

J.E.A.M. CENTS

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“The Official Newsletter of the Mexican Idol“

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Welcome to another month of the newsletter. Hope many of you had a great March and are in good health.

Along with the month of April come a lot of changes, not only in the weather but also along with some our policies and procedures. You will read about some policy changes in this issue.

With temperatures getting warmer, remember to drink lots of liquids, and not drinks with caffeine in them. Our summer uniform is in effect, for those outdoor events. Be sure to check with your schedulers for the proper uniforms for your shifts.

Enjoy this month and be careful out there....

UPCOMING EVENTS

- 4/30: Sammy Hagar @ Tucson AVA
 5/2: **BLACKOUT DAY**
 Sammy Hagar @ Cricket Pavilion
 5/2-3 Cinco de Mayo Fiesta @ Pioneer Park Mesa
 5/3: Tierra @ Cliff Castle Casino
 5/5: Cinco de Mayo
 5/9: Nueve de Mayo
 5/10: Easter Seals @ Tempe Beach Park
 Tattoo Opening @ Alwun House

- 5/11: Mother's Day
 5/12: Payday for licensed pers. @ 111. 4p-6p
 5/13: Payday for un-licensed pers. @ 111. 4p-6p.
 5/17: Armed Forces Day
 2nd Annual Sonoran Jazz Festival @ Tucson AVA
 5/18: Journey, Styx, REO Speedwagon @ Cricket Pavilion
 5/22: Ice House Special Event
 5/24: Vincente Fernandez @ Tucson AVA
 5/25: Foam Party @ Club Rio
 5/26: Memorial Day- offices closed.
 Payday for licensed pers. 4p-6p only.
 Brooks and Dunn @ Cricket Pavilion
 5/27: Payday for un-licensed pers. @ 111. 4p-6p.
 5/31: Foreigner @ Cliff Castle Casino
 6/4: ZZ Top @ Cricket Pavilion
 Crosby, Stills, And Nash @ Tucson AVA
 6/7: Pearl Jam @ Cricket Pavilion
 6/14: Jerry Lee Lewis @ Cliff Castle

MAY BIRTHDAYS

- Dustin Briggs 5/4
 Raymond McLain 5/4
 Katie Harpool 5/5
 Holly Ramsey 5/8
 John Seigla 5/8
 Damian Barron 5/9
 Veronica Henio 5/10
 Travis Kersteter 5/10
 Vernon Sells 5/12
 Marc Orth 5/13
 Timothy Rice 5/14
 Sam Kahoiwai 5/15

- Kenneth Moscarello 5/17
 John Crow 5/18
 Jose Valdez 5/18
 Richard Campbell 5/19
 Michael Brooks 5/21
 Josh Cizmadia 5/21
 Amy Hill 5/24
 Brett McDonald 5/25
 Lorenzo Rubio 5/29
 Efrain Salinas 5/30
 Terry Duran 5/31

T.E.A.M. ANNIVERSARIES

- Nine years: Chris Casias 5/7
 Five years: Andy LaFave 5/20
 Bill Selby 5/27
 Four years: Scott Walrath 5/26
 Three years: Ernie Rodrigues 5/3
 Rick Skupski 5/17
 Gilbert Murillo 5/31
 Two years: Pat Targioni 5/11
 One year: Fred Begay 5/10
 Michael Carlton 5/10
 David Garcia 5/15
 Kathy Richmond 5/15
 Joel Birch 5/22
 Karri Maloy 5/22
 Johnnie Powell 5/22
 Congratulations to all of you, party at the rookie's house!

JIMMY EAT WORLD

By Jimmy Kaleta

I have been gone for two and a half years and things have really changed. All of the faces are different except for a few "OLD SCHOOL" folks. You know who you are.

I have taken on the task of assisting Katrina with scheduling. It's a challenge at times but it also enables me to get to know everyone. I plan on working in the field more during our busy summer months, so I will see all of you in the trenches.

I appreciate the folks who we call at the last minute and the folks who will work anything. I want to personally thank Patrick Clancy, Joseph Ratliff, Ben Barber, Brenda Bunch, David Dunn, and Jason Anthony. This group kicks butt.

