

Your Life GPS

A lot of people are excited about the new decade. They see the difficulties of 2009 as behind them and are optimistic about the future. When I asked a couple of my friends why they were so optimistic, they said “Because we have a whole year ahead of us – it’s exciting”.

I agreed, and then asked them what they were going to do with the year. They looked at me with a blank look, like I was from Mars. It seems, like many others, the initial excitement was there but the action to make their lives any better or different just hadn’t been thought about. So, I proposed the following **Goal Setting Plan**.

Goal setting is like programming your car GPS to

make sure you know where you are going and how you are going to get there. The initial plan may require some adjustments due to road closures or accidents or construction, then you just look at your plan and “recalculate the route” should things change or you take a wrong turn. The beauty of your **Goal GPS** is you have a direction and plan to reach what you want for yourself by the date you want to reach it.

Here are the steps to create your **2010 Goal GPS** for yourself.

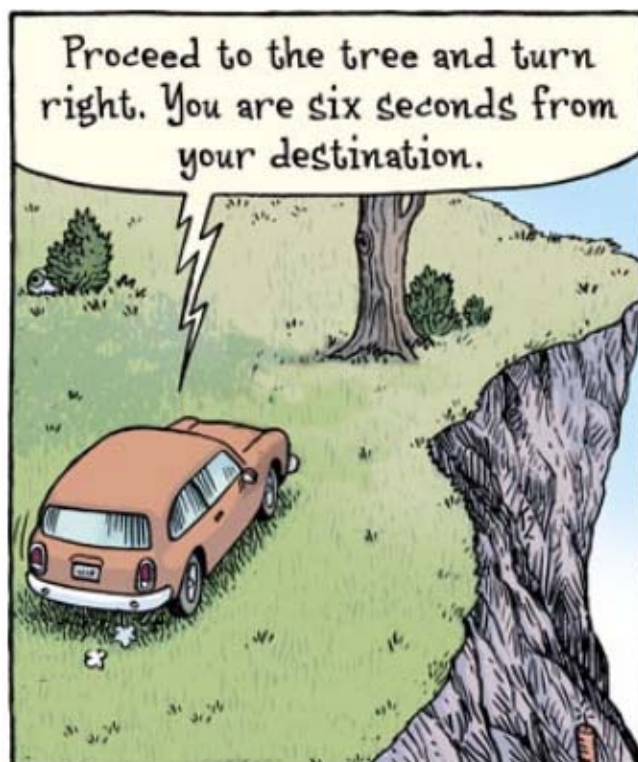
Imagine it’s Dec. 31st 2010, you are talking to your friends and you are so proud to say you have accomplished _____ (fill in the blank

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There Will Be Some Changes Made

We have all heard the stories of the Wild West, the shoot'em up, survival of the fittest society and how it gradually became civilized. Well the construction industry with its wolf whistles and its rough and tough characters has changed also.

With the **implementation of Bill 168** it will be a level playing field for all...no more bullying no more harassment or threat of intimidation. **Every worker will be treated fairly and with respect.**

If that is not the case, the **Ministry of Labour** will ride in on a big white horse and put all the bad guys in jail, or at least hand out some pretty big fines.

Over the years we have seen construction sites become safer and the days of going home with a jammed finger or a turned ankle and staying there with no pay until you could do your job again are gone.

Working dangerous hours in unsafe conditions, working around unskilled people with no training or having to work in an environment where your future health was at risk is **now a thing of the past.**

These are good things for everyone concerned. The employee, the employer and the customer... everybody wins. The same is true when we eliminate the actions of one or two people who's actions or attitude ruin it for everyone else. A **job site bully** is as intimidating as a school bully. Bullying takes our mind off the task we are performing, and that is dangerous. One thing we can all do is remember that it is im-

portant to be part of the solution and not part of the problem. Don't set yourself up to fail, don't put yourself in situations where tempers flair or egos are smashed. Each of us can search out ways to **work together** and think about social encounters the same way, as you would approach a physical task.

Lets all go home safe, feeling good about ourselves and our families. 



"The sheriff wants us to 'text' up a posse."

"Electricity is just a fancy word for wires."

Hannah Thompson—4th Generation

“GPS” (Continued from page 1)

for yourself); for example a 2 week trip to Vancouver, an increase in sales by \$_____, you learned a new skill, spent more time with your kids, you are ___ pounds lighter and fitter. You decide on the goal.

What could you do over the next 12 months that if you did it would make a difference in your life?

Once you decide on your goals, you need to put the Action Plan in place to make it happen. A lot of people like the **S.M.A.R.T.** goal method of creating your plan.

