



The FiDO Tip Sheet



April 2004

Recent Additions to the FDO Team

Welcome to the following employees hired between January and April, 2004: **Agustin Amil, Christopher Carpenter, Eskinder Degeffe, Paul McFarlane, George Novaky and Odaman Thomas**, Electronic Services and Security; **Marilyn Domark, Gloria Giron, and Dawn Higgins**, Property and Real Estate Management; **Jose Rodriguez and Mark Warne**, Facilities Management; and **Harold Clements**, Fleet Management.

Kudos

to the following employees from their customers: **Cynthia Huggins, Paul Johnstone, Phil Locker and Bill Thompson**, Fleet Management; **Jim Bowman, Chuck Cannon, Randell Glenn, Andre Gonzalez, Henry Montano, Robert Onstott, Chester Pasakaluk, and Robert Shorr**, Facilities Management; and **Ray Balicki**, Electronic Services & Security.

FYI

The Kudos Program has been inactive since the beginning of the year. According to the Public Affairs Department, they do not have adequate staffing to continue responsibility for the program. A meeting was held on March 30, 2004, with the Department representations where they discussed the future of the program. They decided it would officially be put on hold until it could be redesigned to make it easier to administer. The representatives will be meeting at a future date

to discuss possible changes to the program. You can continue to recognize your co-workers by filling out the Kudos form and sending it directly to the person.

Compliments on our Website

Don't forget to check out our customer service compliments at our website at www.pbcgpv.com/fdo. Click on administration, recognition and then customer service compliments.

Personal Achievements

Bob Wood has been selected by New England Tech as a candidate for the Alumnus of the Year Award. The recipient of the award will be recognized on April 23, 2004. Criteria for selection included: significant career achievements; support and involvement in the local community; currently in a management capacity in field of training; and continuing professional and education development.

Larry Anstee was elected secretary to the National Association of Fleet Administrators (NAFA) Sunshine State Chapter. He will be sworn in on April 18, 2004.

Doug Weichman was elected to NAFA's national board of trustees as secretary. He will be sworn in on April 18, 2004 at the annual Fleet Management Institute meeting in Atlanta. The organization has over 3,500 members with over 40 million

vehicles/equipment.

Congratulations to **Hector Pazos, Bill Sabisch and Becky Valente** on their completion of the Dale Carnegie Leadership Training Program.

Promotions

Congratulations to the following employees receiving promotions between January and April 2004: **Scott Berkowitz, Greg Davis, Edwardo DeJesus, Bob Geraci, Eric Johnson and Anthony “Duke” King**, Facilities Management and **Diane Yonn**, Electronic Services and Security.

Vista Center Update

Initial clearing and exotics removal is done with the balance of the clearing to be completed this Fall. Drawings and specifications are nearly complete and site plan approval is in-progress. After permitting, construction is scheduled to begin in late 2004 and be completed in early 2006.

Offer solutions, not complaints

When you run across a problem in the workplace, don't complain about it – solve it. If you always point out negatives, people begin to view you as a pessimist.

Here's how to put a positive spin on problem solving:

Negative: “Why doesn't somebody ...?”

Positive: “Let's find somebody to ...”

Negative: “When are we ever going to ...?”

Positive: “Let's come up with a plan to ...”

Negative: “How do you expect me to...”

Positive: “Let me know what you want me to do.”

— Adapted from *Becoming an Indispensable Employee in a Disposable World*, Neal Whitten, Pfeiffer & Co., (858)578-5900.

Goal-setting basics

When establishing goals, make sure employees know:

- ★ What they need to do.
- ★ When they need to do it.
- ★ How much help they can count on from you.
- ★ How much help they can count on from their co-workers.
- ★ What authority they have to act on their own.
- ★ What will happen if they fail to reach the goal— or the deadline.
- ★ How the goal fits into the organization's overall business strategy.

— Adapted from *Empowering Employees Through Delegation*, Robert T. Nelson, Irwin Professional Publishing, (800)634-3966).

Don't go it alone

When faced with a problem, you don't have to solve it by yourself. Use the expertise of others in your organization. *Find help by asking questions such as:*

- “Have you ever encountered a problem like...?”
- “Do you know where I can get information on...?”
- “Can you refer me to someone who's an expert on...?”
- “Do you know anyone with first-hand experience in...?”

— *Communication Briefings*, Briefings Publishing Group, 1101 King St., Ste. 110, Alexandria, VA 22314.

Quote

“You don't have to blow out the other fellow's light to let your own shine.”

Bernard M. Baruch
U.S. businessman
(1870-1965)