



The Tool Box

Serving the Electrical, HVAC & Plumbing Industries Since 1912

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Smiles

By Wally Adamchik

I consulted with two companies last week. One was truly a pleasure to work with; the other, I'm sorry to say, was a miserable experience. I could sense something was wrong as soon as I walked in the door. At first, I couldn't put my finger on just how I knew, but later, I figured it out.

If you're around your place wondering what people are thinking, let me give you some advice that I've picked up in my years of working with different organizations: Look for smiles. Then, look for the enthusiasm and optimism that should be fueling those smiles.

At the first place I visited last week, everyone smiled when they met me. They looked me in the eye and nodded as I walked through the facility with the boss. Along the way, the boss stopped and talked to some of the employees; I spoke with them, too. Everyone was pleasant and open. I was a new friend.

The second place was completely the opposite. During my tour, hardly anyone looked at me. Those who we did stop and talk with acted as though I was inconveniencing them. They certainly were not happy to see me. I was the enemy.

Over the course of each day, I learned more about the companies. At the first place, I saw supervisors staying involved with their employees and on top of what they need. But in the second place, I saw weak and absent managers who didn't care how the work got done, only that it got done. (And, with this attitude coming down from the top, the work wasn't getting done.) In short, everything I believe about leadership was reinforced during those two visits.

In your research, you will not have the luxury of hindsight that I had in these cases. In fact, you may be too close to the problem to objectively assess the situation. That's why I am giving you this simple test to look for smiles. I don't mean fake, pasted-on ones, but genuine, glad-to-be-here smiles. Reading facial expressions can tell you if people are happy to be working there.

I don't expect every work environment to be like Disney World - you know, The Happiest Place on Earth. But I do hope you can detect the positive energy that exists in a great organization. In fact, you might be looking on a day when folks are stressing to meet end-of-period goals. But the test still holds. How do they greet you and interact with you as you walk by? Do people seem interested in you, and eager to share about what goes on there? Or do they avoid you, afraid you will ask them a question they really don't want to answer?

When you go about your daily routine you have plenty on your mind. But I encourage you to stop and take time out to look closely at your people. Do their faces and actions match their words? Do people greet you and each other positively, or do they look at you like you are radioactive? It's a simple test, with accurate results. Oh, and one more thing - remember to smile yourself.

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**Summer
Convention
August 5-8, 2010
Ritz Carlton
Amelia Island
Amelia Island, FL
Hotel & MCASC
Registration Forms
Sponsorship
Opportunities
See Pages 6-9
Deadline July 9th**



Mechanical Member: JOHN J. KIRLIN, LLC

John J. Kirlin, LLC (JJK) is a full service mechanical contractor, originally founded in Rockville, Maryland in 1960 by John J. ("Buddy") Kirlin. Mr. Kirlin managed the company until 1982, when Wayne T. Day was named President and Chief Executive Officer. JJK is a privately held company owned by Mr. Day and his partner and Executive Vice President Michael A. Mack. Over the past 45 years, the company has grown from a single office in Rockville, Maryland to a corporation with multiple divisions performing work all over the United States.

JJK has successfully completed projects involving all types of commercial, medical, research, institutional, government, communications, biopharmaceutical and industrial facilities.

The company employs over 1000 people including over 200 engineers and project managers, 70 drafting/coordination personnel, 1,000 tradesmen, support and management staff. JJK provides its consistent approach through its senior staff who averages over 15 years experience with JJK. All employees receive on-going training to maintain cutting edge industry standards. In addition, JJK has completed projects in 40 states and select offshore U.S. Provinces.

JJK operates one of the largest engineering-coordination departments and three of the largest and most advanced fabrication facilities in the country. These facilities fabricate up to 60 inch diameter piping and contain the most current technological computer-aided-design, pipe and metal fabricating equipment available. JJK holds ASME pipe welding and fabrication stamps: R and PP for repair and pressure piping. The company has available virtually every type of tool or instrument required in the mechanical trade.

