

Happy June 1st

If you haven't checked – 42.97752808% of the year has passed by. What does this mean? There are only 207 shopping days until Christmas and only 213 days to complete your 2008 plans! *“Make no little plans - they have no magic to stir people's blood!”*

Congratulations

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Moved

GUTERMUTH, Debbie – (EMP-15) – has left TX for NC. Her new address is – Global Programs Director, Enterprise Solutions, 3642 US Highway 70 East, Claremont, NC 28610 – Bus – 828-459-5258 – Cell – 214-551-0818 - dgutermuth@commscope.com.

ROPP, Dave – (IMP) – has left OK and moved to OH. His new address is – Executive Vice President, Dover Industrial Products, 10101 Alliance Rd., Suite 360, Cincinnati, OH 45242 – Bus – 513-878-4310 –
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“Nothing is permanent but change.” Heraclitus

GLOBAL BUSINESS - Foreign-owned companies that operate in the USA employ more than 5 million American workers. - (source: Department of Commerce)

Seminars in 2008 - 2009**Executive Management Programs****Class 21 - CLOSED**

→ **Week 1** – Jun. 23 – 27, 2008 ←

Class 22 - CLOSED

→ **Week 1** – Aug. 11 – 15, 2008 ←

Class 23

→ **Week 1** – Oct. 13 – 17, 2008 ←

Week 2 – Jan. 12 - 16, 2009

Week 3 – Apr. 27 - May 1, 2009

Week 4 – Jul. 20 – 24, 2009

Week 5 – Oct. 19 - 23, 2009

(There is one opening left in Class 23)

Class 24

→ **Week 1** – Dec. 1 – 5, 2008 ←

Week 2 – Mar. 2 - 6, 2009

Week 3 – Jun. 15 – 19, 2009

Week 4 – Sep. 14 - 18, 2009

Week 5 – Dec. 7 - 11, 2009

(There are eight openings left in Class 24)

Class 25

→ **Week 1** – Feb. 2 – 6, 2009 ←

Week 2 – May. 4 - 8, 2009

Week 3 – Aug. 3 – 7, 2009

Week 4 – Nov. 2- 6, 2009

Week 5 – Feb. 8 - 12, 2010

To enroll participants in Classes 23, 24 or 25 please email Tom Stevens at - inmco@mindspring.com or call (865) 458-3429.

Professional Sales Program**Class 8**

→ **Week 1** – Jun. 16 – 20, 2008 ←

Week 2 – Oct. 27 - 31, 2008

Week 3 – Feb. 16 – 20, 2009

Week 4 – Jul. 13 – 17, 2009

(Because this program draws on survey feedback from customers and/or distributors, participants must have established customer/distributor relationships.) To enroll participants please call John Barnes at (423) 504-5641 or email at john@jbarnesconsulting.com.

Class 9

→ **Week 1** – Mar. 16 – 20, 2009 ←

Week 2 – Aug. 17 - 21, 2009

Week 3 – Nov. 30 – Dec. 4, 2009

Week 4 – Mar. 8 – 12, 2010

More Common Sense

A professor stood before his philosophy class with some items in front of him. When the class began, wordlessly, he picked up a very large and empty mayonnaise jar and proceeded to fill it with golf balls. He then asked the students if the jar was full. They said that it was.

The professor then picked up a box of pebbles and poured them into the jar. He shook the jar lightly, and the pebbles rolled into the open areas between the golf balls. He asked the students again if the jar was full – they once again said it was.

Next the professor picked up a box of sand and poured it into the jar. Of course, the sand filled up everything else. He asked once more if the jar was full. The students responded with a unanimous “yes.”

The professor then produced two glasses of wine from under the table and poured the entire contents into the jar, effectively filling the empty space between the grains of sand. The students laughed.

“Now,” said the professor, as the laughter subsided, “I want you to recognize that this jar represents your life. The golf balls are the important things – your family, your children, your health, your friends and your favorite passions – things that if everything else was lost and only they remained your life would still be full.”

“The pebbles are the other things that matter – like your job, your house and your car. The sand is everything else – the *small stuff*. If you put the sand into the jar first,” he continued, “there is no room for the golf balls or the pebbles. The same goes for life. If you spend all your time and energy on the *small stuff*, you will never have room for the things that are important to you.”

“Pay attention to the things that are critical to your happiness. Play with your children. Take time to get medical checkups. Take your partner out to dinner. Play another 18. Take one more run down the ski slope. There will always be time to clean the house and fix the disposal. Take care of the golf balls first – the things that really matter. Set your priorities. The rest is just sand – the *small stuff*.”

One of the students raised her hand and inquired what the wine represented. The professor smiled. “I’m glad you asked. It just goes to show you that no matter how full your life may seem, there’s always room for a couple of glasses of wine with a friend!”

(When things are getting you down just remember the professor’s lecture and make sure you aren’t filling your life with the *small stuff* – the sand!)

“Good intentions are useless in the absence of common sense.” JAMI

John’s Jottings

It’s June 1 - five months are gone. For those of you on a calendar fiscal year it’s also near the end of the second quarter. It won’t be long before the annual planning/budget cycle starts. This is a good time to step back, reflect and decide what you think the future will look like.

Remember, you can’t predict the future; you can’t control the future. All you can do is act on the basis of your contemplation of the future.

You and your direct reports and perhaps their direct reports and maybe a co-worker or two or three should set aside some time this month to develop your common convictions about the future. Make them as specific as you can.

