

J.E.A.M. CENTS

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"The official Newsletter of Goldilocks"

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AUGUST EVENT CALENDAR

- 8/2: Poison, Dokken, Cinderella, Slaughter @ DSP
- 8/4-5: Mill Avenue Crews
- 8/5: Cardinals game. Mill Ave. parking and bar crews
- 8/6: Faith Hill/ Tim McGraw @ AWA
- 8/7: Payday in 111. 4p-6p.
- 8/9-10: Up In Smoke Tour @ AWA
- 8/11-12: Mill Avenue Crews
- 8/12: Cardinals game. Mill Ave. parking and bar crews.
Advance training classes in 111. 1p-5p
- 8/13: Tattoo The Earth @ Manzanita Speedway
- 8/18-19: Mill Avenue Crews
- 8/19: Marco Antonio Solis @ AWA
- 8/21: Payday in 111. 4p-6p.
- 8/22: Sting @ DSP
- 8/25-26: Mill Avenue Crews
- 8/30: Ozzfest @ DSP

With football season starting, there will be some extra hours available on game days. All shifts will be on Mill Avenue. See your nearest scheduler for details!

AUGUST BIRTHDAYS

Brandi Davis	8/4
Luis Herrera	8/5
David Kranson	8/5
Alexander Williams	8/7
Craig Johnson	8/10
Charles Showers	8/10
Danny Ruelas	8/11

David Torrez	8/11
Jeff Fischer	8/12
Blair Gray	8/12
Johanna Holloway	8/12
Alejandro Gutierrez	8/13
Mikel Sikora	8/17
Robert Buckner	8/19
Sylvia Perez	8/20
Cory Livingston	8/23
Jerry Harrison	8/24
Eric Rodriguez	8/24
Rick Skupski	8/24
Alex Gonzalez	8/27
Ted Keller	8/27
Brian Miller	8/27
Anthony Spaltro	8/30
Chris Perren	8/31

Happy birthday to all of you from all of us!!!

T.E.A.M. ANNIVERSARIES

One year:	Chris Bartlett	8/19
	Sherri Sprau	8/19
	Chris Malast	8/25
	Chris Yahne	8/25
Two years:	Lev Vanshelbaum	8/19

Congratulations on your anniversaries. Party at Lev's!

JULY'S COMMENDATIONS

The following employees are being recognized for doing an outstanding job during the month of July:

Shaun Anderson	John Arends
John Barnes	Chris Bartlett
Doug Berube	Derek Boice
Jordan Cooley	Joe Coomer
Chad Graham	Justin Greiff
Kim Hanley	Mick Hirko
Andy LaFave	Dean LaFlam
Kent Liermann	Joe McCormack
Zach McFall	Jose Montellano
Dale Orloske	Gabe Rendon
Brandon Smith	Cami Warren

CONGRATULATIONS!
Keep up the good work.

EMPLOYEE OF THE QUARTER

We would like to congratulate Richard Campbell. He is attentive to patron and client needs, friendly, punctual, and pays attention to details. Richard is always willing to give an extra hand and is very knowledgeable of the security industry. His characteristics are greatly appreciated by all of T.E.A.M. So, when you see Richard, give him a pat on the back and congratulate him.

Chad Graham also deserves a pat on the back. Chad was the runner-up for the employee of the quarter. Chad is motivated, dependable, prompt, enjoys his job and very detail oriented in his reports. Thank you for all your hard work Chad.

ZACH'S ON MILL AVENUE

By Zach McFall

For this month I would like to talk about T.E.A.M. work. I would like to thank everyone that pulled together to do one of the biggest shows of the year. I personally know the management staff worked very hard to put the Summer Sanitarium concert together however, we could not have done it without you. I know this may sound corny, but to look out and see a sea of white shirts all working for one common goal is breathtaking. When I see that, it makes

me feel good to be a part of the T.E.A.M.