The Carolinas Division of JJK was established in 1984 and is headquartered in Raleigh, NC. This division has conducted operations throughout South Carolina since 1991, and is currently serving the state of South Carolina from its base of operations in Columbia, SC.

John J Kirlin is celebrating its 50th anniversary this year.

John J. Kirlin, LLC, Carolinas Division
6 Harbison Way, Suite A, Columbia, SC 29212-3402
Phone: (803) 732-3559; Fax: (803) 732-3508

JUNE BIRTHDAYS

Clarice Lamb	6/1	Honorary Life Member	Wife of Russell
Duwayne Jacobs	6/3	R. C. Jacobs, Inc.	
Roy Jacobs	6/4	R. C. Jacobs, Inc.	
Pam Roberts	6/4	Snider, Inc.	Wife of Jamie
Amy Teas	6/6	Smith & Stevenson, Inc.	Wife of Buz
Bill Campbell	6/9	Carrier Enterprises	Husband of Anne
Pat Hough	6/10	Gateway Supply Co. Inc.- Columbia	Wife of Mike
Matt Patterson	6/10	Turbeville Insurance	
Naomi Caswell	6/11	W. O. Blackstone & Co.	Wife of Lewis
Lynda Ferriott	6/12	Smith & Stevenson, Inc.	
Buck Chapman	6/14	The Chapman Company	
Gary Kirkland	6/14	W. N. Kirkland, Inc.	
Rod Allen	6/15	H. R. Allen, Inc.	
Florence Miller	6/16	City Plumbing Co. of Florence, Inc.	Wife of Richard, Jr.
Bibs Babson	6/17	BB&T/Boyle-Vaughan Ins.	Wife of John
Hubert "Jr" Gasque	6/18	Gasque Plumbing Co., Inc.	
Sandra Harbourt	6/19	H. R. Allen, Inc.	Wife of Stan
Bobby Belt	6/24	Bobby Belt Plumbing Co. Inc.	
Harrison "Harry" King	6/24	James M. Pleasants, Greenville	
Mike Hough	6/25	Gateway Supply Co. Inc.- Columbia	
Dr. Mary J. Frame	6/27	Human Resource Development	
Mona Flowers	6/28	MCASC State Office	
Lewis Cole	6/28	AAA Supply, Inc.	

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
SHORTCUTS ARE KILLERS

Most of us have the necessary skills and knowledge to do our jobs well, and most of us don't want to hurt ourselves or anyone else. Why then do we take “shortcuts”, setting up ourselves and others for injury? The following is a list of things we often do, even though we know we shouldn't!

1. You can't fool safety devices - but we remove or wedge back safety guards so they won't protect us!
2. We shouldn't take a chance when operating heavy equipment - but we don't use the seat belt that is provided!
3. We know that flames or sparks are not permitted around flammable liquids - but some of us smoke around them!
4. A protruding nail in a guard rail can cause an injury - but we don't bother to remove it or bend it over!
5. Horseplay causes a lot of injuries on the job - but many of us continue to play practical jokes!
6. A circular saw can amputate a finger - but we insist on using the saw without a guard!
7. We know the safe way to climb a ladder - but we climb it with one hand full of tools!
8. We should wear our personal protective equipment - but we leave our goggles strapped up on our hard hats!
9. We know better than to use chemicals without reading the MSDS - but we use the chemical anyway!
10. We should wear a life jacket when working over water - but we go out over the water without one!
11. A bump or bruise to the head can really hurt - but we continue to work without our hard hats!
12. It's dangerous to block fire fighting equipment - but we stack boxes of material in front of fire extinguishers!
13. We know not to work within 10 feet of a power line - but there's just one more load of steel to be unloaded and it won't happen to me!

This is a short list. You can probably think of a lot more because we all, at one time or another, have been guilty of taking shortcuts. Usually it's because we are attempting to save some time. Occasionally someone comes up with an idea that works, and is a time-saver. That's great, as long as safety is not sacrificed. Your life and your health are too important to risk by taking stupid chances, and that is exactly what 999 out of 1000 shortcuts are - stupid! Get smart - think safety first - always!

