

## Happy October 1<sup>st</sup>

October birthstones are Tourmaline and Opal. Birth flower is the Calendula. Zodiac signs Libra to Oct. 22 – Scorpio Oct 23 on. October is Liver Awareness Month – have a couple extra drinks in honor.

## 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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Ed also ran his first marathon July 27 in Eugene, OR completing the course in 4:47. His goal is 4:30 in his next marathon. Way to go Ed!

## US Presidential Quiz

This US President spoke English as his second language and was the first American born President. Who was it? Martin van Buren.

The tallest President at 6'4" was Lincoln.

The shortest President at 5'4" was Madison.

## Performance Evaluations

From time to time managers have to write performance evaluations on their direct reports. Following are some actual humorous evaluations.

- Since my last report, this employee has reached rock bottom and has started to dig.
- His directs would follow him anywhere but only out of morbid curiosity.
- I would not allow this employee to reproduce.
- This employee is really not so much of a “*has been*” but more of a “*won’t be*.”
- Works well under constant supervision and when cornered like a rat in a trap.
- He would be out of his depth in a puddle.

## 2014 → 2016 Seminars

### Executive Management Program

#### CLASS 49

► **Week 1 – Feb 09 – 13, 2015** ◀

Week 2 – May 18 – 22, 2015

Week 3 – Aug 17 – 21, 2015

Week 4 – Nov 16 – 20, 2015

Week 5 – Feb 15 – 19, 2016

#### CLASS 50

► **Week 1 – Jun 08 – 12, 2015** ◀

Week 2 – Sep 14 – 19, 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](mailto:inmco@mindspring.com). We need their name, title, phone number, and email address.)*

## Chronological Class Calendar

### 2014

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

EMP 49/3 – AUG 17 – 21

EMP 50/2 – SEP 14 – 18

► **EMP 51/1 – OCT 12 – 16** ◀

EMP 48/5 – OCT 19 – 23

EMP 49/4 – NOV 16 – 20

EMP-47/3 – DEC 08 - 12

***“Your future growth relies on competitiveness and innovation, skills and productivity and these in turn rely on the education of your people.”***

## Steven's Statement

### IGASP's

**Wickard, Tim** – (EMP-17) – Director Quality – Carlisle Construction Materials, 1555 Ritner Highway, Carlisle, PA 17013 – Bus – 717-245-7236 – Cell – 717-880-4033 – [timothy.wickard@Carlisleccm.com](mailto:timothy.wickard@Carlisleccm.com) submitted the following article after reading "Assembly Lines, Cigarette Butts and, Innovation."

I would like to add to Tom's Drill Bit Article in the September newsletter. When I was a young engineer at the Piezo Crystal Company, I had the responsibility for both R & D and process engineering. Spending lots of time on the factory floor I soon noticed operators had different ways to complete a process even though there was a well-documented standard procedure. It led me to what I called IGASP's – (I Got A Secret Process.) We should attempt to eliminate all IGASP's from our organization.

I am certain you have all seen the evidence if you ask an operator a question and they pull out a pocket notepad or note cards. My observation led me to create teams - (we call them cross-functional teams these days) - of operators, supervisors, and engineers to review at least one process each week. The process review was to identify positive and negative evolution from the standard. We included members from multiple shifts when they existed. The goal was to kill-off the negative evolution before it evolved further and to embrace the positive by cross training. These teams were empowered to challenge the process by collecting and validating efforts with data. It worked extremely well and I have carried some form of these teams with me throughout my career. It has always amazed me how little communication occurs in a company.

All this reminds me of one of our INM lessons. During class we began to talk about consultants. Good consultants go to the lowest level of the organization and mine for improvement methods. They take these ideas to management who usually think the suggestions are great.

Great advice to pay attention to our customers!

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"The more you engage with customers the clearer things become and the easier it is to determine what you should be doing." John Russell – President Harley Davidson  
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### It Really Happened

As a female shopper exited a New York convenience store, a man grabbed her purse and ran. The woman immediately called 911, and gave them a detailed description of the purse-snatcher. Within minutes, the police apprehended the thief. They put him in their patrol car and drove back to the store. The thief was taken out of the car and told to stand still for a positive ID. To which he replied, "Yes, officer, that's her. That's the lady I stole the purse from."

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## John's Jottings

It's October first - so most of you have completed at least the first round of your planning process for 2015. In many companies this is mostly a momentum exercise, i.e., you make projections of your income statement mostly assuming that you will keep on doing the same things.

Some of you may have given thought to what is happening with your customers' needs. All of you should have. After all, it's what they need that causes them to buy.

Some of you need action plans to fill the gap between what your momentum efforts produce and what corporate requires. So, what makes for a good action plan?

An action plan has five features. First, a good plan details your critical assumptions. What are the issues you are assuming that causes you to develop this particular action plan? Make a note.

Second, a good action plan identifies several opportunities that a successful effort would allow you to capitalize on. Likewise, it identifies one or more problems that a successful pursuit might enable you to overcome. Be specific.

Characteristics three, four, and five answer the journalistic questions, who, what and when. Who is responsible for each step? Exactly what is the step he/she is responsible for, i.e., how will you know if it has been completed? What is the target date? Be specific.

Writing these things down is important. As the old saying goes, "Thoughts disentangle themselves passing over lips and pencil tips." How many times have you had brilliant ideas that somehow or other vanished when you tried to tell someone else? Writing things down helps counteract this phenomenon.

Two other things. Who develops the plan? How often is it reviewed?

