

The Five Worst Habits For Communication By Ann Elliott, The Berkana Company

Communication is the lifeblood of relationships, personal and business. The health of an organization can be measured in how it communicates not only internally but externally.

Bad communication habits can be sneaky and costly. It is easy to fall into bad habits without realizing how detrimental they can be. For example, my client told me the social media expert hired to manage the online presence for the firm quit. She refused to do any more work because of the way a member of the firm treated her. Snarky, disrespectful, curt communication did not sit well with this valuable resource.

Do these five bad habits sabotage your organization?

- 1) **Respond with “Yes, but”** This is a reactive reply that implies the listener already has the best solution to the issue. It’s an argumentative stance which does not respect the point of view of the other. This is a good way to shut down any constructive dialogue.
- 2) **“You Talk Too Much”** by Joe Jones, a popular 1960 song describes it best. How can you get another perspective when you are doing all the talking all the time? Not possible. Besides that, for introverts on your team it’s exhausting to be bombarded by a steady stream of chatter.
Joe Jones You talk too much – <https://www.youtube.com/watch?v=2GOYYbiEul0>
- 3) **Allow distractions, electronic and otherwise.** In meetings, when people are distracted by phone calls, emails and text messages, it says “What you are saying is not important to me.” No one likes to be disrespected.
- 4) **Hide behind technology.** Cryptic text messages, for example, can be easily misinterpreted. An important element of communication is body language and tone. Technology cannot take the place of a phone call or face to face meeting.
- 5) **Keep crucial information out of reach.** Relevant metrics informs employees how the organization is performing and the part they play in its success. How do they know if they don’t have access to it?

Which of these bad habits is the biggest issue for you? To get started select the one that has the biggest impact on your company. If you are not sure, ask your team to give their perspective.

Here’s how to get started to turn these bad habits into productive ones:

- 1) **Listen carefully to what someone is saying.** Ask open ended questions to understand more deeply the situation. Find out what the other person thinks is a good approach, “What do you think is a good first step?”

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**Either You
Run The Day,
Or
The Day
Runs You.**

Jim Rohn



**Mechanical Member:
WALKUP ELECTRICAL CONSTRUCTION, LLC**

Walkup Electrical Construction, LLC is a commercial and industrial electrical company that was founded by Tommy Walkup. Tommy had been pursuing a career in the electrical field since before he graduated from high school. With the help of many knowledgeable electricians Tommy quickly learned the trade and immediately set the goal of opening his own company. In 1984 with the support of his wife, Terry, he reached his goals and opened Walkup Electrical Construction. The company originally began operating out of the Walkup home with approximately 9 employees. Over the years the company continued to blossom and in 2003 outgrew its home office. At that time the first official office was built in Florence. Again, the company outgrew its building and in 2005 moved into a larger facility.

Since opening the company Tommy has earned his masters' electricians' license. Currently Walkup Electrical operates on an unlimited mechanical contractor's license in the state of South Carolina. Walkup Electrical provides electrical services for all commercial projects including but not limited to design builds, schools, churches, banks, hospitals, doctors offices, shopping centers, government facilities and light industrial projects. Walkup Electrical also operates an active service department, in which we provide electrical service for many residences, restaurants, banks, churches, and service facilities. The major areas we service are Florence, Columbia, Charleston and Myrtle Beach. However, we look forward to any opportunity to complete projects throughout the state.

After many request, from our current customers and General Contractors, we decided in the summer of 2015, that there was an opportunity to expand our business with a HVAC Department. We install Bryant Systems but service all brands of units. We have brought into the company an experienced licensed HVAC service foreman and service technician's. We are able to offer service/maintenance agreements and financial lending for new installs. We are looking forward to getting more involved with the MCASC through this new venture we have embarked on.

