

BCS/INM NEWSLETTER

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September 1, 2010

BCS - John Barnes

INM - Tom Stevens

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Happy September 1st

Hard to believe - Christmas is almost here - 116 days. Have you done your shopping yet? Two thirds of the year is now in the history books. Are you happy with it?

Congratulations

"If it is to be - it has to be 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

KOSH, Jim - (PSP-03) - is now Sales Manager - Landale Signs, 8525 Argyll Road, Edmonton, Alberta T6C 4B2, Canada - Bus 780-437-3730 - Cell - 780-222-6758 - jimkosh@landalesigns.com.

LAMINACK, Gene - (EMP-28) - is now Vice President Finance - Shelton State Community College, 9500 Old Greensboro Road, Tuscaloosa, AL 35405 - Bus - 205-391-5882 - Cell - 662-889-4880 - glaminack@sheltonstate.edu.

PHILIPS, Joe - (PSP-04) - is now Regional Sales Manager - IPR Robotics, 2673 American Drive, Troy, MI 48083 - Bus - 248-556-7556 - Cell - 586-873-1284 - joe.philips@iprrobotics.com.

SOLIS, Ed - (EMP-19) - completed his MBA in Marketing at Texas A & M, Commerce College of Business & Technology. Ed is Sr. Solutions Market Manager, Asia Pacific & CALA Regions - CommScope, 1300 East Look-out Drive, Richardson, TX 75082 - Bus - 972-792-3038 - Cell - 214-399-3318 - esolis@commscope.com.

TAYLOR, Dan - (EMP-22) - is now Corporate Controller - OPW Fueling Components Group, 9393 Princeton-Glendale Road, Hamilton, OH 45011 - Bus - 800-422-2525 - Cell - 513-275-8519 - dtaylor@opw-fc.com.

Opportunity

The Gladstone Companies seek to invest mezzanine debt and equity in companies with EBITDA between \$3 million and \$15 million. Gladstone can also invest senior and sub-debt in small businesses owned by people in disadvantaged groups where EBITDA is at least \$1 million. If interested contact **SIMPSON, Jennifer** - (The Executive Forum) - Managing Director, The Gladstone Companies, Bus - 703-287-5889 - jennifer.simpson@gladstonecompanies.com.

(The newsletter editors are not soliciting on behalf of, nor offering for, nor endorsing Gladstone Companies. This announcement is here because of our desire to be "good guys" and say, "Yes, OK" as often as we think we can. We do not charge for notifications such as this. We did not receive a promotional fee, nor will we receive any fees if your company and Gladstone do a deal. Tom & John)

Seminars in 2010

Executive Management Programs

Class 34 - **One enrollment is open**

- ▶ Week 1 - Oct. 18 - 22, 2010 ◀
- Week 2 - Jan. 24 - 28, 2011
- Week 3 - Apr. 11 - 15, 2011
- Week 4 - Aug. 01 - 05, 2011
- Week 5 - Nov. 07 - 11, 2011

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.

CommScope Leadership Development - Class 3

- ▶ Week 1 - Oct. 25 - 29, 2010 - Knoxville, TN ◀
- Week 2 - Feb. 07 - 11, 2011 - Dallas, TX
- Week 3 - May 02 - 06, 2011 - Chicago, IL
- Week 4 - Aug. 08 - 12, 2011 - Knoxville, TN
- Week 5 - Oct. 10 - 14, 2011 - Hickory, NC

Seminars in 2011

Executive Management Program

Class 35

- ▶ Week 1 - Jan. 17 - 21, 2011 ◀
- Week 2 - Apr. 04 - 08, 2011
- Week 3 - Jul. 18 - 22, 2011
- Week 4 - Oct. 17 - 21, 2011
- Week 5 - Jan. 16 - 20, 2012

Executive Management Program

Class 36

- ▶ 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

Up Coming Seminar Weeks - 2010

- EMP 31/3 • SEP. 20 - 24
- EMP 32/2 • SEP. 27 - OCT. 01
- EMP 34/1 • OCT. 18 - 22
- CLD 3/1 • OCT. 25 - 29
- EMP 30/5 • NOV. 08 - 12
- EMP 33/2 • NOV. 15 - 19
- PSP 10/3 • NOV. 29 - DEC. 03
- EMP 31/4 • DEC. 06 - 10
- EMP 32/3 • DEC. 13 - 17

Up Coming Seminar Weeks - 2011

- CLD - 4/1 - Jan. 10 - 14
- EMP 35/1 • Jan. 17 - 21
- EMP 34/2 - Jan. 24 - 28

Competencies of a Leader

“The final test of a leader is that they leave behind them in other people the conviction and the will to carry on.” Walter Lippmann

Most organizations need somebody who can lead regardless of the situation. What matters is that he or she works on the basic competencies of a leader.

