



January-February 2012

**Inside This Edition****From the Desk Of****Al Stoverink pg. 1****New Employees pg. 2****Making a Difference
pg. 3****Living in the Now
pg. 4**

I hope you feel
things you never
felt before,

I hope you meet
people with a
different point of
view,

I hope you live a
life you are proud
of

And if not

I hope you have
the strength to
start over again!

FROM THE DESK OF AL STOVERINK — TRUST TO TALENT

Life is full of circles. Some days it seems that all we do is go in circles. This is ok as long as we are not just staying in one place “spinning our wheels”. Circles are in fact a critical pattern of change and development that keep us moving forward. For example, within our FM organization we should always be thinking in terms of a “circle of communication” rather than just the traditional supervisor/subordinate chain of command. Also, we should be “circling” our communications outside of our internal group or work team so as to build better working relationships and share information so everyone is operating from the same page with full trust in each other. When we think in terms of the Journey To Excellence, there are really two circles that particularly affect our ability to continuously move forward and stay on the right road. These two circles are known as the “Whole Person Paradigm” and the “Four Imperatives of Great Leaders”. A paradigm is the way we look at things based on our past experiences in life. An imperative is something that is

vitaly important and essential.

The whole person paradigm recognizes that human beings are not things that must be motivated and controlled. Instead, people are seen as four-dimensional—BODY, HEART, MIND, AND SPIRIT. Think of a circle with the center filled with something we call SPIRIT. On the outer ring of the circle are 3 segments: MIND, HEART, and BODY. The wheel is constantly turning with the mind, heart, and body revolving around the spirit.

This spirit determines choices made by each of us as to our level of engagement. Levels of engagement range from rebellion, quitting, malicious obedience, and willing compliance on the bottom, up to and including cheerful cooperation, heartfelt commitment, and creative excitement. Our goal is to have all staff engaging in the upper levels. If our spirit is down, then our level of engagement is going to tend to slide into the trough at the bottom.

To keep this from happening we need to constantly nourish the body, heart, and mind of each other and ourselves.

The 4 Imperatives of Great Leaders are represented also by a circle, this time with TRUST in the center and the ring of the circle segmented with the following: CLARIFY PURPOSE, ALIGN SYSTEMS, and UNLEASH TALENT.

TRUST is at the center because without it, people become things to be manipulated, engagement sinks the lowest levels, and our effectiveness as an organizational team is derailed. CLARIFY PURPOSE means we all have a clear understanding of our individual and team mission—particularly, what are our WILDLY IMPORTANT GOALS (WIGS). ALIGN SYSTEMS means having processes and procedures that are efficient and help us achieve the WIGS, rather than being bureaucratic obstacles. UNLEASH THE TALENT means giving others and ourselves the freedom and space to be innovative, to do more than we have previously been asked,

(Continued on Page 3)

Do what you can
with what you have
right where you are
-Theodore Roosevelt

Life is wonderful,
Life is horrible,
Life is great,
Life is awful,
Life is challenging,
Life is a piece of cake,
Life is unfair,
Life is beautiful,
Life is ugly,
Life is tough,
Life is easy...
In reality,
Life is whatever you
make it.

FM Voice Contributors:

- Al Stoverink**
astoverink@astate.edu
- Allison Jordan**
ajordan@astate.edu
- Norma J. Bell**
njbelle@astate.edu
- Cleotis M . Williams**
cmwilliams@astate.edu
- Helen McCoy**
hmccoy@astate.edu
- Jon Carvell**
jcarvell@astate.edu
- Hannah James**
hjames@astate.edu

Special Contributors:

- Chris Earnhart**
- Francisco Cofre**

WELCOME OUR NEWEST EMPLOYEES TO FM

As important as what you do is the enthusiasm with which you do it— J. J. Goldwag



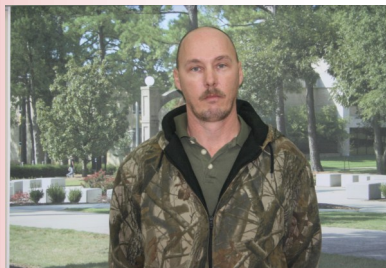
Chris Bateman

Custodial



Cathy Bartman

Custodial



Jessie Floyd

Skilled Trades



Laken Daniels

Custodial



Rhonda Keith

Director of Business Services



Richard Huddleston

Skilled Trades

(Continued from Page 1)

to do different things that tap into latent talents, and to function ultimately at our maximum potential.

The above is based on and largely taken from Steven Covey's training manual titled LEADERSHIP—Great Leaders-Great Teams-Great Results—FOR THE PUBLIC SECTOR. As we continue forward on our Journey To Excellence we will be focusing on these principles and implementing actions that will release all the talent that may be latent within us individually and as an organization. Our goal is to be at a high level of engagement so we can best achieve our most WILDLY IMPORTANT GOALS.

Don't Quit – Author Unknown

When things go wrong as they sometimes will,
 When the road you're trudging seems all uphill,
 When funds are low and the debts are high,
 And you want to smile, but you have to sigh.
 When care is pressing you down a bit.
 Rest, if you must, but don't you quit.
 Life is queer with its twists and turns
 As every one of us sometimes learns.
 And many a failure turns about
 When he might have won had he stuck it out:
 Don't give up though the pace seems slow -
 You may succeed with another blow.
 Success is failure turned inside out -
 The silver tint of the clouds of doubt.
 And you never can tell how close you are.
 It may be near when it seems so far:
 So stick to the fight when you're hardest hit
 It's when things seem worst that you must not quit.