As for the people that were too busy to call us back, you're probably not reading this because you no longer are employed. I know this is a part-time job for most of you, but it is still a job. You need to call us and tell us when you're going out of town, or when you will be unavailable. If you don't contact us in two weeks, we will take you off the employee base. So please, call us on a weekly basis so we know you are still working with us.

After the concert, a few employees were complaining that they were not given a break. I find that very hard to believe. I walked around all day giving people water and asking if they needed a break. People, if you don't tell me you need a break when I ask, how am I to know when you want one? So next time please communicate with me so I can make sure you're taken care of.

One of my jobs with T.E.A.M. is to recruit new employees. Recruiting goes both ways. Not only do I want to hire people; I want to see them during their employment with T.E.A.M.

I want to know what's going on with them and if they are having fun with their job. A couple of weeks ago I hired a person, and during a show that person contacted me and said he was not sure that this job was the right one. I was so glad to hear that because for once, someone was honest with me. I hate when people just leave with the weather and not say why they are leaving. The moral of this story is, if you have an issue please call me so we can get them resolved.

That about does it for me this month, if you need to talk to me, my door is always open. zj

FROM ACCOUNTING: PART I

By Bret Rowley

Greetings from the accounting department. This month has been a very busy month for all of us. So this month I decided to make my predictions for the sports world. In baseball, look for the Diamondbacks to limp home down the stretch and barely make the playoffs. Recently the D-backs have been unable to hit their way out of a wet paper bag, especially in clutch situations. The pitching has been solid but can only carry the team for so long, as the team is under .500 in games that Randy Johnson doesn't start. Hopefully, they will add Curt Schilling before the trade deadline and get

rid of that whiner Travis Lee. In short it will be three in a row for the Yankees.

In football, look for the Cardinals to have a much improved offense if Jakey Snakey can stop throwing the ball to the other team. But since the game is won or lost in the trenches and the Cardinals will have a bunch of high schoolers on the defensive line, unless Wadsworth is healthy and Marc Smith and Simeon Rice stop whining that they are only going to make so many million dollars this year. I predict the Cardinals will finish the year 7-9 and will not get a new stadium. Say hello to the Portland Cardinals or San Antonio Cardinals or wherever their new home will be. As for the Super Bowl Champions I will go with the Tampa Bay Buccaneers. Defense wins football games.

So take my picks and head to Vegas if you want to be rich.

RECRUITER'S REQUIEM

By Stacey Woolf

The recruiting department would like to announce the #1 T.E.A.M. employee for referring new employees: Larry Hampton. Thank you so much for all your hard work and extra time spent finding qualified people to work for T.E.A.M. Your efforts are greatly appreciated. As for other employees, keep referring people. If they work for 100 hours, you get a \$25 bonus for each person referred! Zach and I have referral cards for you all to hand out, so stop in, grab some cards and tell us how you are doing.

I have had the opportunity to talk with some of you at recent events. I do want to know what you like about your job, as well as what you don't like. My job is to hire the necessary people and to make sure T.E.A.M. is a professional, yet fun environment. So, in order for me to get my job done, I need all of your input. I am here to listen to any problems and to see if there is anything I can do to help solve those problems. For all the employees whom I had the honor to talk with, thank you for your input, ideas, and suggestions for improvement. I would like to end the recruiting section with these thoughts...treat others as you want to be treated, always smile, give at least one compliment a day, be optimistic, set goals, dream your own dream, make a wish, and last but not least, love often.

RAVE FROM LaFAVE

By Andy LaFave

Hey Teamsters! How is everything going out there in T.E.A.M. land? Some of you may know this, already but for those of you who don't, I am now a scheduler. That means that there is a good chance you will be talking with me to get your schedules. It is a new position with new opportunities for me to improve myself and to get to know all of you a little better.

Now for a couple reminders from the scheduling department. Please remember to always write down your schedules as it is given to you. This is extremely important, so that you do not forget what and when you are working. If you come in to get your schedules you may notice that the schedulers write your schedule down for you, just to make sure. Please show up for your shift when you are scheduled to show up for it. If you are going to be late all we ask that you call and let us know. If the office is closed, then by all means call the scheduling pager. That is what it is there for.