I just wanted to say that it is great to be back in Arizona and back working with a great group of people. Everyone take care and be safe out there.

SWANSON'S SONG

By Jeff Swanson

Well, another Easter has come and gone. My kids have enough candy to last a month, lucky me. I hope Brian stops smelling of Peeps and Slim Jims soon, it's making me nauseous. Did the Easter bunny visit you?

Something we learn at a very early age is that if someone tells you that you "can't" do something, it makes you want to do it even more. Whether you are the rebellious type or not, you have to prove to yourself that you "can" do it. This is why I don't understand some of the employee policies being set by Fry's food and drug.

You see they have been openly bad mouthing competitor Wal-Mart for years. They hold meetings and send out employee memos stating how terrible Wal-Mart is. Recently they have taken their animosity/jealousy too far. They have started telling their employees that if they are caught shopping at Wal-Mart, they may lose their jobs. I don't know about you, but I think this is ridiculous! For those of us who live on a budget, Wal-Mart can sometimes be a necessity. I've never been a big fan of Fry's, (due to the way they treat their employees). Everyone should have the right to choose where they shop, personally, I prefer not to shop at Fry's.

I was in a store the other day when I noticed a very rude customer. I couldn't help but listen. The customer did not speak English and was very upset that nobody spoke Spanish. Hello, where do you think you are? If I go to China and can not speak Chinese, I have no one to blame for my lack of knowledge other than myself. Maybe the customer should sue for discrimination. I think not. America is the land of opportunity. There are so many "free" English classes offered to the public.

If you know anyone that could use help learning English, call your local High School and or Library. They will happily guide you in the right direction.

KATRINA'S CURTAIN CALL

By Katrina Marquez

Hey Team Family, I would like to thank you all for an awesome job! We have been very busy the last couple of months. So cheers to all of you who picked up the slack for the no call/no shows, it is much appreciated.

I would also like to welcome Jimmy to the scheduling department. He came in at a busy time. That is hard to do there are a lot of people to thank. I would like to start with STO's: Roger Coulter, Robert Panzenhagen, James Kvasnicka, and Cliff Jones, you all have helped out more than once.

To the Hard Rock crew- you all rock! We never have to worry about any of you. A special thanks to Fred Begay for filling in as a supervisor at Club Rio. Jordan and Adam thanks for always being on top of things. Sherry and Joseph Munguia- thank you for everything. I would like to thank cupcake (Steve Abbett) for doing whatever we need. Last but not least Tim and Kathy Rice- you two have gone way beyond duty, thanks!

I really enjoy working with such a great group of people. My job is slightly stressful and I am thankful to any of you who make it less stressful. We are working hard to get a great group together. I think we are headed in the right direction. So if there is anything I can do let me know.

A couple of reminders always be 15 minutes early to shifts, if you are going to cancel a shift, there is a 4 hour requirement(before the shift starts). See you all soon., Katrina.

TERRY'S TACTICAL CORNER

By Terry Tautimes

Hello Teamsters, I know it's been awhile since I've written. There have been things going on, that have kept a lot of us busy.

As some of you know, the supervisors are going through some training. We have soaked in a lot of info and I'm glad to be a part of it. This is a good training section for us. We go over some of the stuff we already know and a lot of new stuff that we definitely need to know. Also, as many of you know, I have had the opportunity to apply my skills a little further. I received training on running bigger events, I received my first one at the Ostrich Fest and let me tell you something, I have a much greater respect for the managers (Campbell, Jose, Steve, Bert, Selby and Taz) on running these events.

When we get to an event, our part as an employee is pretty simple, but grabbing it all and putting it all together and working in those shift changes and making sure you have everybody at every pin point position is definitely enough to give you heartburn or gray hairs.

My first event was Ostrich Fest and my second was M.A.M.A. Fest, and I want to thank everyone, from the overnights to the dispatcher, to the ones at the gates where you hardly saw a soul and to the roamers who helped keep our people refreshed. Without you guys these events would not have been a great success and a great experience for me. THANK YOU.

I also want to thank once again Mick, Campbell, and Jose for taking this chance on me and telling me their secrets to be able to accomplish these events. In Campbell's choices of words; "JUST GRAB THE BULL BY THE HORNS AND HANG ON FOR THE RIDE."