1. The willingness, ability and self-discipline to *listen*. Listening is not a skill – it is a discipline. Anybody can do it. All you have to do is keep your mouth shut. No one pays any attention to a dog that is always barking.

2. The willingness to *communicate* - to make yourself understood. That requires infinite patience and practice. Never forget Mark Twain’s famous comment after listening to a long winded politician and being asked what the politician talked about. Twain said - **“He didn’t say!”**

3. Never alibi. Don’t be afraid to say – **“That doesn’t work as well as it should. Let’s take it back and reengineer it.”** People fail in direct proportion to their accepting delightful rationalizations for their failure. Failure can be a disappointment but it must never be a defeat.

4. The willingness to realize how unimportant you are compared to the task at hand. True leaders subordinate themselves to the task. Willie Shoemaker, one of racing’s greatest jockeys, said that during a race he kept the lightest touch on the horse’s reins – **“The horse never knows I’m there - until it needs me!”**

An important task of an organization’s leader is to anticipate crisis. Not to always avert it, but to anticipate it. To wait until a crisis hits is abdication of leadership. One has to make the organization capable of anticipating the storm, weathering it and in fact, being ahead of it. You probably cannot always prevent a major catastrophe, but you can build an organization that is battle ready, that has high morale, that knows how to behave in the face of adversity, that trusts itself and most important, trust each other.

When effective leaders have the ability to maintain their personality and individuality, even though they are totally dedicated, the task will go on after them. They also must have a human existence outside of the task. Otherwise, they will do things for personal aggrandizement, in the belief that this furthers the cause. They become self-centered and vain. In addition, they become jealous. One of the great strengths of Winston Churchill was that Churchill, to the very end, pushed and furthered the careers of young politicians.

ACTION PLAN – Set aside ten minutes every Friday afternoon to give yourself a weekly report card on all four skills. How did you do the past week in these four areas?

1. Listening - 2. Communicating - 3. Reengineering mistakes - 4. Subordinating your ego to the tasks at hand?

“In calm water every ship has a great captain.” Swedish Proverb

“A good leader takes a little more than their share of blame and a little less than their share of credit.”

John's Jottings

Adults tend to make things complicated. We sometimes think that more complicated answers make us sound smarter. Consider the answers you might give to your CEO if he/she were to ask questions like - Why are sales down? How can we increase them? What can we do to improve our margins? How can we increase productivity? Would your answers be complicated?

Usually, the more thought we put into something the simpler our answers. The simpler our answers, the better the understanding. The better the understanding, the better the communication.

How about you? Do you tend to make things more complicated than necessary? Let's see.

The TV show hosted by Jeff Foxworthy suggests that a large number of us are no smarter than a fifth grader - no matter how complicated we make things.

So, let's lower the bar - are you smarter than a four year old? Let's see.

- 1) How do you put a giraffe in a refrigerator? Write down your answer before proceeding. We are on the honor system here. So, write it down before proceeding. Good. The answer is - Open the refrigerator, put the giraffe in and close refrigerator. This question tests whether you tend to do simple things in simple ways.
- 2) How do you put an elephant in a refrigerator? Open the refrigerator door - remove the giraffe - insert the elephant - close the door. This question tests whether you think through the implications of your previous actions.
- 3) The Lion King is hosting an Animal Conference. All the animals attend except one. Which animal does not attend? Did you say, "The Elephant?" Good! The elephant is in the refrigerator. You just put him in there. Don't you remember?

All right - so you may not be doing so well. Or maybe you have been hanging out with your kids and are doing very well. Here's another opportunity to demonstrate your critical thinking skills.

- 4) You come to a crocodile infested river, which you must cross, and you do not have a boat. How do you get across? You jump into the river and swim across. Have you not been listening? All the crocodiles are attending the Animal Conference. This tests whether you learn quickly from your mistakes.

According to Anderson Consulting most of the Professionals they tested got all these answers wrong, but many preschoolers got several correct answers. Anderson Consulting says this conclusively disproves the theory that most professionals have the brains of a four year old.

Thanks to Mike **Osborne**, Regional Sales Manager-Automation, DE-STA-CO for passing this along. He definitely does *NOT* have the brains of a four year old, or, maybe he does!!

Hell

The following is an actual question given on a University of Arizona chemistry mid term, and an actual answer turned in by a student.

The answer by this student was so “*profound*” that the professor shared it with colleagues, via the Internet, which is, of course, why we now have the pleasure of enjoying it.

