

BCS/INM NEWSLETTER

Vol. 6 – Number 3

BCS – John Barnes • INM – Tom Stevens

March 1, 2011

Happy March 1st

60 days – 16.43835616% of the New Year is now history.
How are you doing on your New Year's resolutions?

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

PSP = Professional Sales Program

CHAFFIN, Vickie – (EMP-06) – is now Materials Manager – EcoWater Systems, LLC, A Marmon Water/Berkshire Hathaway Co., 17471 Highway 15 North, Ripley, MS 38663 – Bus – 632-837-5529 – Cell – 662-720-2068 – chaffinv@ecowater.com.

HERD, Tom – (EMP-06) – is now Director of Aerospace and Defense – Vaupell, 101 HP Almgren Dr., Agawam, MA 01001 – Bus – 413-233-3743 – Cell – 203-510-0052 – tom.herd@vaupell.com.

PITERA, Robert – (EMP-15) – is now Global Innovation Manager – DE-STA-CO, 1025 Doris Rd., Auburn Hills, MI 48326 – Bus – 248-836-6703 – Cell – 734-891-7955 – rpitera@destaco.com.

RICE, Angie – (EMP-30) – is now Health & Safety Manager – Sysco Edmonton, 26210 Township Rd. 531 A, Acheson, AB T7X SA4, Canada – Bus -780-643-8162 – Cell – 780-914-4297 - rice.angie@edm.sysco.ca.

Up Coming Seminar Weeks - 2011

EMP 32/4 • MAR 7 – 11

EMP 31/5 & PSP 10/4 • MAR 14 – 18

PSP 11/1 • MAR 21 -25

EMP 34/3 • APR 11 – 15

CLD 4/2 • APR 18 – 22
(Dallas, TX)

CLD 3/2 • MAY 2 – 6
(Chicago, IL)

MANAGING CHANGE • MAY 3 – 5

EMP 36/1 • MAY 9 – 13

EMP 33/4 • MAY 16 – 20

EMP 35/2 • MAY 23 – 27

EMP 32/5 • JUN 13 – 17

EMP 37/1 • JUL 11 – 15

EMP 35/3 • JUL 18 - 22

Live life to the fullest – it has an expiration date!

Seminars in 2011 & 2012

Executive Management Programs

Class 36

(Four openings left)

► Week 1 – May 09 – 13, 2011 ◀

Week 2 – Aug. 22 – 26, 2011

Week 3 – Nov. 14 – 18, 2011

Week 4 – Feb. 06 – 10, 2012

Week 5 – May 21 – 25, 2012

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

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.

Professional Sales Program

Class 11

► Week 1 – Mar. 21 – 25, 2011 ◀

Week 2 – Aug. 29 – Sep. 2, 2011

Week 3 – Oct. 31 – Nov. 4, 2011

Week 4 – Mar. 5 - 9, 2012

(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 him at - john@jbarnesconsulting.com.

New - Mini-Seminar

Managing Change

► May 3 – 5, 2011 ◀

This seminar will provide you with effective and efficient processes, tools, a uniform methodology and practical lessons in implementing and managing change.

To enroll participants or to obtain detailed information please contact Tom Stevens at 865-458-3429 or email him at – inmco@mindspring.com.

“External change is a fact – internal change is a choice.”

Steven's Statement

The problem isn't with the answers it's with the questions!

Let me explain. "What'shername" and I eat out almost every day. In 2010, a Mexican gentleman opened an Asian restaurant in our community – Wok Star. The food is excellent. We eat there at least twice and sometimes three times a week. Jose, the owner and chef has become a friend. We talk between his waiting on customers.

Last week he sat down, pointed to a blank wall and said he was going to put a large, flat screen HD television on that wall and the opposite wall. He asked me what I thought. My answer – "how many new customers will this bring in?" "What?" he exclaimed. I repeated my question. He left the table puzzled. Yesterday he sat down and answered my question. "Not one! I'm not going to do it. You just saved me \$5,000!" The meal was on the house.

Several years ago, a CEO asked me to be a consultant to both him and his board. I told him he wouldn't like it. He laughed and I became his board consultant. At the conclusion of a board meeting one of the members suggested the CEO be authorized to buy a Mercedes, as it was time for a new company car. The CEO drove a Lincoln. I raised my hand and asked a question. "How many dollars will drop to the bottom line if he gets a Mercedes?" "What?" was the reply. I responded – "If it is going to bring considerable dollars to the bottom line you might consider a Rolls Royce!" He did not get the Mercedes or a new company car and I became the ex-consultant to the board.