Don't take Shortcuts! If you're injured, the minute you saved may cost you days, weeks, or months of recovery time.

PinPoint Safety, LLC - Mel Rosas, formerly, RSSSafety, LLC
1122 Industrial Drive, Suite 113, Matthews, NC 28105
Telephone (704) 277-5673 Fax (704) 900-8241

Save These Dates For Upcoming Events!!!

19th Annual MCASC
Santee Scholarship Tournament
June 11-13, 2010
Quality Inn & Suites, Santee, SC

MCASC Summer Convention
August 5-8, 2010
The Ritz-Carlton Amelia Island
Amelia Island, Florida

Condolences

Mrs. Beverly Austin & Family
W. O. Blackstone & Company, Inc.
On the loss of her husband
C. L. Austin

Mr. Charlie Kay & Family
Bear Mechanical Services
On the loss of his mother
Margaret Hawkins Kay

Welcome New Members

Dutch Kleinlercher - Dutch Heating & A/C
West Columbia

Jon Gordon - Marco Supply, Inc.
North Charleston

Matt Frazier - McJunkin Red Man Corporation
North Charleston

Happy Anniversaries

Mr. & Mrs. Albert Linden - 6/1
Mr. & Mrs. Vaughn Padgett - 6/6
Mr. & Mrs. Raymond DeAntonio - 6/8
Mr. & Mrs. Wyman Sox - 6/21
Mr. & Mrs. Tommy Burkett - 6/22

Concerns

Richard Miller, Sr., City Plumbing Co., Florence
Terry Tilley, Guy M. Beaty Co. Inc., Travelers Rest

Sipping From A Fire Hydrant

By Ed Rigsbee, CSP

How do I stop the insanity? Monthly, I get about 60 trade magazines mailed to my office. Daily, I receive about 10 electronic newsletters in my email in-box. And, social electronic networking - between LinkedIn, Facebook, and Twitter, I'm bombarded hourly.

Information Assault

How about you? Are you finding it hard to decide where to dedicate your time? For over 20 years I have been listening to my friend, Dr. Terry Paulson, talk about "today's" information flow is like trying to sip from a fire hydrant. Well Terry, it just gets worse - and the productivity professionals - yeah sure thing. We have a two-fold challenge; information flow and information retention.

For the Rest of Us

Back in the mid-1990s I used to teach a full-day course for the Dunn & Bradstreet Foundation titled, "Managing Multiple Priorities" which was a solid program (for the day) on getting stuff done. The course was deeply based in tactics yet strategy is the real issue. Let's face it, how many "pending" emails are in your inbox, neatly stored in an archive system? With how many sources of information flow are you dealing? Most importantly, how much of this information do you really need?

A couple years ago, for some unknown reason, America Online closed the email account that I had been using for over a decade and I thought the world had come to an end. After a while I realized that it was no major disaster and actually was a nice spring cleaning. The point is that we hold onto so much that we might "someday" use and all that stuff is creating what I call, information constipation. Right this minute, look around your office. What can you toss? Before you read another word, get up and toss it - yes, I mean right now! Admit it, didn't that feel good? That's what we all need more of; the willingness to toss stuff.

Toss and Block

The what to toss question has both physical and emotional elements. Letting go of the physical stuff is generally easier than the emotional. As an example, it is much easier for me to toss my piles of trade magazines than it is to decide that I no longer need the subscriptions - thinking that I might miss out on an important piece of information. Then there is the issue of what to block all together. More on making those decisions later.

While de-cluttering one's mind and workplace is a very liberating experience, one must make decisions on one's standard operating procedures (SOPS) - what to accept, to keep, to toss, or to block. This goes for both the mind and workplace. Without doing this, you will soon be, again, in confusion. Below, I've listed some helpful "dumping" questions. But first, you really do need to develop some sort of system for yourself on easily retrieving the stuff you really, really, really do need. And that is very little. Perhaps understanding why we do not get stuff done will help in the decision process.