Who develops? Consider having your team develop action plans with your involvement. This process builds commitment and understanding as to their importance. It develops teamwork.

How often should action plans be reviewed? Consider reviewing progress weekly at first, then monthly. The weekly review produces momentum, gets things moving, and identifies problems early on. If you lead the review process, things will get done.

Remember, we rate ability in people by what they finish, not by what they attempt.

The future is an exciting place! It is where things that make a difference get done. "The reward of a thing well done is to have done it." – Emerson.

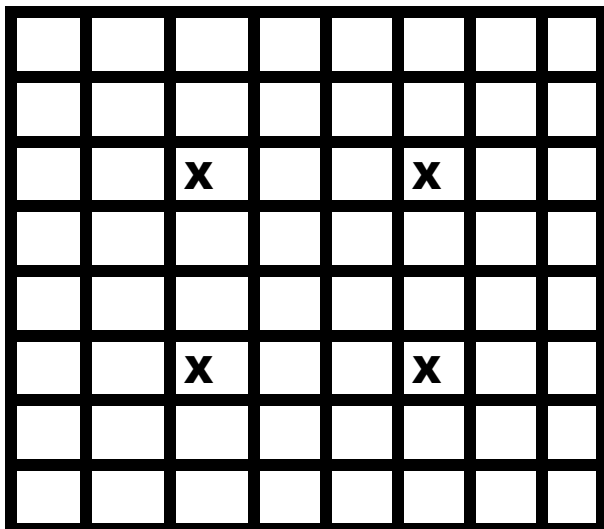
Program participants can find more on action plans in their week 2 manual under tab 3, Impact Areas.

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"It's not the plan that is important, it's the planning process." Dr. Graeme Edwards  
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## ? KNIHT – SEPT. ANSWERS- THINK ?

### Squares

How many squares of any size, can you find on the checkerboard below, which do not contain an X?



**ANSWER – 99 Squares**

There are 60 squares size 1 x 1. There are 33 squares size 2 x 2. 60 plus 33 = 99 squares.

### Apples

Three INM participants took a crate full of apples with them on a hike into the Smoky Mountains. During the night Alex woke up and decided to hide his one-third share of the apples - he then fell asleep. Griff woke up later and also decided to hide a third of the remaining apples and fell asleep. Finally, Patrick woke up and seeing the others asleep hid a third of the remaining apples. None of the three knew about the actions of the others. In the morning they equally shared the remaining apples with each taking 16 apples. How many apples were in the crate originally?

**ANSWER – 162 Apples**

Alex hid 54, leaving 108. Griff hid 36 leaving 72. Patrick hid 24 leaving 48.

To solve this puzzle you must work backwards. In the morning they each received 16 apples therefore there were 48 apples left to be divided. Patrick removed X divided by 3 leaving 48 so there must have been 72 apples before he did this. Griff removed X divided by 3 leaving 72 so there must have been 108 apples in the crate. Alex removed X divided by 3 leaving 108 so there must have been 162 apples to start with.

### Art Theft

After a local art theft, six suspects were apprehended and questioned by the police. Below is a summary of their statements. The Police knew that exactly four suspects told one lie each and all of their other statements were true. Who committed the crime?

Alan said – “It wasn’t Brian, Dave, or Eddie.”

Brian said – “It wasn’t Alan, Charlie, or Eddie.”

Charlie said – “It wasn’t Brian, Eddie, or Freddie.”

Dave said – “It wasn’t Alan, Freddie, or Charlie.”

Eddie said – “It wasn’t Charlie, Dave, or Freddie.”

Freddie said – “It wasn’t Charlie, Dave, or Alan.”

**ANSWER - Charlie**

Charlie committed the crime. If any other person committed the crime there would not be exactly four lies told.

## ? KNIHT – OCTOBER - THINK ?

### House Numbers

Henry has been hired to paint house numbers on a recently completed housing project. There are one hundred houses and therefore Henry has to paint all of the numbers from 1 to 100. How many times will Henry have to paint the number nine?

**ANSWER –**

### Bottle Recycling

Imagine a bottle-recycling container, empty other than one lonely bottle. Every hour, on the hour, people come and put bottles into the container. The first hour, at noon, one person came and put a bottle in. One hour later, two people placed a bottle each into the container. An hour later four people placed a bottle each into the container. This doubling of people continued until 11pm, when the container was finally full. At what time was the container exactly half-full?

**ANSWER -**

**?????????**

What starts with an “E” and ends with an “E” and usually contains only one letter?

**ANSWER –**

### ☪ Muddled Management ☪

The week of September 8, the US Government announced that it was legal for welfare recipients to use their welfare money and food stamps to buy Marijuana at legalized stores. That same week the Colorado State Police announced a dramatic increase in the number of automobile accidents and deaths as a result of driving under the influence of drugs. The same week the Colorado Treasury Dept. announced a surge in tax revenue relating to the legalization of Marijuana.

Isn’t it wonderful to know that the money we pay in taxes is helping welfare recipients pay for their drug habit, increasing the sale of automobiles by the rise in the accident rate, lowering the population as a result of the deaths and causing Colorado to achieve greater tax revenue. Perhaps all of the States should legalize “pot” – look at what they are missing.

“Politics is the art of looking for trouble, finding it everywhere, diagnosing it incorrectly, and applying the wrong remedies.” Groucho Marx

“Sometimes I wonder whether the country is being run by smart people who are putting us on, or by imbeciles who really mean it.” Mark Twain