I want all of you to remember that we have some big shows coming up and we are going to need most, if not all, of you to work. If you have any friends or family members who need a job and they are responsible and reliable then send them our way. New incentive programs

have been initiated to make it worth your while and theirs.

That is about it for me for this issue of the newsletter. I just want everybody to be safe out there and most importantly have fun.

BRANDY'S FRONT DESK

By Brandy Leue

Hello to all the team employees!

For those of you who know me and for those of you who don't I am now working back in the office as the receptionist. So if I have hung up on you, or kept you on hold for an hour you will have to excuse me. We installed new phone systems in the office and I have been trying to educate myself on how to use the.

There were a couple things that I had wanted to bring to everybody's attention. The first thing- on Tuesdays we have an inner-office staff meeting that starts at 9:30 and generally lasts about 2 ½ hours. Considering that Tuesday is the typical scheduling day, please take note that you will not be able to personally reach a scheduler until after the staff meeting is over.

The second thing that I would like to bring to everyone's attention is that every day I probably enter at least 100 different types of reports into the computer from previous events. If it is your responsibility to fill out a report please remember that these reports are sometimes faxed to our clients and our clients do not always know the codes. So please do not include codes in your reports. One other thing is to please not use vulgarity when writing in your report. Here is an example of how you could quote someone, " f**k you!" Okay, you understand. And the last thing about reports is to please make an attempt to put your neatest handwriting to use.. it would really help me out a lot.

For those of you that are polite to me on the phone when I have to put you on hold for so long, I am sorry but I appreciate your patience. I have 6 different lines to answer, sometimes being the voice on the other side of the line is not as easy as you would think. But I will make a progressive effort to transfer your calls as soon as the line is available.

Well, I hope that everybody has a great couple of weeks and remember to drink lots of water... and to have lots of fun..

Brandy Leue

WINDSOR'S WIND

By Mike Windsor

I can't believe that it is August already. Schools will begin soon and summer will be over. Although summer vacations are coming to an end, we have plenty of shows coming up.

This brings me to a few issues with time sheets that I would like to talk to you about. If you are working DTC parking please note your location that you are working. For example, if you work city hall please note on the time sheet next to your out time "city hall". This insures that we bill for you accordingly.

The other issue that needs to be addressed is signing your name to the time sheets. From now on, all time sheets must be signed by all employees. This will cut down on payroll protests, and will also give you a better idea of what you will be paid for. Make sure you agree with your in time and out time. If your signature is on the time sheet, your hours will be final. If at any time you have not been asked to sign the time sheet, please ask whoever is in charge of the sign in sheets that you need to sign the time sheet. We would like to clear up this problem as quickly as possible.

Nearly all payroll protests are due to discrepancies of hours. Signatures on time sheets will insure that your hours are correct. Please remember to drink lots of water when you are working outdoors. Until next month, be safe and keep up the good work.

THE SEARCH FOR SCOTTIE

By Scottie Beattie

A special thanks to all the individuals who worked and survived the Metallica show. Your assistance was greatly appreciated! This business requires a lot of flexibility, patience, cooperation, consideration and communication to ensure a successful and safe concert environment for everyone. The scheduling department strives to provide concert information to all employees as soon as we can. However, the entertainment business is very unpredictable! As many of you know from experience. Concert venues, call times, staff numbers, often change with little or no notice. Which means we depend on our employees to return our telephone messages, commit to schedules and call us in advance if you can't make a shift (not 2 minutes before you're suppose to show up!).

Most importantly, communicate with your scheduler because we are here to help you if we can. Schedulers are not mind readers - we don't know when you are going on vacation, leaving town and quitting!

We all have a job to do and schedulers are not telemarketers, stalkers or bill collectors. Our role is to provide you with the best schedule that will compliment your busy lives. In addition, we need your feedback - so inform us about your school, job, and extracurricular activities appointments. Furthermore, we know your personal schedules change continuously, so keep schedulers informed.