Why We Do Not Do Stuff

The information below is from a survey I recently conducted. I asked the question, "What keeps you from doing what you say?" While I consider the first two items to be effectively the same, I listed them separately because they are subsets of the issue.

16% - Poor prioritizing

10% - Lack of time

11% - Fear of failure/lack of self confidence

9.5% - Lack of focus/distractions

9.5% - No motivation/purpose/passion

8.5% - Over commitment

8.5% - Change in priorities

4% - Circumstances beyond personal control

(Continued on page 5)

(Continued from page 4)

5% - Miscellaneous

18% - Denial (Survey respondents stated, "I always do what I say.")

Reviewing the above list; which one is your Achilles heal? I realize that you may have more than one issue, however, there is one over-arching issue that when resolved, the others cascade behind and become resolved.

Getting Over It

At the end of each day, we all do a quick mental review and are either pleased or displeased with the day's activities. When pleased, we sleep well - but, when we believe we could have achieved so much more; sleep can be an elusive commodity.

Below are some questions to ask yourself about the flow and retention of your physical and mental junk.

1. *Do I really, really, really need to look at this?*
2. *Do I really, really, really need to keep this?*
3. *What's the worse thing that could happen if I didn't have access to this?*
4. *Am I really, really, really willing to tell others to stop sending me stuff?*

My best suggestion is for you to adopt the philosophy of first only accepting what you really need and secondly scan and dump most of what you do accept. This will keep you in the know, and out of the clutter. The reality is, you will be able to find the info again if you really need it. The great lesson that I learned from AOL closing my account was that I really didn't need all that information that I was hoarding. How about you?

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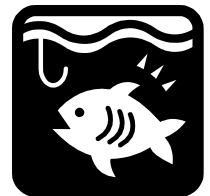
As an internationally recognized keynote speaker on partnering, alliance, and relationship ROI, Ed Rigsbee helps corporate and non-profit audiences to end the anxiety of lost opportunities and unfulfilled promises and get what they say done. Ed Rigsbee, Certified Speaking Professional, has been fumbling, bumbling, and stumbling his way through the organizational mazes of for-profits and non-profits for over four decades. For the last two decades, Ed has been an observer, researcher, and teacher; helping organizations of all sizes to build successful internal and external collaborative relationships. In addition to serving corporate and non-profit clients in their partnering, alliance and relationship ROI needs, Ed also serves as the executive director of a (501 c 3) public non-profit charity. Ed has authored three books and over 1,500 articles helping organizations to take full advantage of their potential. Contact Ed, through www.Rigsbee.com for assistance and to access a number of his complementary resources for doing better.

Survey Participants

MCASC would like to take this opportunity to thank all of the members who took part in our recent online survey. The information that was obtained with this survey will prove beneficial as we plan for the future of the association. The winner of the drawing for \$100 off their membership was *City Plumbing Company of Florence*.

2nd ANNUAL COASTAL AREA FISHING TOURNAMENT

The Coastal Area MCASC Would Like To Extend Their Thanks
To All Sponsors & Participants Whose Contributions Made This Year's Tournament
Such An Outstanding Success.
Many, Many Thanks To All Of You!



Mechanical Contractors Association of SC

August 5-8, 2010



THE RITZ-CARLTON[®]
AMELIA ISLAND

**Last Call
Hotel Nears
Sellout!!!**

Please complete the following information and return to The Ritz-Carlton, Amelia Island, via fax at (904) 261-9063 or mail to The Ritz-Carlton, 4750 Amelia Island Parkway, Amelia Island, FL 32034.

You may also call (904) 277-1100 and ask for Suzy or Michelle in Reservations.

To make reservations via the internet go to www.ritzcarlton.com using the block code MECMECA.