On a different note I would like you guys to know that Buddy is okay and he is still in his schooling right now. He just recently bought a car and is loving it. Well I think I have said enough for now and I look forward to see you out on the field.

TAZ TOOLBOX

By Richard Zahn

Hello everyone, welcome back! A few thoughts I would like to share with you to get started.

As our company continues to grow and as we implement new ideas, change occurs. I had mentioned this in one of my last

issues, that if we embrace these occurrences and learn from them, we will always be getting better at life. We all do not want to go through life as mediocre average people. We want to be considered worthwhile, respected individuals with a purpose and a goal. So...don't make excuses or become comfortable in any circumstance. For, if you do, the wave of change will take place and the force of occurrence will wipe you away into a puny little nothing.

Make life your reason to get better, grow and learn. Until next time be safer out there! TAZ

BERT'S BUSINESS

By Bert Rawls

Hi all! How is it going? I hope all is good. I have some important information that may be vital to all of you.

HOURS will be limited as of May 17, 2003. If you do not have the DPS License process started and you have worked for the past month or longer you need to see me about getting a guard card ASAP.

If you just started for the company you have one month from your orientation date to get the process started. It is not required that you get a guard card but you must consider this your formal reminder that there are LIMITED positions for unlicensed people. It will be very difficult to get hours if you do not have a guard license.

The process is simple.

1. Do you have any criminal convictions?

If you do you must be able to write down the dates and the disposition of each charge. (Just because you got in some trouble does not necessarily mean that you do not qualify. However, if you have been convicted of a crime of violence you may be disqualified) Felonies will be disqualified.

2. Bring \$40.00 to the office with your Drivers License to 111 after 11:00 a.m. Monday - Friday.

3. When you get to 111 tell the receptionist that you need to fill out a guard card application.

4. Fill the forms out exactly how the example shows you.

5. I fingerprint you and take care of the rest.

6. Make sure that I give you a receipt for the \$40.00

I cannot stress this enough. DPS is requiring that all of our "Security" positions must have licensed guards at the post. This means all concert positions inside the venues or any time that you would potentially stop a patron from entering, exiting, fighting, drinking, etc. at any venue.

We have always complied with this law, but we need more of you to have guard cards just in case we have a huge blackout weekend.

FIERY ONE'S FORUM

By Kelly Rogers

In my continuing efforts to strengthen the team in T.E.A.M., I have been reading lots of books related to teamwork. One of the books I read recently was called FISH! One of the concepts in this book is 'being present.' Not just physically showing up (although that is important!!!) but actually being 100% there.

Often in these days and times, we try to multi-task and plan and think about (and worry about) 50 different things - all while we are doing something else. Very few things do we give 100% of our time, energy and focus. But think of how much better we could do our jobs if we actually did just that.

I mean, sure, sometimes we can do our jobs and think of 50 other things, and sometimes we can still do it well. But imagine how much more you could accomplish. Imagine how much better you could handle a situation. Imagine if you could actually make someone's day, by just letting them know that they were important enough to warrant 100% of your attention, even if it is but for a few minutes of your lives. The thing is, you can.

You know how one little bad interaction with someone can color your day in a negative way? The same goes for good things. Negative attracts negative. Positive attracts positive. It is like a pebble causes a ripple in the water. It keeps going and going. Your choice every day is what kind of waves are you going to make?

It's like the old saying goes... If you have one foot in the past, and one foot in the future, you're pissing all over the present.

And who wants to spend their time sitting in pee?

Until next time, Peace
-Kelly

ATTENTION: POLICY CHANGES AND UPDATES

Uniform Policy

Old:

A T.E.A.M. uniform shirt, sweatshirt, or jacket will be issued to you at the beginning of the shift. The shirt must be tucked in or the jacket buttoned up. Shirt sleeves may not be rolled up. If you chose to wear an undershirt, it must be solid white or black with no logos to show through your uniform shirt. Any undershirt that extends beyond the sleeve must be white.

New

A T.E.A.M. uniform shirt, sweatshirt, or jacket will be issued to you at the beginning of the shift. The shirt must be tucked in or the jacket buttoned up. Shirt sleeves may not be rolled up. If you chose to wear an undershirt, it must be solid white or black with no logos to show through your uniform shirt. Any undershirt that extends beyond the sleeve can be black or white.

