

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

Today is the oldest you have ever been, yet the youngest you will ever be – so, *enjoy this day* while it lasts. Almost 1/2 of 2011 is history. 151 days are gone and we have only 214 days left in which to make history and enjoy ourselves.

## 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

MCG = Managing Change Workshops

PSP = Professional Sales Program

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## 50 th Anniversary

We are pleased to announce that OPW Fuel Management Systems (Petro Vend) is celebrating its 50<sup>th</sup> Anniversary. Congratulations! We look forward to announcing your 100<sup>th</sup> Anniversary in our newsletter.

## I didn't know that

- Antarctica is the only land on our planet that is not owned by any country. Ninety percent of the world's ice covers Antarctica. This ice also represents seventy percent of all the fresh water in the world. As strange as it sounds, however, Antarctica is essentially a desert. The average yearly total precipitation is approximately two inches. Although covered with ice - (all but 0.4% of it) - Antarctica is the driest place on the planet, with an absolute humidity lower than the Gobi desert.

- The smallest sovereign entity in the world is the Sovereign Military Order of Malta (S.M.O.M.) It is located in the city of Rome, Italy and has a land area the size of two tennis courts. As of 2001, it has a population of 80. This is 20 less people than the Vatican. It is a sovereign entity under international law, the same as the Vatican.

## 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](mailto:inmco@mindspring.com).

## Chronological Calendar - 2011

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

PSP11/3 – OCT 31 – NOV 4

EMP 34/5 – NOV 7 – 11

EMP 36/3 – NOV 14 – 18

CLD 3/5 – NOV 5 – 9

(Hickory, NC)

EMP 38/2 – DEC 12 - 16

## Steven's Statement

### Tragedy

As you know parts of the Southeastern United States were hit by devastating tornadoes. Unfortunately, many members of the Dover/Heil team in Ft. Payne, Alabama had their lives severely impacted when these storms hit their community. Ten Heil team members suffered the loss of family members, including some families that experienced multiple deaths. The homes of fourteen Heil team members were completely destroyed. An additional twenty-seven Heil team members had their homes significantly damaged.

The Dover Corporation has established a charitable trust fund to aid in the rebuilding of the affected Heil team members lives. Dover started the fund with a \$100,000 contribution. The proceeds of this fund is being used to help Heil team members with housing, food, clothing and other general needs.

You can assist this effort by donating – (preferably checks) - to –

**The Heil Employees Tornado Relief Fund  
Dover Industrial Products  
3005 Highland Parkway, Suite 200  
Downers Grove IL 60515  
Attention: Marin Wossner**

Contributions of \$250 or more are tax deductible and will be acknowledged as such. Our thoughts and prayers are with those whose lives have been so tragically changed. Give generously – after the next storm it might be your turn.

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*“In about the same degree as you are helpful, you will be happy.”* Karl Reiland

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### New Mini-Seminar

May 3 – 5 INM conducted its first Mini-Seminar - Managing Change – in 25 years. This was a new product for us as all of our previous seminars have been 4, 5 and 8 weeks in length rather than 2 1/2 days. We had nineteen participants – (brave souls) - for this pilot workshop.

On the next page you will find the participant's evaluation of this program. For our first effort of this type we are pleasantly pleased by the evaluations. We are currently refining and fine tuning the seminar material. We were guilty of trying to cover too much material in a short time. When this rework is completed we will offer our second Managing Change Workshop. A special thanks to the initial participants for their excellent comments, insights and recommendations.

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### This is English?

- The bandage was wound around the wound.
  - The farm was used to produce produce.
  - The dump was so full that it had to refuse more refuse.
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## John's Jottings

Are you pressed for time? Do you feel overwhelmed with all you have to do? Is your guidance and advice always being sought after -- by both your co-workers and direct reports? Are you late in getting important things done? Are you burdened with too many problems? Do you feel stressed out?

Here are three questions that have the potential to change your outlook, relieve your stress, give you more time and help those with whom you work to learn and grow.

Question one, what is the root cause? You will be doing the individual a big favor by providing opportunities for him/her to analyze problems and express their thoughts.

Feel free to probe answers, ask clarifying questions and offer additional avenues for exploration if the answers don't seem right or complete.

But, do NOT say, “Let me think about it.”

Question two, what are two alternative solutions? Why two - why not just one? There are always alternatives. People grow and develop by learning to see issues from differing perspectives. They begin to open their minds to see various aspects of problems and potential solutions. They begin to think in terms of relative values, which solution might better fit a particular situation.

Again, when appropriate, offer additional insights and avenues for exploration. You may sense or be aware of something the other individual is not. If so, offer it; in a manner that leads to their consideration and review.

But, do NOT say, “Let me think about it.”

Question three, what do you recommend? Always ask the other individual what he/she recommends. That person is likely closer to the problem than you are; will likely see implications more clearly; is likely in a better position to evaluate feasibility. In addition, he/she learns and grows going through the process.

Feel free to probe his/her recommendation. Be sure you understand it. Discuss consequences that might have been overlooked or are unaware of. When appropriate, ask for additional recommendations, even if it takes more time.