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone #: _____ Email: _____ Number of Guests: _____

Arrival (Day and Time): _____ Departure (Day and Time): _____

(Check-in time after 4:00PM)

(Check-out time prior to 12:00PM)

Due to high demand, reservations are encouraged to be made at your earliest convenience.

Room Reservation Deadline is July 9, 2010

Please indicate preference (X)

King Bed Coastal View <i>\$189.00 plus 11% state & local taxes (\$209.79)</i>		Two (2) Double Beds Coastal View <i>\$189.00 plus 11% state & local taxes (\$209.79)</i>	
One-Bedroom Ocean View Suite <i>(King Bed) with Living Room & Sleeper Sofa</i> <i>\$309.00 plus 11% state & local taxes (\$342.99)</i>		Rate Includes: <i>Complimentary Internet Usage in Guest Rooms</i> <i>No Resort Fee</i> <i>Complimentary Use of the Fitness Center</i> <i>Reduced Valet Parking Fee of \$10.00 per night</i>	

Group rates will be honored 3 days pre/post program dates based on hotel room category availability.

All guest rooms are non-smoking.

Special Request: _____

(Room type based on availability)

Method of Payment: American Express _____ Master Card _____ VISA _____ DISCOVER _____

Payment to be sent to Hotel _____ Enclosed _____ (Indicate amount)

Account Number: _____ Expiration Date: _____

Name as it appears on the card: _____

Signature of Card Holder: _____

Deposit and Cancellation Policy: A credit card is required as a guarantee to confirm a reservation. Should The Ritz-Carlton, Amelia Island not receive the credit card guarantee, the reservation will not be confirmed. There is a seven (7) day prior to arrival cancellation policy. All reservations cancelled within seven (7) days of arrival will forfeit first and last nights room rate.

Reservation Cut-Off: Rooms will be held for the attendees of Mechanical Contractors Association of SC at this special rate for the dates of August 5 - August 8, 2010, until July 9, 2010. Reservations will be received until July 9, 2010 or until the reserved block fills. At that time, reservations will be accepted on a space-available basis at the prevailing rate.

Come Escape Your Everyday World

The 158th Mechanical Contractors Association of South Carolina Summer Convention



THE RITZ-CARLTON[®]
AMELIA ISLAND

The Ritz-Carlton Amelia Island
Amelia Island, Florida
August 5-8, 2010

MCASC Registration Form

Please complete form By Friday, July 9, 2010 and fax to
(803) 731-0390 or mail to P. O. Box 384, Columbia, SC 29202

Please List Names of Attendees & Indicate who will be playing Golf, Tennis, Fishing or Poker by circling a (G) for Golf, a (T) for Tennis, a (F) for Fishing or a (P) for Poker by the appropriate names:

Name: _____ G T F P Name: _____ G T F P

Name: _____ G T F P Name: _____ G T F P

Name: _____ G T F P Name: _____ G T F P

Name: _____ G T F P Name: _____ G T F P

Company: _____

Address: _____

City/State/Zip: _____ Phone No.: () _____

Billing Information:

Please Invoice Company: _____ My Check Is Enclosed: _____

Hotel Information: Please Refer To The Enclosed Reservation Form

The Group Rate Includes: No Resort Fee, Complimentary Internet Usage In Guest Rooms, Complimentary Use Of The Fitness Center & Reduced Valet Parking Fee of \$10.00 Per Night. Make your reservations by calling: 1-904-277-1100 and ask for Suzy or Michelle in Reservations or Make your reservations by faxing to 1-904-261-9063.