SIKORA SAYS....

By Mikel Sikora

In the past few months I have noticed that our employees have not remembered what equipment is required to be purchased and kept with them on shift. The items they need are a pen and a flashlight. We supply a flashlight to those that have just started. It seems that we are supplying flashlights and pens to everyone. We are going to start charging a fee for flashlight rental. That fee will be \$1.00, which will be deducted from your next check. There also seems to be a question as to what our uniform policy is. The policy is: all black, well fitting pants or all black shorts that extend past the fingertips and do not extend past the knees. All indoor events require pants (shorts NOT allowed). You must have black shoes with all black or white socks. If you wear a hat (outdoor events only) it must be a T.E.A.M. hat or an all black or white one (NO logos). Long hair must be tied back or kept inside a hat. For the men with long hair, if it is an indoor event and a hat cannot be worn, the hair must be tied back and tucked inside the back of your shirt. As for jewelry, it is requested that you not wear any. If you feel that you need to wear jewelry, necklaces should be small and earrings should be small hoops or post type. Men are not allowed to wear earrings. All facial piercings must be removed. If you feel that you cannot remove any piercing, please do not schedule for a shift. No more band-aids. You must remove any type of jewelry that is not allowed prior to the arrival to your shift. That means take it out or off in your car or at home.

Now for the uniform shirt. You are required to put a deposit of \$15.00 on a

shirt for you to keep while you are employed by T.E.A.M. This must be done before your Advanced Training class and can be done by cash or a payroll deduction. If you have not done so or forget to bring your shirt, you will be charged a \$5.00 fee per shift. If you choose not to comply with any of the above, you may be sent home before your shift.

Thanks to all of you that already have shirts and come prepared for your shift.

QUALITY CONTROL CORNER

By Jose Villa

First of all, I would like to introduce myself to the staff who do not know me. My name is Jose Villa and I started working for T.E.A.M. in March as the DMB Supervisor on Mill Ave.

I worked at the America West Arena and Bank One Ballpark for 7 years where I worked my way up from an Event Security Officer to a Security Manager.

In October of 1999 I moved to Los Angeles to take the position of Director of Event Security at the newly opened Staples Center (home of the Lakers, Clippers, and Kings). After 4 months of putting up with L.A.'s earthquakes, drivers, and attitude, I decided to move back home.

While working on Centerpoint I was able to refine my customer service skills on the educationally challenged public and learn how T.E.A.M. operates in downtown Tempe. I would like to thank all the T.E.A.M. staff who showed me how the "avenue" worked, you know who you are.

After a couple of months, I was able to move into management as the Quality Control Manager. One of the first things I did was to look in the dictionary for the definition of "quality control" and how it related to T.E.A.M. Quality control is defined as: **"a system for verifying and maintaining a desired level of quality in a product or process by careful planning, continued inspection, and corrective action where required"**. After reading this many times, I figured I needed to develop the "system" that would define our desired level of service.

Our system will be to update our policies and procedures manual which would be the planning end and to create a service standard that requires our employees to strive for 100% service satisfaction through inspections and proceed with corrective action where

needed. I realize that it may be wishful thinking that every person who encounters T.E.A.M. will have a perfect experience, but once you allow yourself to accept any degree of compromise in your standards, you have compromised your ability to be the best. The only way to rise above the pack is to aspire to a standard that will lift you above your competition.

With this in mind, I have gone out into the field and observed the staff work. At the special events, I have observed some amazing teamwork and organized confusion to make things happen. Some concerts are very challenging but it seems that we adapt and change when we need to. On Mill Avenue, especially on Friday and Saturday nights, we deal with many types of the public in various states of mind. In both settings, we do a good job and I would like to thank the staff who make it happen!

