



People & Solutions, Inc.

A Newsletter

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Planning...The Basics

Always make plans. Even if things in your life seem to change constantly, making plans will give you a stronger sense of control.

Planning also involves evaluating different alternatives -- thus providing you with fallback options in case things change.

"Making the Most of Change" by Roz Turner

"DUST IF YOU MUST"

Dust if you must,
But wouldn't it be better
To paint a picture or write a letter,
Bake a cake or plant a seed,
Ponder the difference between want and need?

Dust if you must,
But there's not much time,
With rivers to swim and mountains to climb,
Music to hear and books to read,
Friends to cherish and a life to lead.

Dust if you must,
But the world's out there
With the sun in your eyes, the wind in your hair,
A flutter of snow, a shower of rain.
This day will not come 'round again.

Dust if you must,
But bear in mind,
Old age will come and it's not kind.
And when you go - and go you must -
You, yourself will make more dust.

Author Unknown

“UNDERSTANDING YOUR OWN PERSONAL POWER WITH OTHER PEOPLE”

Kids need unconditional acceptance in addition to praise for performance. Praise and criticism, based on what the child does, are designed to support or modify behavior.

Equally important: Affection and acceptance of children, not because of what they do, but simply because they are.

Key Lesson: Love is not purchased with performance or bartered for behavior -- it is freely given to all family members.

"ACHIEVING EXCELLENCE WITH CUSTOMERS"

THREE THINGS NO CUSTOMER LIKES

ROBOTISM -- "Thank you, have a nice day -- NEXT." The worker who puts every customer through the same program with the same motions and never a trace of warmth or individuality.

RULE BOOK -- This employee puts the organizational rules above customer satisfaction and is not allowed to make exceptions or use common sense. They seem to do everything possible to eliminate all traces of human thought and judgement.

RUNAROUND -- "We don't handle that here, you'll have to call so-and-so" Airline people have made this into an art. The ticket agent tells you the gate people will take care of it and the gate people tell you to see the ticket agent when you get to your destination.





"Communicating Effectively With Everyone"

Managing Differences
Through Effective Communications Skills

-Listening is more than hearing!
-Talking is more than words!
-Seeing "eye to eye" breaks down barriers!

Good communication depends on more than effective speakers. You need effective listeners, too. Good communication is about the quality of the connection between the *senders* and the *receivers*.

This workshop uses the "*What's My Communication Style*"™ learning instrument to help you explore, understand, and improve your communication skills as you:

- Discover your natural way of communicating
- Learn to develop your listening skills
- Learn how to overcome communication barriers
- Learn how to increase trust and reduce conflict
- Create a common language for:
 - problem-solving,
 - team effectiveness, and
 - improved relationships.



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SPECIAL SCAM ALERT

- Camera-equipped cells phones now are a favorite tool of scam artists.

Scammers in restaurants and convenience stores have taken to using the devices to snap pictures of credit cards in order to get account names and numbers. It takes less than one minute to photograph a credit card and transmit the image locally and even overseas.

In addition, cell phones capable of shooting short video clips are being used to transmit personal identification numbers (PINs). Scammers stand near automated teller machines (ATMs) and use the zoom lens and automatic focus to record this information as you enter it. Once they have a picture of your card - your name and account number - and a video of your pin, they can easily access your account electronically.

Scam artists who have possession of a credit or ATM card long enough to swipe it through a hand held scanner also can copy the magnetic strip.

Self-Defense: Stay with your credit or ATM cards - Don't let it leave your sight. When at an ATM, use one hand to shield the other while typing in your pin.

- Beware of Email messages from the Federal Deposit Insurance Corporation (FDIC).

Scammers have been sending a message, complete with the FDIC logo, saying that the Department of Homeland Security has advised the FDIC to suspend insurance on the recipient's bank account due to suspected violations of the Patriot Act (the US Antiterrorism Act).

The email asks the recipient to verify his/her identity, including bank account information, and provides a link to a bogus FDIC web site.

This is another attempt to gain sensitive personal data so that scammers can steal your identity...set up and charge credit cards in your name...and steal from your bank account.

Self-Defense: Don't respond to this email. If you receive such a message, contact the real FDIC at alert@fdic.gov, and **NEVER** respond to unsolicited email seeking personal information.