To make reservations via the internet go to www.ritzcarlton.com using block code MECMECA. (Be sure to mention Mechanical Contractors Association of SC to get our Group Rate)

Call Or Complete the enclosed Hotel Registration Form & Fax To The Ritz-Carlton Amelia Island For more Hotel Information visit their website at www.ritzcarlton.com/ameliaisland

Should you have any problems making reservations, please call Mona for assistance

Continued On Next Page

MCASC Fees For Come Escape Your Everyday World

Cost: \$375.00 per person, which includes the following:

- Daily Social Gatherings at The Hospitality Suite (hors d' oeuvres and your favorite adult beverages)
- Poker Tournament On Thursday Evening At The Hospitality Suite
- Breakfast Meetings Friday Morning
- Members Breakfast Friday Morning
- "Decisions, Decisions: Keys To Successful Decision Making In A Time Critical Environment" By: Wally Adamchik, CSP, CMC President FireStarter Speaking & Consulting Friday Morning
- Ocean Front Lawn Party To Include: Drinks, Dinner & Lots of Fun For Everyone Friday Evening
- "The New Health Care: What It Means For You" By: John Creech, Esquire Ogletree, Deakins, Nash, Smoak & Stewart Saturday Morning
- "After The Storm: Managing Your Company Through A Turbulent Economy" By: Jim Schug, Consultant For FMI Corporation Saturday Morning
- Past President's Reception & Dinner Saturday Evening With Entertainment By Dr. Holiday
- Open Business Meeting, Awards & Farewell Breakfast Buffet Sunday Morning

Note To Parents: The Children Will Join The Adults On Friday Evening For The Ocean Front Lawn Party. There Will Be A Planned Event For The Children On Saturday Evening While The Adults Attend The Past President's Reception and Dinner.

Optional Activities:

Golf: \$123.18 per person all inclusive with lunch

Sat. August 7th 12:30 PM Shot Gun. All Green Fees Include: Range Balls, The Use of Practice Facilities, In-Cart GPS System, Cold Towels, Gratuities For Cart Attendants, Starter, And Club Cleaning. To Book Personal Tee Times On Other Days Call Jon Walker at 1-904-277-0014 and request the MCASC Discounted Group Rate.

*Total All Inclusive Golf Fee of \$123.18 will be billed to individual rooms

Tennis: \$25.00 Per Hour For Court Play - 4 Clay Courts

Fishing: Four (4) or Eight (8) Hour Six (6) Passenger Charters Are Available

Pricing From \$1,350.00 To \$2,700.00, Call For More Details

Prepare Yourself For A Surrender Spa Experience

Guests should make their own reservations by calling 1-904-277-1087

The Ritz-Kids Program

For More Details Call 1-904-557-2049

For Additional Information, Visit Their Website At www.ritzcarlton.com/ameliaisland

**For Additional Information Call
MCASC State Office At (803) 772-7834**

NOTE: A full refund of MCASC Convention Registration Fees will be made on cancellations received prior to Monday, July 12, 2010. After that date, only 50% will be refunded up until Friday, July 23, 2010. Substitutions will be allowed.

Your Presence and Presents Are Highly Sought After....

Become a *Sponsor* for the
MCASC 158th Semi-Annual Summer Convention – August 5-8, 2010
The Ritz-Carlton Amelia Island – Amelia Island, Florida

By becoming a sponsor, your presence will be seen and known to all members and associate members through our "Tool Box", website, upcoming meetings, convention materials and events. And your Presents will allow the MCASC Summer Convention to be memorable. Don't miss this wonderful opportunity for you and your company to be promoted during the next couple of months.

DON'T DELAY BECOME A SPONSOR TODAY!

Sponsorship Packages Include the following opportunities. Please choose the one(s) you wish to sponsor, complete the form and fax to Mona Flowers (803) 731-0390.

THURSDAY:

Board Of Directors Meeting	\$500.00
Hospitality Suite	\$1,000.00
Surcies & Prizes	\$500.00

FRIDAY:

Associate Member's Breakfast Meeting	\$500.00
Past President's Breakfast Meeting	\$500.00
Member's Breakfast	\$1,500.00
Educational Workshop (1)	\$1,500.00
Drinks Ocean Front Lawn	\$1,500.00
Dinner Ocean Front Lawn	\$5,000.00
Entertainment Ocean Front Lawn	\$1,000.00
Hospitality Suite	\$500.00
Surcies & Prizes	\$500.00