Why? So you’ll be able to tell as soon as possible if the future is unfolding the way you think it will. If it does, fine! You’re all set to capitalize on it.

If not, you need to know as soon as possible to permit you to adjust your plans and actions. The only way to tell is to compare what actually happened with what you thought would happen. Any differences are easier to identify if they are compared to a set of specific thoughts about the future.

Often managers are reluctant to be specific. They have the conviction that vague generalities sound better; they think ambiguous statements sound more sophisticated. Not only is that not true - the very ambiguity is likely to cause real confusion because no one knows for sure what those managers mean. So their direct reports tend to drop back - hold off until they get some clear direction.

If none is forthcoming, everyone will start to do what they think is best. They will do what makes sense to them. Frequently this leads to chaos at worst, but definitely less than optimal performance at the least.

As you and your team go through your planning processes, remember the basics. You can’t predict the future; you can’t control the future - all you can do is make decisions on your contemplations of the future.

So, force yourself to be specific. The idea is not to create a document that only rarely has to be changed. Quite the contrary - the idea is to create a plan that is continually evaluated and adjusted to accommodate the change that the future will inevitably bring – in both opportunities and obstacles. Good management is dynamic; frequently making mid-course corrections to take advantage of appropriate opportunities and overcome impediments. It’s exciting! Don’t you love it?!

“Make no little plans – they have no magic to stir one’s blood!” Daniel Burnham

Readers' Corner

“The Innovator’s Dilemma: When New Technologies Cause Great Firms to Fail” by Clayton Christensen – 1997

What do the Honda Supercub, Intel’s 8088 and hydraulic excavators have in common? They are all examples of disruptive technologies that helped to redefine the competitive landscape of their respective markets. These products did not come about as the result of successful companies carrying out sound business practices in established markets. In *“The Innovator’s Dilemma,”* author Christensen shows how these and other products cut into the low end of the marketplace and eventually evolved to displace high-end competitors and their reigning technologies.

At the heart of this book is how a successful company with established products keeps from being pushed aside by newer, cheaper products that will, over time, get better and become a serious threat. The author writes that even the best-managed companies, in spite of their attention to customers and continual investment in new technology, are susceptible to failure no matter what the industry, be it hard drives or consumer retailing. Succinct and clearly written, *“The Innovator’s Dilemma”* is an important book that belongs on every manager’s bookshelf.

“Integrity: The Courage to Meet the Demands of Reality,” by Dr. Henry Cloud – 2005

For Cloud, an author, clinical psychologist and corporate consultant, integrity is more than just a person’s ethics and morals. The French and Latin meanings of the word hint at its origins, “that the whole thing is working well, undivided, integrated, intact and uncorrupted.” Achieving this “wholeness” requires the development of six character traits – (creates trust, unafraid of reality, results-oriented, solves negative realities, causes growth and finds meaning in life) - which Cloud examines in great detail. He uses business stories like Proctor and Gamble’s success in China and the experiences of his CEO friends and clients. What each of his stories has in common is how success, often-wild success across multiple fields, is fueled by openness, honesty to one’s self and to others and “true trust,” which is borne out of someone’s goodness and not being “dependent on anything.” Cloud’s conversational writing style makes for an easy read, and much of his advice is sound if not groundbreaking. This book is not for someone seeking a quick fix. Cloud’s breed of integrity is a lifestyle choice.

The Not-So-Perfect Storm

Friday evening, May 2nd a severe storm hit Kansas City, MO. At 3:30 a.m. Civacon-Knappco plant manager Gene Stattelmann was awakened by a phone call from ADT Security advising him that an alarm connected to the sprinkler system had been activated at the their manufacturing plant. Gene was unsure if the alarm was related to a fire from a lightning strike or maybe the storm itself. At 3:34 a.m. Gene received a call from Larry Hahn advising him that he had just arrived at the plant and the power was out and debris was everywhere.

Gene arrived at the plant at 4:00 a.m. and quickly realized how badly the facility had been damaged. Steel roof panels and sections of the exterior walls were scattered across the property and around the industrial park. Tree limbs were down and streetlights were knocked over. Inside the plant, running water could be heard, a dock door had blown in and wrapped itself around a machine and the roof over the shipping and receiving area was blown away. Additional inspections found that part of the wall on the East side of the building had blown out due to the pressure of the air inside the building. Ventilation fans and air conditioning units had become detached from their mountings and blown across the roof. As employees began arriving priorities were established and the most urgent and important repairs and cleanup activities were delegated. They immediately began calling contractors to facilitate in the repairs. It was also discovered that there was two inches of water on the floor from a sprinkler system in the aluminum welding area that had ruptured. Two interior walls were leaning two to four feet. One of the walls was being held up by a parts storage rack.

To summarize the final outcome – everyone returned to work on Monday, May 5th, with only minimal disruptions in satisfying their customer’s needs. The best outcome of all was the fact that there was no loss of life and no one was injured. As in all challenges that people encounter, this one has made the people of Civacon-Knappco stronger and they will certainly benefit from this moment of adversity. **GERARD, Pat** – (EMP-16) – President - Civacon/Knappco, 4304 Mattox Road, Kansas City, MO 64150 - Bus – (816)-741-6600 x222 - Cell – (816)-878-2632 - pgerard@civacon.com – said, “It is truly amazing what people can do in a time of crisis. I am very proud of all our people who turned this crisis into a non-event. It really shows what good companies can do.”

“That which does not kill me makes me strong.” Nietzsche