With the policies and procedures in place, the next step will be the inspections. I will be conducting field inspections which will consist of evaluating the appearance and uniform standards set forth in the policies manual. If you don't know or are unsure of the requirements, get a copy. These inspections will go in your employee file and may have an effect on your evaluations, so be prepared!

Until next month...have fun, be safe, be prepared!

COOMER COUNTRY

By Joe Coomer

Hello TEA Msters ! I cannot thank all of you enough for coming out and being a part of the largest North American Tour this summer- The Summer Sanitarium Tour. Everyone who worked the drop aisle, barricade, back stage, the lawn, and the alcohol management teams, you fine young woman and men did an outstanding job, thank you.

I want to briefly discuss a little subject. If you're dealing with an irate patron, be the one to keep a cooler head and don't let the patron get to you (mentally). A couple of times over the past couple of shows we have let the bad guy get to us and we (T.E.A.M. employees) are under constant supervision by the client, the public, and law enforcement agencies. Keep your cool, always. If you don't, you could be finding yourself watching buses somewhere.

I will keep this short and sweet. I know we love to work concerts, we just

need to remember we take the fun ones with the not so fun ones, it's all a part of the program. OK, enough from me. Thank you and peace out.

A GUEST

"A guest is the most important visitor on our premises. He/she is not dependant on us- we are dependant on them.

They are not outsiders in our business- they are part of it.

We are not doing them a favor by serving them... they are doing us a favor by giving us the opportunity to do so.

Without them we do not have a job."

THE ROYAL REVUE

By Billy Royal

"Yes risk-taking is inherently failure-prone. Otherwise it would be called sure-thing-taking." ---Tim McMahon

OK, somebody get me a rubber stamp that says "awesome job!" One word - **Metallica!** Folks, we pulled off a near 300 person call with six days to plan. A round of applause to all departments for making it happen and to you guys for stepping up to the plate and enduring a long hot afternoon of fun. Great job! Do you know we went through almost 160 gallons of drinking water! Thanks Mick!

I'd like to talk about Burn Out. We've all felt it. We've all experienced it. But have we all learned from it? I'm addressing everybody on this one. From the top on down. Sorry Mick! We work crazy long hours for days and nights on end. Then we can't figure out why we're not as productive, constructive, patient, understanding, personable or healthy as we normally are. At the office we tend to get a little irritable, put off paper work or projects until another time, then we're rushing to catch up when deadlines are due or we find it difficult to communicate as accurately or positively as usual. In the field, we tend to get short tempered and less professional, which our clients and their patrons notice immediately. What we need to do is learn to pace ourselves, take it steady. Try to eat right, drink plenty of water before and after these long hot days. Keep your reactions to problems in perspective. Why fly off the handle at someone when it's just going to create ill feelings that don't produce positive solutions anyway. The other thing you can do is make sure everything is in order. The more you leave for tomorrow, the more frustrated you're going to be when you can't get it all done. Get it done

today! Pace yourselves. Keep a positive attitude.

One more thing: remember that we are constantly in the public eye. Everything you do is seen by someone. We might as well be on stage! If it's an ejection at a concert or patrol on Mill Avenue, someone is seeing you at work. This is very important when dealing with the public especially during some kind of confrontation. The next time you feel your self starting to loose your temper, just imagine someone you know is watching, a brother, sister, mother, father, pastor or teacher. This will help you keep things in perspective.

Again, thank you all for your help. We couldn't do it without you.

Remember, every days a holiday! BR

MICK'S MEMO

By Mick Hirko

Wow - Once you put the Sunday of Summer Insanitarium into perspective, it truly is amazing. With the help of all of you, we managed to pull off in one week what normally takes months to do. We managed to staff an event the size of the New Year's Eve Block Party with one weeks notice! I really appreciate all of your help, sacrifices and hard work to have made this happen. Considering that Joe Coomer was gone all week, and Scotty, Andy and Zach had to schedule everything by themselves, makes this even more of a proud moment. Some of our managers (myself especially) think that it was because Joe wasn't around, that led to being able to pull this rabbit out of a hat. Seriously, we were actually about 45 people over what our call was. I wanted to thank Gene Garcia and the guys at NEM and Larry Hampton, who helped us immensely.