SATURDAY:

Educational Workshops (2)	\$2,000.00
Ladies / Spouse Surcies	\$1,000.00
Golf Tournament (2 Sponsors - 1 For Front Nine & 1 For Back Nine)	\$250.00
Tennis Tournament	\$250.00
Fishing Tournament	\$250.00
Children's Program & Dinner (Ages 0-4)	\$500.00
Children's Program & Dinner (Ages 5 & Up)	\$500.00
Cocktail Reception Honoring Past Presidents	\$1,500.00
Dinner Honoring Past Presidents	\$3,000.00
Entertainment	\$1,500.00
Hospitality Suite	\$500.00
Surcies & Prizes	\$500.00

SUNDAY:

Pick A Winner Awards Breakfast / Open Business Meeting	\$2,000.00
Awards & Prizes	\$500.00

Yes, I Would Be Happy To Sponsor The _____

Please Invoice My Company For: \$ _____ Phone No. _____

Company Name: _____

By: _____ Date: _____

Mechanical Contractors Association of South Carolina
Post Office Box 384, Columbia, SC 29202-0384
Phone: (803) 772-7834 Fax: (803) 731-0390
Email: mflowers@mcasc.com Website: www.mcasc.com

In Tough Times, Want Loyalty? Give Loyalty!

By Ed Rigsbee, CSP

Every supplier, B2B and B2C, is desperately looking for customer loyalty. What about those suppliers that want the last ounce of “advantage” both coming, and going? You know who I’m talking about, don’t you?

The Experience

I’ll never forget an experience I had while visiting an ice manufacturing plant in Southern California. I was visiting the plant in preparation for delivering a multi-day marketing workshop at the industry’s annual convention. I wanted to get a “feel” for the industry first hand.

The owner was out so his second in command gave me a factory tour. Over the course of the tour, my guide was basically whining about their lousy customers that would buy from another company if they were late with deliveries. I listened intently and empathetically to him.

Toward the end of the tour, checking out the ice bagging machinery, I asked my guide about the bag supplier. Holy cow! This guy’s face turned sheepish when he told me that they play one supplier against another for the best possible price.

What’s In Your DNA?

Apparently supplier loyalty was not in the DNA of this ice manufacturer. However, they expected loyalty from THEIR customers. Is it just me? Or, can you see the cosmic humor in this situation? This organization wanted to squeeze the last drop of “advantage” from the economy - they wanted it both ways. It’s kind of like the folks that regularly shop at Wal-Mart and then complain that all the American jobs are being sent overseas. Duh!

Only Ebenezer Scrooge was able to squeeze at both ends, until of course he was visited by the ghosts of Christmas - an important metaphor for business. Might the ghosts of Christmas really be the economy? Might the cosmic pay-back arrive in the form of new competitors? Who knows - yet it is worth pondering.

What’s a Business Leader to Do?

1. If you want loyalty from your customers, practice the concept of loyalty in your dealings with suppliers.
2. If you discover that adversary relationships are in your organizational DNA, put new policies into place to mitigate the situation.
3. If you want collaborative DNA at the core of your organization, review how your key people are being compensated.
4. Reward the behavior you want repeated - meaning, do not reward the procurement department only for squeezing an additional dime out of your suppliers. Rather, build strategic sourcing relationships.

Now, Perhaps You Can Receive

After you do a major overhaul in the area of supplier treatment, you can use your newly found strategic sourcing understanding to develop better relationships with those customers you feel are capable of partnering. In difficult economic times, everyone is looking for a deal. However, the customers that somehow see you as their partner are the place to start in building a new era of loyal relationships.