Telephone Usage

Old

Employees should not make any personal phone calls while on duty. Employees shall not make any long distance calls unless they are approved by the supervisor, and is necessary to transact official company business. Long distance calls may be made for other purposes if they are collect, toll free, or charged to a third number, and prior approval has been given by the supervisor. Personal calls will be infrequent, of short duration, and only in case of personal emergency or other unusual circumstances. This applies for phones in the T.E.A.M. offices, any client, facility or other phones. Employees are to refrain from using personally owned cellular phones while on duty, except with approval from supervisor, and only for purposes as outlined above. Exception: If use of phone is outlined and part of shift responsibilities, and necessary to performance of duties. Phone calls will be limited to business related calls.

New

Employees should not make any personal phone calls while on duty. Employees shall not make any long distance calls unless they are approved by the supervisor, and is necessary to transact official company business. Long distance calls may be made for other purposes if they are collect, toll free, or charged to a third number, and prior approval has been given by the supervisor. Personal calls will be infrequent, of short duration, and only in case of personal emergency or other unusual circumstances. This applies for phones in the T.E.A.M. offices, any client, facility or other phones. Employees are to turn off personally owned mobile phones while on duty, except with approval from the main event supervisor or and only for purposes as outlined above. Exception: If use of phone is outlined and part of shift responsibilities, and necessary to performance of duties which is in the case of the main event supervisor. Phone calls will be limited to business related calls.

WHAT GOES AROUND COMES AROUND

By Richard Campbell

In life there are very few certainties, one of which is that what comes around goes around, and one good deed deserves another.

I was six years old when we came to Phoenix to visit my Grandmother; she was a pro bowler and worked at Tempe Bowl. We went to a Fourth of July event to listen to all of the fun stuff. While we were there, I was playing with a few of the kids, one who happened to be the son of my grandmother's boss, Wayne. We were crossing back and forth on a plank that was across the canal when I happened to fall in the water. I went under like a rock and none of the adults had seen it happen. The kid I was playing with, "the boss' son", saw this and pulled me out before I drowned. I still remember the feeling of drowning, which I still get a weird feeling when I am under water to this day. I remember not being able to see and that was the worst part besides nearly drowning, if I would not have been pulled out.

I am always reminded about good deeds and how they should be re-paid. I thank the child, not much older than me at the time, that risked his life to do this. I have often wondered what you say to

someone that has saved your life. The words don't seem nearly enough and they aren't. The child's name that saved me was Richard; the family my grandmother worked for was Zahn. The hero to my story is Richard Zahn.

Taz, as he is known around these parts. I owe him my life and we just figured all of this out not three weeks ago. We were talking on the way back from a meeting in Mesa when he was telling me about his family. I called my mother to let her know whom I was riding with, and she said if it was Richard, I owed him my life. Who would have thought that I would have this person back in my life at any point? I use this story now to say to all of you, to take the time to listen, to learn, to hear, to let someone know you personally. You never know what opportunities to thank someone that you may be passing up.

That goes for the patrons at the events we work at and everyone we run across. They may not know you today but may be there to help you tomorrow.

BONUS

How do you get one? Apply now to work the backstage at Cricket Pavilion. If you are accepted and work every show at the same time and post, you will receive a bonus at the end of the season.

You must have a guard card and be available between the hours of 0800-2400 at every show from May through December. See me now, there are limited positions available.

For further information and a chance to apply for these positions please contact Richard Campbell.

WANTED

T.E.A.M. members who want to receive a bonus check of \$1 an hour more for each hour worked as part of the new parking program at Cricket Pavilion.

You also have the opportunity to make commission on top of your regular hourly wage.

If you are interested in taking advantage of the opportunity and become part of the new Parking T.E.A.M. please contact Jose Villa at 111.

MARLIES' NOTES

By Marlies Meinhold

It's that time again. I had this great idea on what I was going to write my article

about, but I forgot. But now as I brainstorm new ideas, I would like to go over the basics, again because it seems like everyone is forgetting:

Signing In and Out:

If you don't, YOU WILL NOT GET PAID.