We do things with ease now, that just a few years ago, would have used every bit of resources we had. It's growth, in a positive way. I recently spoke to Karen Foley, who moved out to Los Angeles at the beginning of the year. Regular readers have heard a lot about her, as she was often my inspiration and strength. She was a part of our humble beginnings - a very big part. Basically, it was her and me, and four employees against the world. It's hard to believe that this was less than seven years ago. Karen is working for EMI/Capital Records now, and I won't even try to quote her, but in a paraphrase, she told me that through all the tough times, the good and the bad, her

time at T.E.A.M. had a lot to do not only with her self confidence to up and leave for Los Angeles and pursue her dreams, but for having the tools to keep working towards her goals. She was a lot more eloquent when she said it, but I hope you get the point. Successful people do not become successful, because somebody gives them a job, and they show up whenever it is convenient for them, and do just enough to get by. Successful people succeed because they are always willing to go the extra step, think outside the box, motivate themselves, enthuse others, and set a good example for others to follow. One aspires to be like them. These are powers that come from within, than no one can give you, that you cannot ask for from your parents for your birthday, and that you cannot buy on e-bay, or learn by watching MTV. These come from within. It frustrates all of us, when we see people not living up to their potential, or our expectations. Much of that frustration comes from us being motivated, and not understanding how others can be so completely unmotivated or uncaring. If you have ambitions and goals, it is hard to understand people that do not seem to have any drive, except making it through the day. A good friend, Mick Treadwell, told me today: "Every minute that you waste, or that you do not use, is gone. You cannot bring it back. All the regrets in the world for opportunity lost, won't change that, or bring back what you have lost".

What I am getting at with all the this, is the following: Make the best of your time. Make yourself successful, by doing a good job. You are not doing it for me, or anyone else at T.E.A.M.. You are doing it for yourself. We, as a company have not been successful as a whole, because of any one client, event or account, or even all of them. We have been successful, and will continue to be, because of the people that are a part of our team, the ones who care, the ones who go the extra yard. The ones that have pride in personal accomplishments, and the ones who go home at night, knowing they did the best they could, and will do the same tomorrow. I am proud of all of you. Keep up the great spirit and commitment to excellence.

Before I get teary-eyed, I would like to welcome Lydia Castillo to our office, and Brandy Leue back. Lydia joined us recently, and her main job is going to be to keep me from writing nasty articles in the newsletter about computers, the

people who work on them, and to keep the damn things running. That is the non-technical description. You really want me to use a bunch of geeky words, to explain what she does with computers? I didn't think so. Essentially, she will be the network administrator, and figure out new ways to make us more efficient. The other half of her job is to help us figure out how to save money in our accounting department. It wasn't until she started, that I found out that 10% of our revenue went to the Mormon Church. None of us know why that was happening, and Bret isn't talking. We figure two or three more days of Coomer trying to convince him should do the trick.

Brandy recently came back to help us out in the office, answering phones, data entry, and helping with new applicants. We are really glad you are back. Her pleasant smile, helpful attitude and competence at the front desk were really missed, especially recently. Now, if we can just get her to stop beating up our barricade supervisor...

We are at the verge of our busy season. Football season is a little over a week away, and the festivals and special events are not far behind. Keep up the dedication, and hard work. Don't forget - Our Seven year anniversary party is coming up in October (hopefully, unless we are drowning in events, and can't find an open day that everybody can attend. If we are, it will be shortly after October. Stay tuned).

Also, I just wanted to let Mr. Bloom, director of Security at the America West Arena, know that a recent incident involving him and a credentials issue was reported to our EEOC officer (who happens to be Hispanic), by an employee, who was deeply offended by Mr. Blooms insensitivity. Our EEOC officer would like to invite Mr. Bloom to our next sensitivity training class, to be conducted on the lawn of Desert Sky Pavilion on August 30th. Along that line, what do you guys and gals think if we suggest to Desert Sky that they have some slurry bombers fly some training missions over the lawn, right after the sun goes down during Ozz fest? I like the idea.

