

BCS/INM NEWSLETTER

Vol. 6 – Number 11

BCS – John Barnes • INM – Tom Stevens

November 1, 2011

Happy November 1st

We're getting closer to 2012. 305 days completed with only 60 days until the end of the year. Every year November ends on the same day of the week as August. It is also International Drum month. In addition, don't forget – it is National Pomegranate month in the US! Wow!

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 Workshops

PSP = Professional Sales Program

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The English Language

- To help with planting, the farmer taught his sow to sow.
- Upon seeing the tear in the painting I shed a tear.
- I had to subject the subject to a series of tests.
- How can I intimate this to my most intimate friend?

In what language do people recite at a play and play at a recital? Ship by truck and send cargo by ship? Have noses that run and feet that smell? Why doesn't Buick rhyme with quick?

Seminars in 2012

Executive Management Programs

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

Class 41

- ▶ Week 1 – Jul. 23 – 27, 2012 ◀
- Week 2 – Oct. 22 – 26, 2012
- Week 3 – Feb. 18 – 22, 2013
- Week 4 – May 20 – 24, 2013
- Week 5 – Aug. 12 – 16, 2013

Class 42

- ▶ Week 1 – Nov. 12 – 16, 2012 ◀
- Week 2 – Feb. 25 – Mar 1, 2013
- Week 3 – Jun. 10 – 14, 2013
- Week 4 – Sep 16 – 20, 2013
- Week 5 – Dec. 9 – 13, 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.

Chronological Calendar – 2011 - 2012

EMP 34/5 – NOV 7 - 11
EMP 36/3 – NOV 14 - 18
EMP 38/2 – DEC 12 – 16

2012

EMP 35/5 – JAN 16 – 20
EMP 39/1 – JAN 23 – 27
EMP 36/4 – FEB 6 – 10
EMP 37/3 – FEB 20 – 24
PSP 11/4 – MAR 5 – 9
EMP 38/3 – MAR 12 – 16
EMP 40/1 – MAR 19 – 23
EMP 39/2 – APR 16 – 20
EMP 37/4 – MAY 7 - 11
EMP 36/5 – MAY 21 - 25
EMP 40/2 – JUN 11 - 15
EMP 38/4 – JUN 25 - 29
EMP 39/3 – JUL 16 - 20
EMP 41/1 – JUL 23 - 27
EMP 37/5 – AUG 6 - 10
EMP 38/5 – SEP 10 – 14
EMP 40/3 – SEP 17 – 21
EMP 39/4 – OCT 15 - 19

Steven's Statement

Superstition

A character in the novel "*The Hound of the Baskervilles*" suffered a fatal heart attack caused by fear. A scientific study suggests that the fictional cause of death could be real. People with heart disease can be frightened to death. University of California–San Diego sociologist, Dr. David Phillips, had read the famous story as a child and wondered whether extreme psychological stress could trigger a heart attack. Phillips first had to find a superstition to test the theory that "fear could trigger a heart attack."

In Japanese, Mandarin and Cantonese the words for the number 4 and death are pronounced almost identically. In Japan and China, the number 4 is left out of telephone numbers and elevators because it evokes fear. Phillips discovered that in the United States many people of Chinese and Japanese descent feel the same anxiety especially if they are ill when the fourth day of the month arrives.

Phillips turned to U.S. deaths to see if he could find a pattern in the number of deaths on the fourth of the month. He looked at the computerized death certificates from 1973 to 1998 of more than 200,000 people of Chinese and Japanese descent and more than 47 million Americans.

When the study honed in on heart disease patients they found a surge of heart attack deaths, 13% among the patients of Chinese and Japanese descent on the fourth of the month. In California, where large populations of Chinese and Japanese have settled the effect was even bigger – a 27% increase. The death certificates of white Americans showed no such jump on any specific date.

Several years ago, I worked with a company that made machining equipment. They had a large increase in the number of machines returned on warranty from China and Japan compared with other places in the world. An examination of the serial numbers on the returned machines showed that every machine had at least one 4 in the serial number.

An American company with a facility in China gave their number one Chinese employee a rather large bonus at Christmas. The day after receiving his check he returned to work, gave back the check and resigned. An examination of the check determined it contained three number 4's. Another client had a million dollars of product sit in their factory for nine months while the customer waited for a lucky date on which to take delivery.

You might be thinking – "that's crazy, I'm glad I'm not superstitious." How many of you would check into the hospital on Friday the 13th – be given room 1313 on the 13th floor of the hospital? By the way – how many of you have ever seen a room 13 or a 13th floor in a hospital? Many athletes will tell you they are not superstitious, yet they have "lucky" routines they go through before a game.

Business Implications - Be aware of the superstitions in the countries where you do business. Are there any unlucky colors, numbers and dates? Conversely, are their lucky colors, numbers and dates?

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John's Jotting

Here's a short quiz.

- 1) What is the best management skill?
- 2) What is the one skill on which most managers don't get any training?
- 3) What is the one skill most managers perform the worst?
- 4) What skill increases in importance as one's managerial responsibilities increase?

The answers are all the same - **Listening**. How did you do?

According to the dictionary listening means - to make an effort to hear something - to pay attention - heed. The definition gives a hint why we may perform poorly on this matter. "Make an effort." Today, listening is a victim of our culture. Consider the following - are you guilty?

A person comes to your office and says, "Boss, got a minute?" You do and say, "Come on in. What's on your mind?"

Your direct report does and begins talking. Meanwhile your computer goes "Ding!" indicating you have a new email. So, you look at the screen and start reading while you tell your direct report to go ahead, you are listening.