If I can't read your name on a sign-in sheet, YOU WILL NOT GET PAID.

If you are at a shift where there is no sign-in sheet, you must call your hours in to extension 233, or YOU WILL NOT GET PAID.

I have also been noticing people sign in and out twice for the same shift. If this continues, guess what? YOU WILL NOT GET PAID.

If you don't sign in and out, I will not know to bill the customer for your hours.

So the moral of this story is: YOU WILL NOT GET PAID.

So don't get mad at us, when YOU DON'T GET PAID, because it will be your fault.

Otherwise, I would like to include a little article I found:

Complain? Don't we all? Of course we do, yet do we know how to complain properly? Is there such a thing as complaining properly? Isn't complaining just a "negative" thing? Or is it a necessary way of venting our frustrations?

First let's look at what complaining is. Our trusty Webster has these two definitions of the word complain:

- 1) To express feelings of pain, dissatisfaction, or resentment and;
- 2) To make a formal accusation.

OK, so when we complain, we're saying that we don't like the way something is. That's a good beginning, since before we can find a solution to anything, we must be aware that there is a problem, or something that needs to change. So complaining is the first step in making any changes -- becoming aware that there is something we would like to change, something we are dissatisfied with.

But that's where we often get stuck. Rather than move on to the finding of a solution, we remain in the complaining mode. Just think about it... We do it in our feelings with ourselves, with our mates, with our co-workers, boss, children, etc. etc. We complain, we badger, we moan and groan. We go on and on about the

problem... about what's wrong... about what we dislike... But we sometimes forget to move on to the next part -- the part where we take action and make changes.

A lot of us complain about our job... we don't like it, we're underpaid, under-appreciated, overworked, etc. etc. Or we complain about our health -- we're overweight, under-energized, tired, sick, have allergies, etc. etc. Or we complain about our mate and children... or our neighbors... or our politicians... Ah, yes, there is so much to complain about... Which can be seen in a positive light. It means there's a lot of places where we can have some effect... A lot of areas where we can make a difference. Except for one thing... We're stuck in mode one: Identifying the problem (complaining).

Somehow, we're convinced that complaining, all by itself, will make a difference. Now, tell me, those of you who have teenagers, how many times does complaining that their room is messy make a difference? In any situation in life, how many times does complaining ever make a difference? On its own, probably not too often. However, when we follow up the complaining (or better yet, skip the complaining, because we've already been there, done that) by starting to look at resolutions, solutions, ways to "fix" the problem, then we're getting somewhere.

We are not powerless. As a matter of fact we are very powerful beings, but we have forgotten that. Our power lies in the fact that we can change things in our life, in our environment, in our behavior, in our thoughts. Our weakness is that for too long we have focused on the problems and not enough on the solutions. Oops, I'm doing it myself right now... OK, we've identified complaining as an incomplete solution to any problem... so where do we go from here?

Let's look again about the things I mentioned earlier that we complain about. OK. The easiest ones to change are the ones that only affect ourselves. So let's look first at our health. So you complain about being overweight and under-energized, tired, sick, etc. Well, we all know that there are many solutions to those problems. We can no longer blame it "on the gods". We know that we can affect those health challenges simply by starting with proper diet and fluid intake (skipping the sugar drinks), exercise, fresh air, and a positive attitude (willingness to

do something about it).

So anytime you find yourself complaining about not feeling well, or being tired, ask yourself: What can I do about this? How can I take charge of my life so that I don't feel this way? The great thing is that we always know what to do. I was speaking with someone the other day who hasn't been feeling well. When I suggested that they see a health practitioner to see what the problem was... my friend said that he knew what he needed to do, he just needed to do it -- he knew he needed to eat better, exercise, quit smoking, etc. etc..

In most cases, we know what we need to do to remedy the situation about which we complain. Take charge of our life. If it's work we complain about, there again, we need to take a hard look and see what it is we need to change. Maybe it is time for you to move on to another job, or maybe you need to stand up and ask for a raise. Yet, sometimes it's as simple as changing our attitude -- from one of constant complaining, to one of looking for solutions. And the solution is usually found in changing ourselves -- not in trying to change "the other".

