



The FiDO Tip Sheet



April 2002

Welcome

to the new “FiDO Tip Sheet”, an abbreviated publication, which will be published quarterly, in between the full semi-annual FiDO Spec Sheet Newsletter. If you have any requests for topics to be included in the FiDO Tip Sheet or to let us know of personal achievements, please call Dianne Cahill at 233-0202. ENJOY!

Recent Additions to the FDO Team

Welcome to the following employees hired between January and March, 2002: **Gladys Hall**, Property & Real Estate Management; **Dana Wilhelm**, Capital Improvements; **Charles Miller**, Communications; **Eric Johnston**, **Sean Chin**, **Richard Weisinger, Jr.**, Facilities Management; and **Brandon Kemp** and **Ken Proctor**, Fleet Management.

Advice for New Employees

Whether you’ve recently started with the County or taken a new position within FDO, you might want to consider this advice from career consultant Bill Kirchhoff:

- The first 30 days on your new job are the most important. It’s when you make an impression – good or bad – with your boss and co-workers.
- Learn as much about the organization and your position as possible, ask about the Mission Statement and FDO’s Ten Steps to Quality.
- Pay attention to the culture of the company or the new department.
- Establish and display a positive “can-do”

attitude as soon as possible.

- Don’t complain or make comparisons to how things were done at your last job.
- Avoid gossip and office politics.

(Source: Ideas Unlimited for Editors, 9700 Philadelphia Court, Lanham, MD 20706-4405)

Tips of the Month

- **Print out e-mail** when you receive a long, technical or complex message. For most people, hard copies are easier to absorb.
- **Keep projects low-stress** by recording follow-up prompts in your planner until the issue is completed.

(Source: Adapted from The Organized Executive, Briefings Publishing Group, (703)518-2343.)

Turn negatives into positive action

“Learned optimism”– the ability to interpret negative events in positive terms–can boost your productivity. *To give yourself a mental edge:*

- **Devise three solutions** to any problem. By forcing yourself to identify a trio of options, you leave less time for anxiety. You’ll also gain momentum by seeking more creative solutions.
- **Reframe upsetting situations.** That’s better than allowing your mood to deteriorate. *Example:* Replace thoughts of “That customer was so rude” with “That person must really be having a bad day.”
- **Embrace each challenge** on its own terms. Don’t assume problems are here to stay or that negative, unbreakable, patterns must block

your success. (Source: *Communication Briefings*, 1101 King St., Ste. 110, Alexandria, VA 22314)

Kudos

to the following employees from their customers: **Lawson Atchison, James Buttocio, and Cynthia Huggins**, Fleet Management; **Ted Simmons and Barbara Wheeler**, Property & Real Estate Management; **Taleca Bradford, Bill Clabaugh, Sophia Dang, and Elizabeth Thorpe**, Communications; and **Jack Abhau, Jan Maese, Alonso Toro, Chuck Stencil, and Buster Ulmer**, Facilities Management.

Supervisors - Think About This

Here are a few tips to supervisors which will not only make you a better supervisor but improve the Department. Employees can benefit by expecting supervisors to be looking for employees willing to help FD&) grow and improve - are you one of them?

Don't "peter principle" your people: Keep your employees doing what they are good at and give them other things to do. It taps their unknown resources. When the work load gets too heavy, they're smart enough to find help.

Give autonomy: You can't develop leaders unless, at some point, you let them lead.

Give room to err- but not twice: You can't blame people for taking risks and failing, that is part of the learning process. If they make the same mistake twice, you have failed also.

Let the employees think it's their idea: If there is any doubt about who deserves the credit for a success, let your people take it.

Step down so they can step up: You must be in the constant process of shedding certain responsibilities. When those responsibilities

are turned over and someone else now has that job, it needs to be theirs because that is the only way your people can step up and grow.

(Adapted from Mark H. McCormack: *"What They Don't Teach You At Harvard Business School"*)

Personal Achievements

Bravo to **Hector Pazos** on receiving his air conditioning contractor license.

Promotions

Congratulations to the following employees receiving promotions between January and March, 2002: **Jim Rohweller**, Facilities Development & Operations; and **Richard Helton** and **Danny Racette**; Facilities Management.

Computer Help

The IT/Automation group has provided useful information such as Work Request Form, Tips and Tricks, and Maximo Information on the FDO intranet website. To access the site type in <http://pbc/fdo/Communications/IT.htm>

The Work Request Form is required when requesting computer technical support. The link to this form is http://pbc/fdo/Communications/IT_WkReq.htm.

Useful computer tips and tricks such as Windows Maintenance & Troubleshooting, downloadable instructions on How and Where to Save Files, and Computer Keyboard Shortcuts can be found at http://pbc/fdo/Communications/IT_Tips.htm.

Maximo Tips & Tricks and Manuals are available for you to download at http://pbc/fdo/Communications/IT_Maximo.htm.