Speaking of Desert Sky, if any of you see a young blond guy, with out of date or no credentials, walking around backstage at the Sky, claiming that somebody stole his golf cart, please do not throw him out, especially if he insists that he is the General Manager. There is a good chance that he really might be who he claims to

be. If in doubt, please contact Larry Hampton, who will take care of the possible ejection process. We have a contract out there, and we can't just throw him out anymore.

We have a bunch of advanced and defense tactics training classes this month. There is also a **mandatory** tactics class for all armed personnel. Please see Joe (K-9) Coomer for details. I hope to see a lot of you at these classes. There will also be a special class, "How to identify GM's of major facilities", taught by Larry "oh, sure you are!" Hampton. Date and time are not yet set, but it should be a good one.

One final serious note. There have been several incidents recently that should lead us to pause. The shooting of Tempe officer Wes Tipton really should be a wake up call for us, as well. First of all, we all wish officer Tipton a speedy and complete recovery. I know that there were a lot of prayers and wishes that have gone out to him and his family from T.E.A.M. members. I seems that some of those prayers have been heard, as he is doing much better, and the prognosis seems good.

In recent weeks, there have been several incidents in our own ranks that could have led to tragedy. Mike Sikora tackling a guy who had a gun on him being the most obvious. There have been others, not so serious, but the potential is always there. You never know who you are dealing with, what kind of emotional garbage they are dealing with, or where their minds are. Be safe. Treat every person from an officer safety perspective, and once you go out there, stay at condition yellow. I don't want to scare anybody, just make sure you all work safe and smart. If some idiot is going to start shooting at a police officer, do you not think that a lesser form of authority might not be tempting? Nothing we do is so important, to get hurt over. Use your training, your common sense, your partners and fellow team members to get the job done right, and safely.

Keep the Peace. See you out there.

HOW TO HANDLE ANGRY PEOPLE

1. Keep cool. You are not the target.

Take offensive with a positive approach; validate the person.

Example: "I'm sorry you're upset; let's see what we can do..."

2. Listen with empathy and for the facts.

Look for areas of agreement. Validate person when possible.

Example: "I agree this is quite an inconvenience for you."

3. Move to problem solving.

Offer options. State what CAN be done.

Example: "I'll be able to do..." by..." (Indicate a time or day).

4. Bring incident to polite close.

Thank them

TRAINING FOR THE MONTH OF AUGUST

Advance training classes will be held on Saturday August 19. Remember, you need to complete these classes to receive a raise. The class will be held from 1pm to 5pm in office 111. Contact Chris to sign up.

Defense tactics classes will also be offered on this day. These classes are open to supervisors or long term employees that have not attended. Contact Jose Villa for times and location.

Anyone interested in CCW classes contact Mick Hirko. As of this date there no classes planned until October. But if interested in setting up a class contact Mick.

THINGS TO PONDER

*99 percent of lawyers give the rest a bad name.

*Honk if you love peace and quiet.

*Borrow money from a pessimist- they don't expect it back.

CHRIS' FINAL THOUGHT

By Chris Casias

Friendships end. How they end or what leads up to it, is what made me realize a couple of things. The first is communication. Communication is a two way street, and the underlying principle must be honesty. If we are dishonest or evasive when talking to someone else, we are not really communicating with them. When we establish friendships or romantic relationships, the lines of communication must stay open. No matter what. If we have a disagreement, have you ever noticed how most people would

rather run to a third party rather than talking to the person they have a problem with? Sometimes, we fear a confrontation, and other times, we just can't express how we really feel to someone we are in disagreement with. But deep down, we do need to express our feelings, be they positive or negative. Stuffing them will not make us feel any better. Repressed anger often explodes at the wrong time.