Change Your World – Brian Tracy

You cannot change the world,
 But you can present the world with one improved person
 -Yourself.
 You can go to work on yourself to make yourself
 Into the kind of person you admire and respect.
 You can become a role model and set a standard for others.
 You can control and discipline yourself to resist acting
 Or speaking in a negative way
 Toward anyone for any reason.
 You can insist upon always doing things the loving way,
 Rather than the hurtful way.
 By doing these things each day,
 You can continue on your journey
 Toward becoming an exceptional human being.

***Making a difference...* by Francisco Cofre (Move and Events Crew)**

There is no doubt that my work as part of the "Move and Events" team at Facilities Management is one of the most entertaining, insightful, and dynamic employment opportunities available at ASU. The daily routine in my job is fascinating because I don't have a daily routine; every day is different than the previous, and brings new opportunities. My team and I make a difference; together we help the University move forward. At the same time, the university makes a difference to us as well. It is this dynamic that I cherish most.

On one day we start by moving a one-hundred year old piano from the old theater in Wilson Hall to the furniture storage room so that the theater can be remodeled into a much needed state-of-the-art auditorium. Then, we carefully deliver the brand new laser equipment from Central Receiving to the laboratories at Physical Sciences – with these digital technologies, the studies of physical sciences will move into totally new dimensions! Next, we take a trip to the museum to retrieve old Indian "stuff" for an exhibit at the library salon so that the present and future generations do not forget about our heritage, and take past traditions and practices into account as we craft a new and better future. Thereafter, we transport brand-new x-ray equipment to the Medical Sciences lab so that all of our students and their future patients will benefit from the new technology at hand.

Another day begins by helping prepare the stadium for the big game on the weekend – an event we all look forward to; an event for which the entire community comes together and shares and celebrates with us the spirit of the Red Wolves. Then, we swap out the computers at an entire lab with better and faster machines. Next, we deliver printing paper to this office and then to that office because although we have just installed solar powered recycling bins and are moving into an (hopefully) ever greener stage, we still rely on print products, as our academic and administrative offices need them to move the university forward, to support learning and assessment, and to issue formal documentation. My team and I collaborate, work hand-in-hand,

(Continued Page 4)

(Continued from Page 3)

and take all necessary measures to ensure that each delivery and pick-up occurs in a timely and safe fashion (to protect the freight and us!). We focus on our work and know we make a difference. At the same time, we thrive, too, as we enjoy the opportunities to meet, converse, and network with the beautiful, diverse and multifaceted people that make up the staff, faculty, and students of this fine university. From busy secretaries in every office, young people from all regions in Arkansas and those just arrived through International Programs from remote locations of the globe, with names that seem unpronounceable and beautiful accents that make one dream of distant lands while cherishing our home. This type of dynamic is not found everywhere – it makes my job at Facilities Management truly unique.

UPCOMING EVENTS

Open Forum— March 29 at 11 a.m. in the FM Wolf Den

AVC Board Meeting— March 28 at 12 noon in FM Conference Room

2012 Custodial Training Institute May 30 8 a.m.-5 p.m. at the Convocation Center

FM Public Auction May 5

FM Softball game May 18 (Sign up sheets located at Work Order Center, Warehouse, Custodial, Grounds and the Front Office)

Please see Norma if you would like to be a contributor to the FM Voice Newsletter

Live in the NOW— by Chris Earnhart (Move and Events Crew)

Live in the now: I am sure that most of us have heard this statement at some point in our lives and may or may not have given it much thought or even really understood the meaning behind the words. For most of us our day to day lives consists of getting up , maybe getting the kids ready for school, driving to work then just going through the "motions" until the clock strikes and it's time to go home or attending to any other obligations that are an inherent part of ourselves and family. I think that it's safe to assume that a lot of people just set their controls on auto pilot and drift along in hopes to make it through the sometimes "stress" of the day without going crazy or trying not to deal with "those" people who really get under your skin. This is the most common problem in our society. We have become so burnt-out that we have become stuck in a loop of day to day grind and without most of us knowing it. This has greatly reduced the quality of life that we were blessed with. It's easy to point a finger at outside things that we think are the cause of these problems-- like a boss, a coworker or any other external thing in our lives that we believe is holding us back or keeping us from being happy but we are doing nothing but lying to ourselves and fueling the fire of our own suffering and ignorance. It's easy to blame others and not ourselves, this is simply being human. But being human is so much more than just going to work and trying to amass material things.

Not saying that work is not important and that wanting to have nice things or make more money is wrong because it's not. It is the intent that is put behind these things that make them a healthy way to work and live or an unhealthy way. Being human is about striving to be more on the inside; more than just a worker or a "bread" winner. It's about the connections that we make with ourselves, our environment, our family and friends and the meaning and the deep understanding that goes along with them. The purpose in life and the challenge is to BE AWARE of yourself at every moment in all that you do. Life is full of great things and most of the time if you can forget what you think you know and just breathe and be in the moment then life will surprise you . It is important that YOU be the change you wish to see in the world. Pain and suffering exist in the world because it exists in all of us but so does joy, peace and happiness. So in order to improve the world we have to improve ourselves, this means getting rid of our hate and anger that we might have and projecting kindness and awareness into the world. Be here be now! Learn to love yourself and in turn you love others because any negative thing you can say or point out about others is only there because you have all the same faults so why hurt ourselves? Live an aware and insightful life and be free.

Live without pretending

Love without depending

Listen without defending

Speak without offending!