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JANUARY BIRTHDAYS

Alice Gatch	1/3	Gatch Electrical Contractors, Inc.	Wife of Jimmy
Rudy Cullum	1/5	Cullum Mechanical Construction, Inc.	
Steve Brewer	1/7	Easley Mechanical Services, Inc.	
Susi McWilliams	1/12	Columbia Cooling & Heating Co., Inc.	Wife of Robert
Sharon Bailey	1/13	C. R. Hipp Construction, Inc.	Wife of Pete
Manuel Hendrix	1/13	Honorary Life Member	
Paul Prevatte	1/17	Honorary Life Member	
Wyman Sox	1/20	Honorary Life Member	
Bob Jacques	1/21	Hajoca Corp.	
Roger Griggs	1/21	Roger's Computers Service, Inc.	
Terri Harley	1/23	Honorary Life Member	Wife of Randy
Susie Heyward	1/25	W. B. Guimarin & Company, Inc.	Wife of Carroll
Scott Arledge	1/28	Smith & Stevenson, Inc.	
Dan Brailsford	1/30	Honorary Life Member	
Bill Self	1/30	Honorary Life Member	

Happy Birthday Members!

*We Would Like To Announce Yours. If you would like to be listed,
please call the Birthday Hotline at 803-772-7834 or Email to mflowers@mcasc.com*

“Tool Box Talks” - Safety Tip

10 WAYS TO GET YOUR SAFETY PROGRAM STARTED

If you are not quite ready to implement a complete safety and health program, here are some simple steps you can take to get started. Completing these steps will give you a solid base from which to take on some of the more structured actions you may want to include in your program.

1. **Establish safety and health as a core value.** Tell your workers that making sure they finish the day and go home safely is the way you do business. Assure them that you will work with them to find and fix any hazards that could injure them or make them sick.
2. **Lead by example.** Practice safe behaviors yourself and make safety part of your daily conversations with workers.
3. **Implement a reporting system.** Develop and communicate a simple procedure for workers to report any injuries, illnesses, incidents (including near misses/close calls), hazards, or safety and health concerns without fear of retaliation. Include an option for reporting hazards or concerns anonymously.
4. **Provide training.** Train workers on how to identify and control hazards in the workplace, as well as report injuries, illnesses, and near misses.
5. **Conduct inspections.** Inspect the workplace with workers and ask them to identify any activity, piece of equipment, or materials that concern them. Use checklists to help identify problems.
6. **Collect hazard control ideas.** Ask workers for ideas on improvements and follow up on their suggestions. Provide them time during work hours, if necessary, to research solutions.
7. **Implement hazard controls.** Assign workers the task of choosing, implementing, and evaluating the solutions they come up with.
8. **Address emergencies.** Identify foreseeable emergency scenarios and develop instructions on what to do in each case. Meet to discuss these procedures and post them in a visible location in the workplace.
9. **Seek input on workplace changes.** Before making significant changes to the workplace, work organization, equipment, or materials, consult with workers to identify potential safety or health issues.
10. **Make improvements to the program.** Set aside a regular time to discuss safety and health issues, with the goal of identifying ways to improve the program.

From OSHA QuickTakes

Upcoming Events

MCASC Annual Statewide Meeting
 Wednesday, March 13, 2019
 Phillips Market Center, West Columbia



10th Annual Midlands Area Nine At Night Golf Tournament
 Thursday, April 4, 2019
 Charwood Country Club, West Columbia

13th Annual Piedmont Area Clays Event
 Friday, April 26, 2019
 The Clinton House Plantation, Clinton



The Charleston Slam 11th Annual Inshore Fishing Tournament
 Captain's Meeting - May 17, 2019
 Graybar Electric Co., Inc.
 Tournament - May 18, 2019

12th Annual Pee Dee Blast Sporting Clays Event
 Friday, September 20, 2019
 Back Woods Quail Club, Georgetown



Welcome New Members

Anniversaries

Mr. & Mrs. Frank Hill - 1/14
 Mr. & Mrs. Henry Poplin - 1/25
 Mr. & Mrs. Joe (Crystal) Strickland

Update Your Outlook

Let us know if we need to update your Outlook or if you know someone who does!

Condolences

To the family and friends of
David Mangan
 MCASC Past State Associate President, 1985-1987

To Mr. Larry Talbert & Family
 Trane, West Columbia
 On the loss of his wife
 Carolyn Bates Talbert

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- 2) **Talk less to listen more.** It may surprise you what others know and think.
- 3) **Silence, cut off and put out of sight all electronic devices in meetings.** Use this in 1-on-1 as well as team meetings. Go dark at least for one 24 hour period each week. You will survive.
- 4) **Use the telephone and meet face to face as appropriate.** I know it's a quaint idea in the gilded age of technology.
- 5) **Share the up to date metrics of your organization.** People who are engaged make better, happier employees. Tell them what they are doing makes a difference.