It is not productive to run to everyone else and gossip about someone, listing all the hurts we have suffered, real or imagined, in the end, the only way to solve that problem is to go to the offending party in the first place. If you think having a third party along to keep you both objective, then do so. And remember, the only way to resolve conflicts is to move beyond defensive and insisting that we are right, and agreeing to listen to what the other person has to say. If we cannot talk it out, going to twenty other people is not the solution.

How is the problem resolved by talking to someone else that so and so, and so and so did that? By going to other people with the problem and not to the other person, we are compounding the problem, and making it bigger than it needs to be. And that isn't productive at all. We need to talk it out with that person, if at all possible. And if it isn't possible, then we have to let it go, and move on with our lives.

A lot of times we do that because we want others to sympathize with us and take our side. But in the end, it doesn't matter if you find a whole bunch of people to agree with you. Unless they know both sides of the situation, they cannot give an objective opinion. In the end, the viewpoints of third parties in a conflict aren't what is important. As difficult as it may be, we need to go to the person we have been arguing with, if at all possible, and work it out.

You may not agree with them. They may not choose to talk to you. For some people, when a conflict comes up, they get angry and then cool off, and drop the problem. For others, resentment sets in, and then they decide to hold a grudge, nursing a hurt for all it's worth. That is counterproductive. When we begin to hold grudges and be angry with others all the time for the wrongs they have done us (or we think they have done us- we can easily make something a lot bigger that it really is), then we get stuck. And when we are stuck, we cannot move forward in life. We keep dwelling on the past, and can get

quite obsessed over it. There are so many people in counseling dealing with things that happened so many years ago that they just couldn't let go of.

The same goes for letting go of hurts from our childhood, be it abuse or whatever. We cannot let the problems of yesterday obstruct the happiness of tomorrow. When we make friends, sometimes it is going to be smooth sailing. Our interaction is going to be fun and productive, and we will get a lot of enjoyment out of it. However, sometimes we will get into conflicts and disagreements with those we care about. It is how we resolve those conflicts that is important.

Face it, we are not always going to agree with our loved ones. And it is not that they are always wrong and we are always right. They have their perspective and we have ours. But when conflicts arise, they need to be resolved. If you have reached the point of constructive conversation and all you can do is scream at each other, that accomplishes nothing. Sometimes, a good old fashioned time out is what you need. Separate for a little while and cool off, and allow yourself to become calm again. Sometimes, all we need to do is move beyond the volatile emotions of the moment to see that a problem wasn't that bad after all, and we can make peace and resolve the conflict.

Ideally, we would always be able to work out our differences peacefully, and resolve all our arguments. A sincere apology can go a long way to smoothing over hurts and getting back on the road to harmony again. However, sometimes, a conflict can't easily be resolved. If someone chooses to end a friendship, or refuses to forgive you for some infraction, that is their choice.

You can't make them see it your way, and it would be a waste of time to try to force them to come around to your way of thinking. Friendships end sometimes. When that happens, let them go. Don't go running to everyone who will listen and blast your former friend, listing all the things about them you suddenly don't like.

What does that accomplish? If you need to vent, then do so. Get it off your chest. But don't dwell on it. When a relationship ends, be it a friendship, a family relationship, or a romance, there is often hurt. But we need to let go of the past and not dwell on it. When we stay angry at someone for something, we are getting stuck in an emotional rut. If we cannot

forgive, then we are trapped in a cycle of anger and blame. That is self-defeating. Hating someone else is a waste of your energy, plain and simple.

Those people who will not let go of the past, and are forever dragging up old hurts, have forgotten that the past is dead and cannot be changed. We need to focus instead on the dreams of tomorrow and making the most of our lives. Remaining mad because someone hurt us ten years ago is just self-defeating waste of energy. We can forgive those that wronged us, let go of the situation, and move on to new relationships, enjoying them for all that they are.

Life is full of experiences, some of them good, some of them bad. We can learn from the bad, and focus on the good. It's something to think about. Have a safe month and see you out there!