I know that it's always easier to complain and blame someone else (haven't we all done it?) than to admit that we are the ones who need to change. If one of your co-workers aggravates you "to no end", of course one solution is to quit your job, but then, the next job may have someone who aggravates you even more. The solution probably lies in looking at what really aggravates you and asking yourself two things: Is it that important? and Why does it aggravate me so much?

Answering these two questions truthfully will greatly alleviate the pressure. The idea is to search for things you can do... whether it is in changing your attitude, your expectations, your actions, your thoughts, your job, your whatever... This is not about blame and condemnation -- either of yourself or the other persons involved. No one can make you happy but yourself. If you've decided to be miserable, no one can make you happy -- unless you decide you no longer want to be miserable and choose happiness instead.

If you've decided that someone's behavior bothers you, then it will. So why not decide that you can handle it? And then see what can be done? Sometimes, the interaction with the other person can be minimized so that you have less

opportunities to be aggravated... but we can't always control the actions of others (can we ever?). However, since our own actions and thoughts are in our own jurisdiction, that's where we can make a difference.

So when you hear yourself complaining, the first question to ask is: What can I do about this situation? What can I change about myself to alleviate the problem? Sometimes it's as simple as accepting that your co-worker (or whoever) is the way they are, and choosing to "live with it". Then, the next step is to see what can be done in the external world as well, keeping in mind, that everyone has the right to their "space", their way of living, their way of being. Sometimes, the best way to "change someone else" is by being an example... The dictum goes: Change yourself, and the world will change with you.

So complain yes, but once only, not on and on and on. Complain so that you identify the thing that needs changing, and then do something about it. Complaining only adds more fuel to the fire... If you want to extinguish the fire, you need to take action. Not just sit there and complain... Move on to step two: What can I do about it so that I can be at peace with this situation? What do I need to do in order to: 1) learn to accept 2) make a difference.

We're all familiar with the Serenity prayer:

Lord grant me the Serenity
to accept the things I cannot change;
the Courage to change the things I can;
and the Wisdom to know the difference.

Until next month, Marlies

UNDER THE PLATE

With Sully

Hey Teamsters, it's that time of the year again. When lots of concerts start rolling through town. Some of them will be shows that may be appealing to you and some will be shows that sound like the most boring thing in the world.

It's very important to not get in the habit of working only the cool stuff. Concerts that you may not have any interest in are a great time to stand a less desirable post. Get that back wall duty out of the way, or get that parking spot out of the way.

As we slip into summer I will be back on the road. I will be on a small Rap tour going out in May. Then it's off to the Vans Warped Tour for the summer. After Warped, The Sprite Liquid Mix Tour will

roll into September. So, as you can see T.E.A.M. Tour Security will be busy. I am also very proud to be taking our first person out with me on both the Warped and Liquid Mix Tours.

As always the office will handle all those little things you're used to seeing Sully take care of. T.E.A.M. is a quality organization with great people. Have a great and safe spring.

Never underestimate the power within. C-YA, Sully

MUSIC CORNER: A MUSIC REVIEW With Sully

Artist -Stevie Wonder
Title - Innervisions
Label -Motown
Release Date - 1973

Wait one second; I know everyone is going why review a piece of music that was released in 1973? It's perfect. Granted there are a few tunes on it that I could do without, but they are an integral part of the album. From the opening track, Stevie takes you through the feelings of urban America. It takes you through the emotions of the time and leaves you thinking. Two of the best tracks, *Living for the City* and *Higher Ground* have been covered by such diverse acts as Johnny Cash to Pennywise.

If you have 55 minutes, plug in your headphones and turn it up. Be prepared to groove with the funk and cry with the soul.

Artist - N.E.R.D.
Title - In Search Of...
Label -Virgin
Release Date - 2001

If you're looking for the generic sounds of acts like Korn or Lincoln Park keep moving. Eclectic is the word on this one. *N.E.R.D. No One Ever Really Dies*, is the brainchild of Pherrell Williams of the producing team of The Neptune's. Pherrell took his partners in Neptune's combined with the seventies sound of Kellis and produced one of the best CD's of the decade. It combines rock, rap, hip hop, lounge and electro nica.