These five communication habits can have a significant impact on not only the morale but the bottom line in your company. Why not trade the five worst habits for the five best habits to improve the health of your organization?

On a personal note:

On a recent airline flight, I was wedged into my seat like everyone else. In the row in front of me was a young girl about five years old and her mother. Across the aisle sat a man who appeared to be her father. The child had one disruptive outburst after the other. The parents simply looked at one another and smiled. I am thinking "that child is old enough to know better and so are her parents." Hmmm. Is it possible autism may be at play here? At the end of the flight as we were on the bus to another terminal, I noticed their matching tee shirts: "Proud parent of an autistic child" or something similar. The lesson: don't be so quick to judge. You never know what burden someone is carrying.

Ann Elliott is a leadership strategist and founder of The Berkana Company LLC. She is the author of "What Successful Women Know about Leadership." As an experienced facilitator, trainer, and business consultant, she helps entrepreneurs and business owners build a thriving business from the inside out. Ann speaks professionally at conferences, workshops and seminars. To schedule her for your event, visit: Contact Ann at www.berkanacompany.com.

Can You Leave Them Alone? Responsibility vs. Authority By Jim Mathis, The Reinvention Pro

*"My philosophy is to always find the smartest people you can.
Hire people smarter than you."
-Donny Deutsch*

Mulligan Putter

Experience has taught me that the best leadership is allowing people to do the jobs they naturally do best and not interfere. Rarely though did I ever work for an organization where the senior leadership could do this.

I was in a golf tournament with a client organization where the teams were chosen in advance ... except mine. Since I was the guest keynote speaker, I was assigned to play on a team with the sound technician and two others who came onboard at the last minute. We weren't chosen to compete.

Typically, my strength is in putting; not driving the ball or chipping onto the green. That day I putted fairly well which we needed. We had two men who could drive the ball like Phil Mickelson and Tiger Woods. The fourth member of the team was chipping the ball way beyond our abilities. We were humming!

On the back nine holes we knew we were playing well. We hadn't hit above par on any hole. Then we hit a snag. It was a "Captain's Choice" four-man scramble, which meant that you used everyone's best shot on each stroke. On hole #12, everyone missed the putt.

We were about to give in and take a one stroke over par, when our leader asked me if I had taken my free "Mulligan" yet. (For novices, in some tournaments each player is allowed to hit one "do-over" shot without a penalty) "No," I answered. "and I'm not using it on a putt!"

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He said, "I've watched you putting all day. I KNOW you can do this. Your first putt was closer than anyone's." The rest of the team agreed and said they were certain I would make the putt. With their encouragement, I made it and saved par.

We won that tournament. None of us were outstanding, but each excelled in different areas and it carried our victory. Each person had one skill that they were gifted at doing. Everyone supported others in the tough moments. Do you work with a team like this?

***Everyone is great at doing something.
Your task is to discover what that is.***

If you are miserable in your job, odds are you are doing tasks that don't come natural to you. There are other tasks you can do without breaking a sweat, but some things about your job make you struggle and dominate your thinking.

You Get What You Hire

Many times we hire people and give them a list of job requirements. However we do not allow them to perform their tasks unsupervised or unchecked. This is called "Hiring for Responsibility."

Mary has been hired to do a job. She must report to Allison on her progress and turns in a weekly report. Allison must review the report, comment on it, and file it for a future job review. Allison spends a large amount of time supervising a whole bunch of Marys and never gets her own tasks done efficiently.

Mary has to spend time filling out reports and doesn't have the authority to make decisions outside of her responsibilities without asking Allison's permission. If Allison is friendly and approachable, this is usually done without a problem. However, if Allison isn't a detail-oriented person or has a dominant attitude, she resents the constant interruptions from someone over whom she feels superior. If Mary is efficient, she eventually resents the chain of command that doesn't favor her creativity or intelligence. She will find other employment that fulfills her.

Now Allison has to spend time her valuable time interviewing other candidates. The stress and tension she experiences are working her into an early grave.

If the organization hired smart people with a goal of meeting the corporate policy of making customers satisfied while keeping within their budget, Allison would be free to do more work. Mary would be rewarded for getting the job done right and gaining customers. Everyone would be happier and fulfilled.