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Ed Rigsbee has been fumbling, bumblng, and stumbling his way through the organizational mazes of for-profits and non-profits for over four decades. For the last two decades, Ed has been an observer, researcher, and teacher; helping organizations of all sizes to build successful internal and external collaborative relationships. Ed travels internationally to deliver keynote presentations and workshops on profitable alliance relationships. In addition to serving as the president of Rigsbee Research Consulting Group, Ed also serves as the executive director of a public charity (501 c 3). Ed has authored three books and over 1,500 articles helping organizations to take full advantage of their potential. Contact Ed, get additional (no charge) resources, sign up for his complimentary weekly *Effective Executive eLetter*, or to view Ed’s videos, please visit www.Rigsbee.com

Associate Member: HAGEMEYER NA

Hagemeyer North America (HNA) is headquartered in Charleston, South Carolina. Hagemeyer USA, has 2,500+ employees across the nation with seven offices in South Carolina.

We offer a full line of distribution equipment from Square D/Schneider Electric. We have wiring devices from Pass & Seymour Legrand as well as Wiremold. Other product lines include Thomas&Betts, Appleton, OZ-Gedney, Crouse Hinds, Caddy/Erico and lighting by Lithonia. We have a full sales staff covering the state, including several inside sales representatives that deal exclusively in the construction and construction management arenas. We also offer a full product line to keep your facility running smoothly and save on your operating expenses. Our sales and management teams have the knowledge and experience to ensure that your project is competitive, on time and within budget.

Our Local office in West Columbia is located at:

900 Sunset Blvd.
West Columbia, SC 29169
Phone: (803) 739-6000
Fax: (803) 739-6057

We also have full service site locations listed below:

Bryant Supply
725 Marine Drive
Rock Hill, SC 29731
Phone: (803) 327-6136
Fax: (803) 327-3544

Hagemeyer North America
615 Mcgee Rd
Anderson, SC 29625
Phone: (864) 224-0830
Fax: (864) 225-1150

Hagemeyer North America
33 Sherington Drive
Bluffton, SC 29910
Phone: (843) 706-1600
Fax: (843) 706-3345

Hagemeyer North America
4790 Goer Dr.
Charleston, SC 29406
Phone: (843) 745-6900
Fax: (843) 745-6885

Hagemeyer North America
125 Old Mill Road
Greenville, SC 29307
Phone: (864) 288-2525
Fax: (864) 288-8376

Hagemeyer North America
1525 Hwy 501
Myrtle Beach, SC 29577
Phone: (843) 626-3578
Fax: (843) 626-2725

We look forward to the opportunity to earn your business!!!!

**Congratulations to our next Associate & Mechanical Members who will be
highlighted in the upcoming issue of "The Tool Box":
James M. Pleasants Company, Inc. - Associate Member
Dutch Heating & A/C, Inc., West Columbia - Mechanical Member**

SEPTEMBER 2010 MONTHLY AREA MEETINGS

MIDLANDS AREA

Thursday, September 9, 2010 @ 6:00 PM
Location: MCASC State Office, 1504 Morninghill Dr., Columbia
Sponsored By: John J. Kirlin, LLC

**Topic: TBA
Speaker: TBA**

PIEDMONT AREA

Tuesday, September 14, 2010 @ 6:00 PM
Location: 200 Industrial Drive, Greenville
Sponsored By: Pro Source Supply

**Topic: TBA
Speaker: TBA**

PEE DEE AREA

September TBA
Location: TBA
Sponsored By: TBA

**Topic: TBA
Speaker: TBA**

COASTAL AREA

Tuesday, September 28, 2010 @ 6:00 PM
Location: 4447 Dorchester Road, North Charleston
Sponsored By: Eck Supply Company

**Topic: TBA
Speaker: TBA**



P.O. Box 384, 29202
1504 Morninghill Drive
Columbia, SC 29210
Phone: (803) 772-7834
Fax: (803) 731-0390
E-mail: mflowers@mcasc.com
www.mcasc.com

*Serving mechanical contractors in
South Carolina since 1912.*

MCASC Executive Board & Staff

Jim Brewer, President
Dennis Brunink, Vice-President
Lee Richardson, Treasurer
Richard Miller, Jr., Secretary
Jim Maguire, Associate President
Mona Flowers, Managing Director

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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.