

Matrix MESSENGER

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The real art of conversation is not only to say the right thing in the right place but to leave unsaid the wrong thing at the tempting moment.

-Dorothy Nevill



HR Q&A

Do you have a question about a personnel policy, benefit, or the company? Just submit your question to: hr@cleanforhealth.com

Lynn Domboski, Our Director of Human Resources, will be delighted to help by answering your question. Plus, if the answer to your question is published in our next newsletter we will pay you \$10.00.

We are committed to helping you by keeping the communication lines open.



Tips from HR

Manager's Mentor

These days you need all employees to be thinking creatively. Here's how to let your people know that you're open to their innovative ideas:

- **Create a culture that's diverse and interactive.** Innovation thrives in an environment of people with different perspectives, all working together toward a common objective.
- **Learn to tolerate risk.** Failures are part of the process. Be sure you and all your employees recognize them as learning experiences.
- **Reward people.** Show your appreciation, both to individuals and to the group as a whole. Praise them for taking chances and thinking creatively. Share in the financial benefits of success.
- **Support learning and development.** Every employee—even you—should continually learn more about your products, services, processes, customers, technologies, and industry. Only a fully informed and educated workforce can innovate successfully.
- **Never stop innovating.** Innovation doesn't really have a beginning and end. It requires constant dedication and renewal. Work with your people to sustain a constant effort toward improvement.



Employee Recognition

The following employees were recognized by our client for their exemplary service during the month of August:

**Dave Fowler, Alf Meadows, Jim Mounts, Morris Lasky,
and Denny Lusht, Supervisor**

Compliment from our client:

"Please extend my thanks to Denny and his people that did the cleaning late Monday night at the back/lounge room. The floor is all clean and shiny (must have been waxed), smells really good and all corners were scrubbed clean. I talked to Denny quite a few times leaving some instructions on the cleaning part and they carried them out perfectly. Thank you for providing the great service you do on a continual basis."

GREAT JOB!

Grins & Giggles

Groan if you've heard these:

Who can resist a good pun—or a terrible one? Here are a few guaranteed to make you crack a smile:

- She was only a whisky maker, but he loved her still.
- What would you get if you threw a hand grenade into a French kitchen? Linoleum Blown-apart.
- He wondered why the baseball kept getting bigger. Then it hit him.
- How does a backward poet write? Inverse.
- Don't join dangerous cults: Practice safe sects.





Safety

Avoid Strains When Lifting

You don't have to be a dock worker or furniture mover to worry about back injuries. Lifting even a moderate weight can strain your back and cause a painful injury unless you're careful. Here's some advice for safe lifting:

- **Check the load before lifting.** Give the package or box a light push to test its weight. Make sure the contents are packed securely so they don't shift while you're carrying it.
- **Knowing where you're going.** Don't carry a heavy box blindly. You might trip over an unseen obstacle or run into someone who's not paying attention. Map out the safest route in your mind ahead of time to save time and avoid accidents.
- **Warm up a little.** Stretch your legs and back before trying to move anything heavy.
- **Lift with care.** Don't jerk the package up—lift it slowly and smoothly. Face the object, squat, and use your legs to bring it up. Keep it close to your body—reaching forward to pick it up can cause injury. And be sure you have sufficient space to make a safe lift.
- **Carry with care.** Don't rush, and look around as you walk to avoid obstacles. Carry the load between your waist and shoulders for less strain on your back muscles. Turn with your whole body—don't twist at your waist.
- **Ask for help.** Don't try to prove how tough or strong you are. When something is too heavy to carry on your own, ask someone else for help.



Better/Faster Proven Techniques for Persuading all Kinds of People

Persuasion is a skill you need every day, whether you're negotiating a big business deal or telling your children to eat their vegetables. Try these techniques for influencing people of any age in any situation:

- **Use their names.** People love to hear the sound of their own names. Just don't overdue it. For a new acquaintance, make sure you're pronouncing it right, and don't use it unless you've established some sort of rapport.
- **Use action words.** You've got to ask for the response you want. Don't ask someone to "try to" do something, or to "think about doing" it, if you need him or her to do it now. Be direct without being pushy.
- **Get your foot in the door.** You don't have to lead off with the main point. First get the other person's attention, and then apply some persuasive techniques: offering an additional benefit, changing your request to what you really want, or letting them turn you down now so he or she will be obligated to agree later.
- **Build a strong bridge with good questions.** Good questions help you build rapport with other people. In addition, they can motivate others to listen to what you have to say.
- **Don't be afraid.** Many of us avoid asking questions because we don't want to reveal our ignorance. Remember that most people are happy to talk about what interests them. Don't pretend you know more than you do. Be sincere about wanting to learn.
- **Explain why you're asking.** Don't confuse people about your agenda. You may just be curious, or you may have something specific in mind. Let them know what you want, and why, so they can respond honestly.
- **Phrase your questions carefully.** You probably know about open versus closed questions. Closed questions seek a yes-or-know answer; open questions are more exploratory. Beyond that, think about whether you want facts or opinions, and ask questions designed to elicit the right answer.
- **Be careful with "why?"** When you're just seeking information, "why" can be a good question to ask. But if the situation is likely to become emotional, be careful. "Why did you do that?" can backfire if the other person already feels defensive.
- **Follow up.** Don't let answers just hang there. Two of the best follow-up responses you can pose are, "What do you mean by that?", and "Give me some examples."



GREEN TIP OF THE MONTH

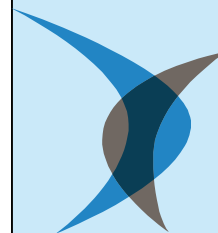
REDUCING WASTE – Reduce paper usage (email vs. hard copy) – Reduce water usage (shorter showers and turn water off when shaving and brushing your teeth) – Reduce fuel usage (plan ahead and do more in every appointment or trip you take and also share rides on the weekend) – Reduce Electricity (turn up the thermostats, turn off lights, grill outside rather than cook and do larger loads of laundry) -- **EVERY EFFORT COUNTS.**



At Your Service

Always bear in mind that your own resolution to success is more important than any other one thing.
-Abraham Lincoln

One cannot get through life without pain... what we can do is choose how to use the pain life presents to us.
-Bernie S. Siegel



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