Or, your direct report is talking and you notice something going on in the hallway and are intrigued by what you see. However, you tell your direct report to continue because you are listening.

Really? More likely, you are hearing, not listening. And you may not be doing that very well.

The U of Minnesota, reports that 60% of misunderstanding is the result of poor listening.

Here are six rules to help you improve your listening.

Rule 1. Always look at the person who is talking to you. When the eyes are elsewhere, the mind is elsewhere.

Rule 2. Learn to ask questions and develop a big ear for listening.

Rule 3. Don't interrupt. It's as rude to step on people's ideas as it is to step on their toes.

Rule 4. Don't change the subject. Interrupting is bad enough, but changing the subject at the same time is positively rude.

Rule 5. Check your emotions. Some people are quick to anger and get excited by certain words.

Rule 6. Listen responsively. Be responsive in your demeanor, posture, and facial expression. Let your whole being show you are interested in other people and their ideas.

There are many benefits of active listening. Those of you who have completed week one of the Professional Sales Program or week 4 of the Executive Management Program can review them on page 9 of the Listening unit. However, it can be summarized this way – "you increase your effectiveness as a manager as you develop a habit of actively listening."

Missing Persons

Do you know the email address and/or phone number of any of these individuals? Please advise us if you do.

Agro, Tony
Alicea, Ed
Balnoschan, Greg
Bartush, Michael
Bland, Judy
Bonnhoff, Rüdiger
Brochard, Pascal
Carrino, Greg
Chuh, Yen
Cochevski, Peter
Conroy, Kathryn
Curcuruto, Brad
Dayley, Dwayne
Delaisse, Guy
Dennis, Joe
Descollonges, Michel
Eggen, Randy
Fedele, James

Flanagan, Clay
Flannery, Tom
Foster, George
Gordon, L. C.
Gorrivan, Tom
Grace, Tom
Graham, R. Gil
Grein, Thomas
Griggs, Jim
Grosswiller, Ken
Hanna, Jan
Hauter, Bill
Hennesy, Trace
Henry, Danica
Hildago, Xavier
Horsman, Gary
Hubbard, Michael
Hunt Mark
Ingram, Tramaine
Jacquemin, Jeff
Johnson, Karl
Johnson, Michael

Jones, Richard (Rick)
Jones, Scott
Kalkowski, Kal
Kanous, Chris
Kavalam, John
Kartanson, Murray
Keselica, Tom
Kolbeck, Jim
Lane, Robert
Larke, Bob
Leshner, Bob
Lister, Rodney S.
Lochmann, Hans-Ulrich
McCurdy, Ernest
Meng, Gregory (Shawn)
Moore, Byron
Moyer, Sharon
Murdock, Susan
Nolen, Michael
O'Connell, Shawn
Orewiler, David
Peter, Dean

Pharr, Chris
Ramirez, Martin
Reiner, Richard (Rick)
Ryan, Patrick
Schulte, Bob
Sewell, Rick
Slowinski, Jacob
Spruit, Rick
Taylor, Rod
Taylor, Robert
Thiel, Pete
Thompson, Jay
Tuohy, Mike
Van Beek, Michel
Vandevyvere, Bryan
Voland, Rudolf
Whitney, Eric
Wilking, Fred
Wood, David
Wooten, Walter

(Thank you)

History

The following comments were made in the year 1955! That's only 56 years ago. Imagine what things are going to be like 56 years from now in 2067!

- "I'll tell you one thing, if things keep going the way they are, it's going to be impossible to buy a week's groceries for \$10.00."
- "Have you seen the new cars? It won't be long before \$1,000.00 will only buy a used one."
- "If cigarettes keep going up in price, I'm going to quit - 20 cents a pack is ridiculous."
- "Did you hear the post office is thinking about charging 7 cents just to mail a letter? They will also probably do away with the penny post card."
- "If they raise the minimum wage to \$1.00, nobody will be able to hire outside help at the store."
- "When I first started driving, who would have thought gas would someday cost 25 cents a gallon? Guess we'd be better off leaving the car in the garage."
- "I'm afraid to send my kids to the movies any more. Ever since they let Clark Gable get by with saying DAMN in 'Gone with the Wind', it seems every new movie has either HELL or DAMN in it."
- "I read the other day where some scientist thinks it's possible to put a man on the moon by the end of the century. They even have some fellows they call astronauts preparing for it down in Texas."
- "Did you see where some baseball player just signed a contract for \$50,000 a year just to play ball? It wouldn't surprise me if someday they'll be making more than the President."

• "I never thought I'd see the day all our kitchen appliances would be electric. They are even making electric typewriters now."

• "30 cents for a hair cut, forget it."

• "It's too bad things are so tough nowadays. I see where a few married women are having to work to make ends meet."

• "It won't be long before young couples are going to have to hire someone to watch their kids so they can both work."

• "I'm afraid the Volkswagen car is going to open the door to a whole lot of foreign business."

• "Thank goodness I won't live to see the day when the Government takes half our income in taxes. I sometimes wonder if we are electing the best people to government."

• "The drive-in restaurant is convenient in nice weather, but I seriously doubt they will ever catch on."

• "There's no sense going on short weekend trips anymore. It costs nearly \$2.00 a night to stay in a hotel."

• "No one can afford to be sick anymore. At \$15.00 a day in the hospital, it's too rich for my blood."

(Your editor lived during those days and vividly remembers comments like that. Your parents did too!)

Congratulations to the St. Louis Cardinals and their fans! Condolences to the Texas Rangers and their fans!

There is always 2012.