Pherrell took his vast experience of working with pretty much everyone from Justin Timberlake to Snoop Dog and made a cd that will have you doing everything,

from moshing to breakdancing on ecstasy. This is an essential piece for anyone who values diversity in their music collection.

Artist - Various
Title- Warped Tour Movie
Label -Side One Dummy
Release date - March 03

This DVD release will keep you moving. It captures eight years of Warped Tour brand of fun. The Vans Warped Tour put some of your favorite acts in the spotlight when no one else would. Acts like No Doubt, Korn, Kid Rock, and Limp Bizkit. Without Warped you probably would not hear of them. This DVD shows everything from the professional athletes to the just plain old strange.

So kick those people out of the house that don't like loud energy and start your own living room moshpit, get ready to rip it up for two hours with seventy-five of your favorite punk and ska bands. There are even a few rappers on it. Sorry no metal or country.

SUPERVISORS' CORNER

Recently, T.E.A.M. management has given us the responsibility for nominating our fellow employees for the Employee of the Quarter. They felt that we would know first hand whom the employees are that are working hard and deserve the recognition. In April's training session we nominated three T.E.A.M. members that we would like to recognize in this month's newsletter.

The following are the names:
Monica Torres
John Crow
Richard Johnson

Management will add some more names and will vote on the 2nd quarter employee of the quarter. Good luck and thank you for all your hard work!!!

In addition, we would like to give an honorable mention to Vernon Sells. Your name came up many times in a positive manner. Keep up the good work!

(P.S. SSSSHHH...Through our secret spy, we found out that management added Bret Gibson to this list because of his flexibility and good attitude with the schedulers. We also found out he gave Jose a parking ticket on DMB. Good job Bret!!!)

VILLA CON DIOS

By Jose Villa

Perception is reality! Oh really?

One of our greatest perceivers, Albert Einstein, when speaking of a subject thought to be literally concrete and figuratively black and white, stated: "As far as the laws of mathematics refer to reality, they are not certain; and as far as they are certain, they do not refer to reality."

Many critical thinkers say that perception begins the very unique human experience and continues influencing our uniqueness throughout our lives. We begin life with stimulation of our senses, thereby becoming aware and interpreting the world around us. We move through life by growing, changing, and sometimes rejecting our perceptual building blocks.

Perception refers to the way we receive and translate our experiences--how and what we think about them. For some, plain yogurt is delicious, while for others it is disgusting.

For the most part, perception is a learned process. Through personal experiences and being told by others we learn that the sky is blue, water is refreshing, birds sing, sulfur stinks, and chocolate is tasty--at least to some folks. In the workplace, one employee will perceive a co-worker to be a constructive decision-maker, while at the same time another sees the same employee as an adversarial roadblock to progress.

Perception is also a significant filtering system. There is no doubt that we filter information as we select, organize, interpret, and subsequently, act on it. The question is how we do this. How we perceive, then, defines how we think. Developing critical thinking skills, therefore, requires increased understanding, acceptance, and evaluation of the perception process, influences on perception, and perception blockbusting techniques.

The perception process is typically outlined through three experiential steps: how we select, organize, and interpret information that is presented to us.

There are numerous factors we use in selecting the information we allow to enter our perception process--what we notice and what we ignore. Our attention is drawn to something louder, brighter, bigger, or in some other way, more intense in stimulating our senses. Each of our senses - seeing, hearing, feeling, and smelling - influences our thinking process. The frequency or consistency of stimulation also causes us to

notice one thing or person over another. Yet another determining factor in data selection is expectation: we noticed it, we noticed it often, and now we expect to notice it again, given a similar situation.

Our ability and effort in organizing information, putting things in order, is another aspect of our perception process. We tend to put things in order through groupings such as place, time, similarity, and cause. Further, we look at some logical orders or associations, from the alphabet to the five W's--who, what, where, when, and why--to help us organize all the data. Finally, we bring closure to our organizing efforts by developing patterns or frameworks that allow us to "move quickly and move on," so that we can interpret the information.

Once we select and organize our perceptions, the next step is to interpret the information. As with selection and organization, interpretation plays a significant role and includes several factors. Our frame of reference, comparisons to past experiences, assumptions about the unknown, and need fulfillment are but a few of the circumstances that determine if we move our thinking in a more rational direction.