We did a Customer Survey for a client. One of the most grievous problems from the customer standpoint was the unavailability of parts. I asked, "If the problem isn't fixed in six months who will be fired?" I received five names. I suggested they put one person in charge of parts availability and explain that if it wasn't fixed they would be fired. They appointed a woman. Six months later, when the next survey was analyzed the problem had been fixed.

A company President was extolling the virtues of their long range planning. I asked, "What haven't you done as a result of your long range plan?" "What?" was his reply. "If your long range plan has not prevented you from doing something you don't have a long range plan." It hadn't and they didn't have a good long-range plan.

A Vice President of Sales and Marketing was extolling the merits of a new and expensive feature they had added to their product and to its price. I asked, "How many customers requested that feature?" "What?" came the reply. "Engineering asked for it," was his follow-up line. "How many machines does Engineering buy a year?" was my response.

{ques • tion n} "An expression of inquiry that invites or calls for a reply." Webster's Dictionary

ACTION PLAN – Do you ask the right questions? Spend more time on the initial question rather than the answer.

"A sudden bold and unexpected question doth many times surprise a person and lay them open." Francis Bacon

John's Jottings

Are you short on time? Do you wish you had an extra 30 minutes, an hour or two hours a day? Think that would help you?

The paradox of time is that almost no one thinks he/she has enough, yet everyone has all there is! The real problem is not enough time; no, it is how we use our time.

As someone said, "People will pay a big price for an invention that will help them save time they don't know what to do with." And that gets at the heart of the problem.

What do you really want to accomplish this year? Write down 7 to 10 things that you really want to do / must do this year. Things related to the job; things related to your family; any other things you really want to do.

Evaluate all your activities in terms of how they help you achieve your goals. Your activities will fall into five categories, "urgent and important" meaning they must be done right away and have a substantial impact on your achieving your goals; "important, but not urgent" meaning these have high impact on your desired results, but may be done later; "urgent, but not important" meaning these activities have little impact on your achieving your goals but they must be done now; and "busy work" meaning you feel you are getting something done, but whatever it is doesn't really matter.

Try this: draw a square on a piece of paper. Divide it into four sections, like this.

Urgent			
Not Urgent			

Important Not important

Now, lay it on your desk and every hour put a check into the square that best describes the activities you were working on in that hour. Be honest with yourself! See if you can get most of your checks into the top left quadrant! The more successful you are, the more effective you will become and the more valuable your time!

By the way, checks that don't fit into a box represent "wasted time." Put those checks on the margin. Hopefully you won't have too many; but don't fool yourself.

(Thanks to Chris Ryan, DeanHouston, EMP 33 for this idea.)

"Time is the scarcest resource, and unless it is managed nothing else can be managed....There is nothing so useless as doing efficiently that which should not be done at all."

Peter F. Drucker

Chaos is not far away!

A friend of mine in Grand Rapids, MI recently broke down and purchased one of those new machines that have thousands of Apps. It can tell him where he is if he forgets – send and receive email – surf the web – google the universe - you get the idea. In his eagerness to try the new gadget, he sent me an email. That was a week ago. It still hasn't arrived. I told him that he probably hadn't pushed the "SEND" button hard enough and the poor email did not have enough speed to get to my machine. Then suddenly I began to wonder where that email is? Is it lost out there in Wi Fi space trying to find a home? Going from computer to Iphone to BlackBerry to Strawberry and having the door constantly shut in its face?

Wonderment has turned to panic! Imagine the gazillions and gazillions of lost emails out there in cyber-space. Just think what would happen if they all found where they were really supposed to go and descended on our computers at the same time. Chaos – utter chaos. The world as we know it would come to an end. The emails would spill out of our computers and bury us in nonsensical chatter. As near as I can tell there is only one solution to the catastrophe soon to befall us. Immediately stop sending emails!

Please email dozens of copies of this warning to everyone in your address book to make sure they are forewarned of impending doom. (Your concerned editor.)

Insults

{In•sult (in-sũlt) v.} 1.a. To speak to or treat in a callous or contemptuous way. b. To reveal disdainful estimate of. 2. *Obsolete.* To make an attack on; to assault. To behave arrogantly.