But, do NOT say, “Let me think about it” - unless you feel you must.

It's ok to “think about it” at this stage; especially if the proposed solution crosses boundaries between areas of responsibility and the individual is not empowered to engage others in their thinking, exploration and developing solutions. But that likely won't happen too often.

Make these three questions part of your default responses whenever anyone brings you a problem. By doing so, you will immediately feel less stress. You will be seen as helping others learn and grow and you will increase the value of your own time.

Try it - I'm confident you'll like it – and your colleagues will too.

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*“Our costliest expenditure is time.”* Theophrastus

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**Please circle the number that best describes your opinion**

**Score achieved**

1. Seminar organization was -	excellent	7	6	5	4	3	2	1	poor	<u>6.49</u>
2. Seminar leader's work was -	excellent	7	6	5	4	3	2	1	poor	<u>6.59</u>
3. Processes presented will be -	useful	7	6	5	4	3	2	1	useless	<u>6.58</u>
4. My attendance should prove -	useful	7	6	5	4	3	2	1	useless	<u>6.62</u>
5. The break-out sessions were	useful	7	6	5	4	3	2	1	useless	<u>5.92</u>
6. The audio visuals were	excellent	7	6	5	4	3	2	1	poor	<u>5.84</u>
7. The participant manual was	excellent	7	6	5	4	3	2	1	poor	<u>6.26</u>
8. I consider this seminar -	excellent	7	6	5	4	3	2	1	poor	<u>6.55</u>

**General comments and recommendations**

Great Job! I think with a little polishing, this can become a great course. Great idea. Will prove to be useful. Liked forcing the movement of seats. Maybe change teams for work sessions? Electronic media would be nice. Instructor was great! Overall very good! The amount of content was a little overwhelming. Maybe focus on some overall key tools and use the others as options and backup. Very well led. Very good material. Very good examples. The teamwork and break out sessions were a great help as a real life example. I highly recommend this course and certain it will get better each session. I appreciate the opportunity to attend the pilot session. For a pilot program, it was great! Suggest it be expanded to more days or cut some of the information. This course is excellent and much needed. Would have liked to have more time to work the thought processes on my own "change" opportunity. My first involvement with INM. Very professional training and much appreciated. Work through and further refine the course outline. Would like more time - effort trying to tie-in with our pre-work project if this could be arranged. Great seminar. It took me awhile to understand all the information and to just use what information was useful for me and my size project. I know this was a new course and we were the first to try it out. I think this course is well on its way to being a great offering. My comments are offered as constructive feedback to better refine the program. Not all slides were presented in the manual. Include the stakeholder ID tool in the binder. Text too small on overheads. Some copies of slides had black backgrounds. More time needed for the breakouts. Looking forward to using these tools. Great information, good stories, excellent speaker! Include more A/V to break up some of the presentation material.

**The stronger features of the seminar were**

There was a good set of tools given to help with change management. Group exercises, examples given and the tools. Lots of great tools. Interaction and experiences from &- with others was great. Teamwork was beneficial. Instructor was very experienced with the tools and kept us interested. Case study and hands on materials. Real world experience to illustrate points. Tools provided will be really useful. The overall tools and structures discussed. Organization, delivery, materials. Multitude of information. Well organized. Fact based and tied to real life examples. Instructor/facilitator was very experienced.

The tools and process were essential and will be extremely useful. Structure of the process is very sound. Working with the different individuals who have had previous experience with change initiatives and getting their insights will prove very helpful. The break out sessions helped us to learn how to utilize the techniques. The instructor's experiences and anecdotal recommendations hit home the risks to not using these techniques. Excellent mix of text, activity and participatory learning. All materials were relevant to realistic issues and have strong potential to be used/implemented quickly. Participation, good mix of people. Credibility of leader's work and process/tools provided. Presence of the instructor - absolutely portrays strength, leadership, success, solid experience, credibility and respect. Tom's presence - any and all time with Tom is always desired, beneficial and a gift! All the information! Process, forms, leader's checklist, phases of transition. Enjoyed the people. Class adjusted to meet people's needs.

**The weaker features of the seminar were**

A lot of information in a short time. More assignments and case studies. There may not have been enough time and examples to utilize the tools completely to fully understand them. Sometimes lecture time was too much. The pre-work. Wednesday afternoon was dry. Thank you for recognizing that and facilitating a correction. Folder didn't reflect presentation accurately. Too much lecture in afternoon of 2<sup>nd</sup> day. The amount that was covered in 2.5 days. Too much information to take in over 2.5 days. Timing much on information given but a great resource. Looking forward to the short form. So much information it was a little overwhelming. Amount of time to cover the material was too short. Lots of material. Overall, great experience. I would definitely recommend to others. Thank you for this course, it was excellent. I think you could have a product to companies by electronically organizing the tools into a corporate model or setup a member website to share these experiences and coaching opportunities. Day 2 was long with review of text. Potential to add an additional breakout or other group activity? Case studies were not relevant to my position. Varying mix of people. Time management of the content, material. A bit overwhelming and seemingly complex. Would recommend some refinement and simplification, if possible. Too much information. Afternoon of second day browsing through the remainder of the process.