This is called, "Hiring for Authority." Allison interviews candidates. She tells them what the goals and policies of the organization are and where they will fit into those ideals. She tells them that after an orientation period of adjustment, the successful candidate will have the authority to do their job without constantly having to seek permission or the approval to do it.

Some people are insecure and afraid of giving away authority. John Maxwell says, "If you have to constantly tell people you are the leader, you're not the leader." Authority given to others increases influence and elevates leaders in everyone's minds and attitudes. As Vidal Sassoon said, "If you look good, we look good."

Is this you? Can you go on vacation, a corporate retreat or to a convention/conference without checking in with your office? You are probably not delegating authority to do jobs. If you are out of touch with the organization for a period of time and upon your return there are multiple messages from people asking for approval to make decisions, I guarantee you are hiring for Responsibility.

A CEO in an audience I was presenting for laughed and said, "I can't give these people responsibility. They're idiots!" I asked, "Well who hired them?" He looked embarrassed and said, "Well ... I did!"

You get what you hire.

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Power in Partnerships

Donny Deutsch says, "I think the great leaders find partners who basically can exploit their weaknesses but not, kind of, dance on their strengths. Instead of hiring weaker versions of themselves they hire people that are tremendous experts at what they're not."

Think of your job as a partnership with your staff. Your duty is to hire people who complement your gifts with theirs. Look at great leaders throughout history. They surrounded themselves with people who excelled in the areas where they were deficient.

Abraham Lincoln appointed a cabinet of men who were his political rivals, but geniuses at the areas in which he wasn't as knowledgeable. John F. Kennedy did the same thing. He had a cabinet of people who could make knowledgeable decisions in their given areas of authority.

Clint Eastwood said in the movie Magnum Force, "A man's got to know his limitations." (The same is true for women). You have to know what tasks you are good at and what you can't do as well as others. Successful leaders know what they can and cannot do best. They also know how to locate and assign people according to their top skills and gifts to cover their own shortcomings. They don't micromanage people. They focus their attention on expanding their influence and the organization's reach.

Who Gave YOU Permission?

Chris had a job for several years with Home Depot. They practiced rewarding Authority taken on the job. When a woman bought a number of large appliances, he didn't hesitate to walk them out to her truck and load them up, even though he wasn't responsible for that task.

Chris didn't ask permission to leave his post. He didn't ask her if she needed help from some other associate. He took the authority given him to satisfy customers. He was given an award and a bonus for his actions. Others took note and did as well.

*Customer service isn't a department; it's an attitude.
-Unknown*

Team members who exercise authority satisfying customers immediately should be rewarded, not punished or penalized. If you don't trust them; don't hire them.

Do you release authority to your staff and employees? If a sales associate goes the extra mile or gives a small discount to get a large contract, is he / she slapped on the hand? If so, they not only won't do it again, they will pass this attitude along to the next customer: "We don't reward anyone who doesn't play by our rules." Customers won't play by your rules very long ... they'll just go somewhere else.

Is your team only responsible for making you and the company look good? Do they have ownership, empowerment and authority to make everyone look good? Are you micromanaging people that couldn't perform without supervision? Have you ever assessed the strengths of your team and reassigned tasks based on who can perform the best at each task?

Can you leave them alone knowing the job will get done?

Permission is granted to reprint this article provided the following paragraph is included in full:

Jim Mathis, IPCS, CSP, MDiv. is The Reinvention PRO™, an International Platform Certified Speaker, Certified Speaking Professional and best-selling author of Reinvention Made Easy: Change Your Strategy, Change Your Results. To subscribe to his free professional development newsletter, please send an email to: subscribe@jimmathis.com with the word SUBSCRIBE in the subject. An electronic copy will be sent out to you every month. For more information on how Jim and his programs can benefit your organization or group, please call 888-688-0220, or visit his web site: www.jimmathis.com.

**Associate Member:
PEOPLEREADY SKILLED TRADES**

PeopleReady Skilled Trades, a specialized group within **PeopleReady**, provides the best match of dependable, hardworking employees – when and where you need them. Our experience and specialized knowledge improve the productivity of each customer we serve.

PeopleReady is part of TrueBlue, Inc.(NYSE: TBI), a leading provider of specialized workforce solutions, including staffing, large-volume on-site workforce management, and recruitment process outsourcing to fill full-time positions. TrueBlue serves clients globally and connects as many as 840,000 people to work each year in a wide variety of industries. Learn more at trueblue.com.