It's not nice to insult anyone, but I have to admit that I enjoy reading about other people's insults because I envy their ability to come up with a great insult. From the days when insults were an art form - (not like today, when a four-letter word or a middle finger will do) - come these.

- "Lady Astor to Winston Churchill - "If you were my husband I'd give you poison." Churchill to Lady Astor - "If you were my wife, I'd drink it."
- "He had delusions of adequacy." Walter Kerr
- "He has all the virtues I dislike and none of the vices I admire." Winston Churchill
- "A modest little person, with much to be modest about." Winston Churchill
- "I have never killed a man, but I have read many obituaries with great pleasure." Clarence Darrow
- "Thank you for sending me a copy of your book; I'll waste no time reading it." Moses Hadas
- "He can compress the most words into the smallest idea of any man I know." Abraham Lincoln
- "I didn't attend the funeral, but I sent a nice letter saying I approved of it." Mark Twain
- "I feel so miserable without you - it's almost like having you here." Stephen Bishop

- "He has no enemies, but is intensely disliked by his friends." Oscar Wilde
- "I've just learned about his illness. Let's hope it's nothing trivial." Irvin S. Cobb
- "He is a self-made man and worships his creator." John Bright
- "He is not only dull himself; he is the cause of dullness in others." Samuel Johnson
- "There's nothing wrong with you that reincarnation won't cure." Jack E. Leonard
- "They never open their mouths without subtracting from the sum of human knowledge." Thomas Brackett Reed
- "He loves nature in spite of what it did to him." Forrest Tucker
- "In order to avoid being called a flirt, she always yielded easily." Count Talleyrand
- "His mother should have thrown him away and kept the stork." Mae West
- "Some cause happiness wherever they go - others, whenever they go." Oscar Wilde
- "He uses statistics as a drunken man uses lamp-posts. For support rather than illumination." Andrew Lang
- "He has Van Gogh's ear for music." Billy Wilder
- "I've had a perfectly wonderful evening. But this wasn't it." Groucho Marx
- And my favorite...George Bernard Shaw to Winston Churchill - "I am enclosing two tickets to the first night of my new play; bring a friend...if you have one." Churchill to Shaw - "Cannot possibly attend first night, will attend second....if there is one."

Did you know?

- The skeleton of an average 160-pound individual weighs 29 lbs.
 - Skin is the body's largest organ.
 - The average adult has between 40 and 50 billion fat cells.
 - The average digestive tract of an adult is 30 feet long.
 - The thighbone is the strongest bone in the body. (Ounce for ounce, it has a greater pressure tolerance and bearing strength than a rod of equal size in cast steel.)
 - The tongue is the strongest muscle in the body.
 - The average human eyelash lives about 150 days.
 - The average human heart beats about 100,000 times every 24 hours. (In a 72-year lifetime, the heart beats more than 2.5 billion times.)
 - The average human liver is more than five times the weight of the human heart.
- There are 22 bones in the adult human skull.

"Managing Change" - Seminar Description

External change is a fact - Internal change is a choice!

Curriculum

- The Business Need to Change
- Design and Assembly of the Change Team
- Creation of the Business Case
- Managing Conflict
- Obstacles and Opportunities
- Launching a Successful Change Process
- Eight Step Change Plan
- Flawless Execution
- Hindsight and Capturing Key Learning
- Overcoming Employee Resistance

Change Tools and Processes

- Key Consideration Checklist
- Impact Area Change Process
- Force Field Analysis
- Changing Roles and Accountabilities
- Team Start-up Guide
- Team Accountability Planning
- Change Prioritization
- Readiness Checklist
- Stakeholder Alignment Guide
- Communication Planning Tools

CALENDAR and LOCATION

The Airport Hilton - Knoxville, Tennessee

May 3 - 5, 2011

CLASS SCHEDULE

Tuesday - 8:33 am - 5:33 pm - 6:03 pm cocktail hour and class dinner

Wednesday - 8:33 am - 5:33 pm

Thursday - 8:33 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. Tuesday evening INM will host a cocktail hour and class dinner. Dinner Wednesday evening is the responsibility of the participant.

HOMEWORK

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

TUITION

\$1,123.00 invoiced after completion of the seminar

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 100 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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