By and large, these process factors introduce the numerous forces of influence in the way we shape our thoughts and formulate our behavior.

The forces of influence on our perceptual process can be organized and presented--as we learned above--in various ways. Some thinkers suggest broad domains such as psychology, physiology, and sociology. Others propose much more specific criteria such as gender, age, birth order, culture, education, economic status, religion, etc. In their book, *Thinking*, Kirby and Goodpaster provide eight "personal barriers" to critical thinking: enculturation, self-concept, ego defenses, self-serving biases, expectation, emotional influences, cognitive consistency, and stress.

Whatever criteria or factors we use to understand and transcend our perception filters, it is important to realize that we distort the way we perceive the world. Or, at best, we certainly differ in our views of reality. We can, however, make hurdles instead of walls out of these perceptual barriers and blocks.

In order to build our critical thinking skills, it is vital to sharpen our perceptual blockbusting tools. The three basic elements to perceptual blockbusting are:

- 1) awareness and acceptance of your perceptual blocks
- 2) awareness and acceptance of others' perceptual blocks
- 3) overcoming blocks to build stronger critical thinking bridges.

Awareness helps us identify our critical thinking strengths and weaknesses. Acceptance gives us the permission and motivation to avoid or modify these blocks. Developing these skills allows us to grow. Helping others to develop their awareness and acceptance of their blocks helps our relationships grow.

Increasing our awareness and acceptance begins the process of perceptual blockbusting--building stronger critical thinking bridges. Adding to the blockbusting process, we can take specific action to overcome our perceptual biases. Actions to manage and, at times, transcend the forces of influence can be organized similarly to the influences themselves. As an example: physiological perceptual checks can be physical, conditions include rest to nutrition; psychological checks can include emotion management to overcoming denial and rationalization; and sociological checks can include improvement of our listening skills or embracing cultural diversity.

Remember that better critical thinking does not require perfection, only steps to upgrade our best efforts.

CHRIS' FINAL THOUGHT

This is from a radio program, a true report of an incident in Michigan:

A guy buys a brand new Lincoln Navigator for \$42,500 and has \$560 monthly payments. He and a friend go duck hunting in winter, and of course all the lakes are frozen. These guys go out on the lake with the guns, the dog, and of course the new vehicle. They drive out onto the lake ice and get ready. Now, they want to make some kind of natural landing area for the ducks, something for the decoys to float on. In order to make a hole large enough to look like something a wandering duck would fly down and land on, it is going to take a little more effort than an ice hole drill.

So, out of the back of the new Navigator comes a stick of dynamite with a short, 40-second fuse. Now these two rocket scientists do take into consideration that they want to place the stick of dynamite on the ice at a location far from where they are standing (and the new Navigator).

After all, they don't want to take the risk of slipping on the ice when they run from the burning fuse and possibly go up in smoke with the resulting blast. They light the 40-second fuse and throw the dynamite.

Remember a couple of paragraphs back when I mentioned the vehicle, the guns and the dog? Let's talk about the dog: a highly trained black lab used for RETRIEVING. Especially things thrown by the owner. You guessed it, the dog takes off at a high rate of doggy speed on the ice and captures the stick of dynamite with the burning 40-second fuse about the time it hits the ice.

The two men yell, scream, wave their arms and wonder what to do now. The dog, cheered on, keeps coming. One of the guys grabs the shotgun and shoots the dog. The shotgun is loaded with #8 buck shot, hardly big enough to stop a black lab. The dog stops for a moment, slightly confused, but continues on. Another shot and this time the dog, still standing, becomes really confused and of course terrified, thinking these two geniuses have gone insane. The dog takes off to find cover, under the brand new Navigator.

BOOM!! Dog and Navigator are blown to bits and sink to the bottom of the lake in a very large hole, leaving the two idiots standing there with this "I can't believe this happened" look on their faces.

The insurance company says that sinking a vehicle in a lake by illegal use of explosives is not covered. He still had yet to make the first of those \$560 a month payments!

See you all next month, have a great month!!

*Happy Mother's
Day to all our
T.E.A.M. MOMS!!!*