Bonus Question - Is Hell exothermic - (gives off heat) - or endothermic - (absorbs heat.) Most of the students wrote proofs of their beliefs using Boyle's Law - (gas cools when it expands and heats when it is compressed) or some variant. One student, however, wrote the following.

First, we need to know how the mass of Hell is changing in time. Therefore, we need to know the rate at which souls are moving into Hell and the rate at which they are leaving, which is unlikely. I think that we can safely assume that once a soul gets to Hell, it will not be allowed to leave. Therefore, no souls are leaving. As for how many souls are entering Hell, let's look at the different religions that exist in the world today. Most of these religions state that if you are not a member of their particular religion, you will go to Hell. Since there is more than one of these religions and since people usually do not belong to more than one religion, we can project that all souls go to Hell.

With birth and death rates as they are, we can expect the number of souls in Hell to increase exponentially. Now, we look at the rate of change of the volume in Hell because Boyle's Law states that in order for the temperature and pressure in Hell to stay the same, the volume of Hell has to expand proportionately as souls are added.

This gives only two possibilities –

1. If Hell is expanding at a slower rate than the rate at which souls enter Hell, then the temperature and pressure in Hell will increase until all Hell breaks loose.
2. If Hell is expanding at a rate faster than the increase of souls in Hell, then the temperature and pressure will drop until Hell freezes over.

So which is it? If we accept the postulate given to me by Teresa during my Freshman year that, “*It will be a cold day in Hell before I sleep with you,*” and take into account the fact that I slept with her last night, then number two must be true, and thus I am sure that Hell is exothermic and has already frozen over. The corollary of this theory is that since Hell has frozen over, it follows that it is not accepting any more souls and is therefore, extinct. This leaves only Heaven - thereby proving the existence of a divine being which explains why, last night, Teresa kept shouting, “*Oh my God!*”

THIS STUDENT RECEIVED AN A+!

“*Hell, Madame, is to love no longer.*” Georges Bernanos

“*Heaven is large and affords space for all manners of love and fortitude.*” Emerson

“*All the world loves a lover.*” Emerson

Cell Phone - Safety Alert

Cell phones are dangerous at service stations. Here are some reasons why cell phones should never be used in gasoline and diesel refueling areas, propylene oxide handling and storage areas and propane refueling locations. The Shell Oil Company recently issued a warning after three incidents in which cell phones ignited fumes during fueling operations.

In the first case - the phone was placed on the car's trunk lid during fueling - it rang and the ensuing fire destroyed the car, gasoline pump and seriously injured the driver.

In the second case - an individual suffered severe burns to their face when fumes ignited as they answered a call while refueling their car! In the third case - an individual suffered burns to the thigh and groin as fumes ignited when the phone, which was in their pants pocket, rang while they were fueling their car.

Cell phones that light up when they are switched on or when they ring, release enough energy to provide a spark for ignition. Cell phones should not be used in filling stations, or when fueling lawn mowers, boats, etc. Cell phones should not be used, or should be turned off, around other materials that generate flammable or explosive fumes or dust - (i.e., solvents, chemicals, gases, etc.)

Here are the Four Rules for Safe Refueling – (1) Turn off the engine. (2) Don't smoke. (3) Don't use your cell phone - leave it inside the vehicle or turn it off. (4) Don't re-enter your vehicle during fueling.

The Petroleum Equipment Institute is on a campaign to make people aware of fires because of static electricity at gas pumps. They have researched 150 cases of these fires. Their results were very surprising.

(1) Out of 150 cases, almost all of them involved women. (2) Almost all cases involved the person getting back in their vehicle while the nozzle was still pumping gas. When finished, they went back to pull the nozzle out and the fire started, because of static electricity. (3) Most had on rubber-soled shoes. (4) Most men never get back in their vehicle until completely finished. This is why they are seldom involved in these types of fires. (5) It is the vapors that come out of the gas that cause the fire, when connected with static charges. (6) There were 29 fires where the vehicle was re-entered and the nozzle was touched during refueling. Some resulted in extensive damage to the vehicle, to the station, and to the customer. (7) Seventeen fires occurred before, during or immediately after the gas cap was removed and before fueling, began.

NEVER get back into your vehicle while filling it with gas. If you absolutely have to get in your vehicle while the gas is pumping, make sure you get out, close the door TOUCH THE METAL, before you pull the nozzle out. This way the static electricity from your body will be discharged before you remove the nozzle. Please pass this information on to your family and friends.

“*It is not enough to have knowledge – one must use it as well.*” Descartes