirpa Loof had a sense of humor when they named her. Do you know why?

Palindromes

The April 1 story of Lirpa Loof brings to mind the subject of palindromes. I am sure all of you had the same thought. "Racecar" – "a man, a plan, a canal, Panama" – are examples of palindromes.

Palindrome – "A word, phrase, verse, or sentence which reads the same forward or backward."

Civic, radar, level, rotor, kayak, madam, refer and the ever-popular detartrated are other examples. "Was it a car or a cat I saw?" Is another example.

What palindromes are you familiar with?

Bragging Rights

Three boys were bragging about their fathers. The first boy said, "My Dad scribbles a few words on a piece of paper, he calls it a poem, they give him \$50." The second boy said, "That's nothing. My Dad scribbles a few words on a piece of paper, he calls it a song, and they give him \$100." The third boy said, "I got you both beat. My Dad scribbles a few words on a piece of paper, he calls it a sermon, and it takes eight people to collect all the money!"

Conditions

Over five thousand years ago, Moses said to the children of Israel, "Pick up your shovels, mount your asses and camels, and I will lead you to the Promised Land."

Nearly 75 years ago - (when Welfare was introduced) - the government said, "Lay down your shovels, sit on your asses, and light up a Camel, this is the Promised Land."

Today, Congress has stolen your shovel, taxed your asses, raised the price of Camels, and mortgaged the Promised Land!

I was so depressed last night thinking about the economy, the wars, the deficit, lost jobs, savings, So-

cial Security, retirement funds, etc. I called a Suicide Hotline.

I had to press 6 for English. I was connected to a call center in Pakistan. I told them I was suicidal. They got excited and asked if I could drive a truck.

Folks, is it possible that we're up that well-known creek without a paddle?

An Obituary - Common Sense

Today we mourn the passing of a beloved old friend, Common Sense, who had been with us for many years. No one knows for sure how old he was, since his birth records were long ago lost in bureaucratic red tape. He will be remembered as having cultivated such valuable lessons as – "Knowing when to come in out of the rain" - "The early bird gets the worm" - "Life isn't always fair" and "Maybe it was my fault."

Common Sense lived by simple, sound financial policies (don't spend more than you earn) and reliable strategies (adults, not children, are in charge.) His health began to deteriorate rapidly when well intentioned but overbearing regulations were set in place. Reports of a 6-year-old boy charged with sexual harassment for kissing a classmate - teens suspended from school for using mouthwash after lunch - and a teacher fired for reprimanding an unruly student, only worsened his condition.

Common Sense lost ground when parents attacked teachers for doing the job that they themselves had failed to do in disciplining their unruly children. It declined even further, when schools were required to get parental consent to administer sun lotion or an aspirin to a student but could not inform parents when a student became pregnant and wanted to have an abortion.

Common Sense lost the will to live as the churches became businesses and criminals received better treatment than their victims did. Common Sense took a beating when you couldn't defend yourself from a burglar in your own home and the burglar could sue you for assault. Common Sense finally gave up the will to live, after a woman failed to realize that a steaming cup of coffee was hot. She spilled a little in her lap, and was promptly awarded a huge settlement.

Common Sense was preceded in death, by his parents, Truth and Trust, by his wife, Discretion, by his daughter, Responsibility, and by his son, Reason. His four stepbrothers survive him - I Know My Rights, I Want It Now, Someone Else Is To blame and I'm A Victim. Not many attended the funeral because so few realized he was gone.