A REPUTATION BUILT ON SKILL

Every project you win has your name on it. Your reputation depends on a quality job, completed on time and on budget. **PeopleReady Skilled Trades** knows that not just anyone will do. Whatever skilled trades you need, we'll send the right person for your project, every time. It's our reputation.

A WELL-CONSTRUCTED CREW

A partnership with **PeopleReady Skilled Trades** gets you the skilled craftsmen you need. But we don't just send workers to a jobsite. Our building block fundamentals deliver only the best crews:

PLAN - We learn your business and then develop a customized workforce plan.

RECRUIT - Our trades recruiters recruit and screen the best craftsmen.

DEPLOY - Skilled and ready to work, our dependable craftsmen will help keep your jobs on time and on budget.

GET WORK DONE

Safe. Safety is our No. 1 priority. Our BeSafe program sets safety standards for every craftsman we deploy.

Smart. We're expert in recruiting, testing, and screening craftsmen, with specialized knowledge in your industries.

Flexible. Using our contingent craftsmen allows you to flex your workforce as your needs, projects, and business cycles change.

Easy. We make it easy to work with us through our nationwide network of branches and online systems.

Verified. Every **PeopleReady Skilled Trades** craftsman is verified as eligible to work and properly documented. We provide behavioral, drug, and background screenings upon request.

Contact Will Murdock for additional information at wmurdock@peopleready.com

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North Charleston, SC 29406-9253
Phone: (843) 767-6644

Congratulations to our next Associate & Mechanical Members who will be highlighted in the upcoming issue of "The Tool Box":
South Risk Management, Columbia - Associate Member
Morelli Heating & Air, Inc., North Charleston - Mechanical Member

JANUARY 2019 MONTHLY AREA MEETINGS

MIDLANDS AREA

Thursday, January 3, 2019 @ 6:00 PM
Location: 9221 Farrow Road, Columbia
Sponsored By: Ferguson Enterprises, Inc.

Topic: "What We Do & Future Forecasting"
Presented By: Sarah Cohen
Director of Government Affairs
SC Chamber of Commerce

PIEDMONT AREA

Tuesday, January 8, 2019 @ 6:00 PM
Location: Demetre's, 1384, East Main St., Duncan
Sponsored By: Miller HVAC Service

Note:
Change in date

Topic: "Workforce Challenges & Opportunities"
Presented By: Frank Hyatt, Sr., Vice President
Economic Competitiveness
Greenville Chamber of Commerce

PEE DEE AREA

Thursday, January 10, 2019 @ 6:30 PM
Location: Jack's Barn, 2293 Syracuse Community Road, Darlington
Sponsored By: City Plumbing Company of Florence

Topic: "Rest Easy There Is Freedom From Firestop"
Presented By: Vaughn Padgett & Caleb Snow
Carolina Insulation Contractors, Inc.

COASTAL AREA

Tuesday, January 22, 2019 @ 6:00 PM
Location: 4981 Dorchester Road, North Charleston
Sponsored by: C. R. Hipp Construction

Topic: "City of North Charleston"
Presented By: Mayor Keith Summey
Mayor of City of North Charleston



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*Serving mechanical contractors in
South Carolina since 1912.*

MCASC Executive Board & Staff

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Edward Gibbs, Vice-President
Mike Richardson, Treasurer
Duwayne Jacobs, Secretary
Leslie Whitehurst, Associate President
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Mechanicals make it happen -
Be part of the best!

MCASC Vision Statement

The Mechanical Contractors Association of South Carolina (MCASC) will be the leading construction association in South Carolina for specialty contractors and suppliers in the electrical, mechanical (HVAC), and plumbing fields by serving its membership, the industry, and the Community in a vibrant and harmonious fashion.

MCASC Mission Statement

The Mechanical Contractors Association of South Carolina (MCASC) will provide its membership with:

- current business/technical information and support
 - a proactive political/legislative agenda
- a joint industry collaboration to improve relative business practices
- an ongoing effort to offer training opportunities for both professional and craft personnel
 - educational scholarships for deserving students
- the development of industry related career opportunities

The Association's objective for this mission is to enhance the future of the Construction Industry in South Carolina.