S- Be SPECIFIC on what you want to accomplish. Describe it in detail, what does it look like, what benefits do you get for having accomplished it, how would it make you feel to have accomplished it. Be sure to describe it in as much detail as possible, so every time you think or look at the goal you can get the pleasure of what it will be like when achieved.

M – Make it MEASURABLE. By putting measurements to the goal you can track your progress towards its success. For example; work out 3 times a week, make 3 new customer calls per week, network with others at 2 industry meetings per quarter, put \$50.00 in the bank per pay check for the vacation .

A – ACHIEVEABLE. Make sure you are setting yourself up for success. If you want to lose 25 pounds, then break the loss down into 2 pounds per month. Don’t expect to remain healthy and lose 25 pounds in 3 months. If you want to increase customer recommendations for your work, look at what got you recommendations in the past and how can you service them so they give you more. Better still, ask them what you would need to do in service, quality-wise so they would be willing to give you a reference.

R- RESULTS ORIENTED There must be a concrete result from your efforts to motivate you to achieve your goal. The bathroom scale shows the weekly and monthly loss...there are happier customers and fewer complaints...you learned basic French and new words every week along with your kids.

T- TIME BOUND Actions in your plan must be completed regularly. They may be weekly, daily, monthly. You need to have regular objectives to track your progress and celebrate your success along the way.

When reviewing your achievements along this path to your goals - **Celebrate!** Pat yourself on the back for saving \$100.00 each month for that dream trip...show the customer reference letters to your office buddies...have a (light) beer with your friends to celebrate losing five pounds. **Appreciate** yourself for creating a goal and plan and working towards it daily.

And when the road washes out unexpectedly, realize it is just a temporary thing, not the whole thing and get back on the right road as soon as possible. Relook at your goal. Look at the plan and remind yourself why you are doing this. The benefits will become clear and reinforce your trip.

Two of my friends took up the challenge with me to create a great year in their work and their life. I’m cheering them on and expect to celebrate a great year for them as well as myself come December 31st.

How about you? 

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How Do Customers Find Out What We Have to Offer?

How do the customers find out what we have to offer? How do they know that they should hire us for the best value? Who tells them they made a good choice? How do they know where to go for service and warranty?

The answer to all these questions is **THE SALES DEPARTMENT**, of course. So who is in our sales department? Everyone. If you meet the customer for the first time or if you are the cleanup guy on the site you are part of Thompson Electric's Sales Department.

All too often we associate sales with pushing something on to someone that they do not want or need. The stereo-type pushy salesperson that does not listen and sells you something that does not work and you can not afford. The one who is never around long enough for us to go back to.

That is not what real sales are. Real sales are to provide the proper information in a manner that the consumer can understand and appreciate. Real sales are helping the consumer make the right decision for them and then being around to stand behind the product. Real sales is knowing your product and what we do best. It knows what the customer needs and can afford. Real sales are providing the information, the infrastructure the

trades people together with the right materials to do the job on budget and on time.

So who are the sales people...the Electricians, the Apprentices, the Estimator, the Owner...the office Staff? The real sales people are all the folks, both on and off the scene, that keep the clients coming back and not just for warranty. For new services, for new and innovative ideas, for practical solutions and for good service at the right price.

Let's say potential client calls the office for an estimate and the person on the telephone is having a bad day. Does that client feel they were well served by calling our number? Let's assume that an appointment is booked and the Estimator fails to show up, or the estimate does not reach him for a week or two. **What does that say to the client?**

So we are fortunate enough to win the bid and we send out a Foreman to lay the job out and the information that he has is not what the Customer wanted, or the Foreman can't get a crew to do the job on time. **What next?**

The crew arrives and the Electrician and the Foreman are having an argument about where to start

(Continued on page 8)



Bulletins

Interconnecting Solar Power Systems

One of the critical requirements when interconnecting electric power production sources is the use of a grid-dependent inverter certified to **CSA C22.2 No. 107.1-01** “General Use Power Supplies”. Where inverters approved for grid interconnection are used, the anti-islanding feature will automatically isolate the solar panels from the supply authority upon loss of supply authority voltage. However, various supply authorities and inspection authorities insist on enforcing **Rules 84-022** “Disconnecting means – Supply authority system” and **84-024** “Disconnecting means – General” because they do not want to rely on the electronics, and because of the concern that even a small generator can magnetize the distribution transformer primary, resulting in a hazard to linemen.

(excerpt from *Electrical Business*, April 2010)

Overhead High-voltage Lines in the Vicinity of Buildings

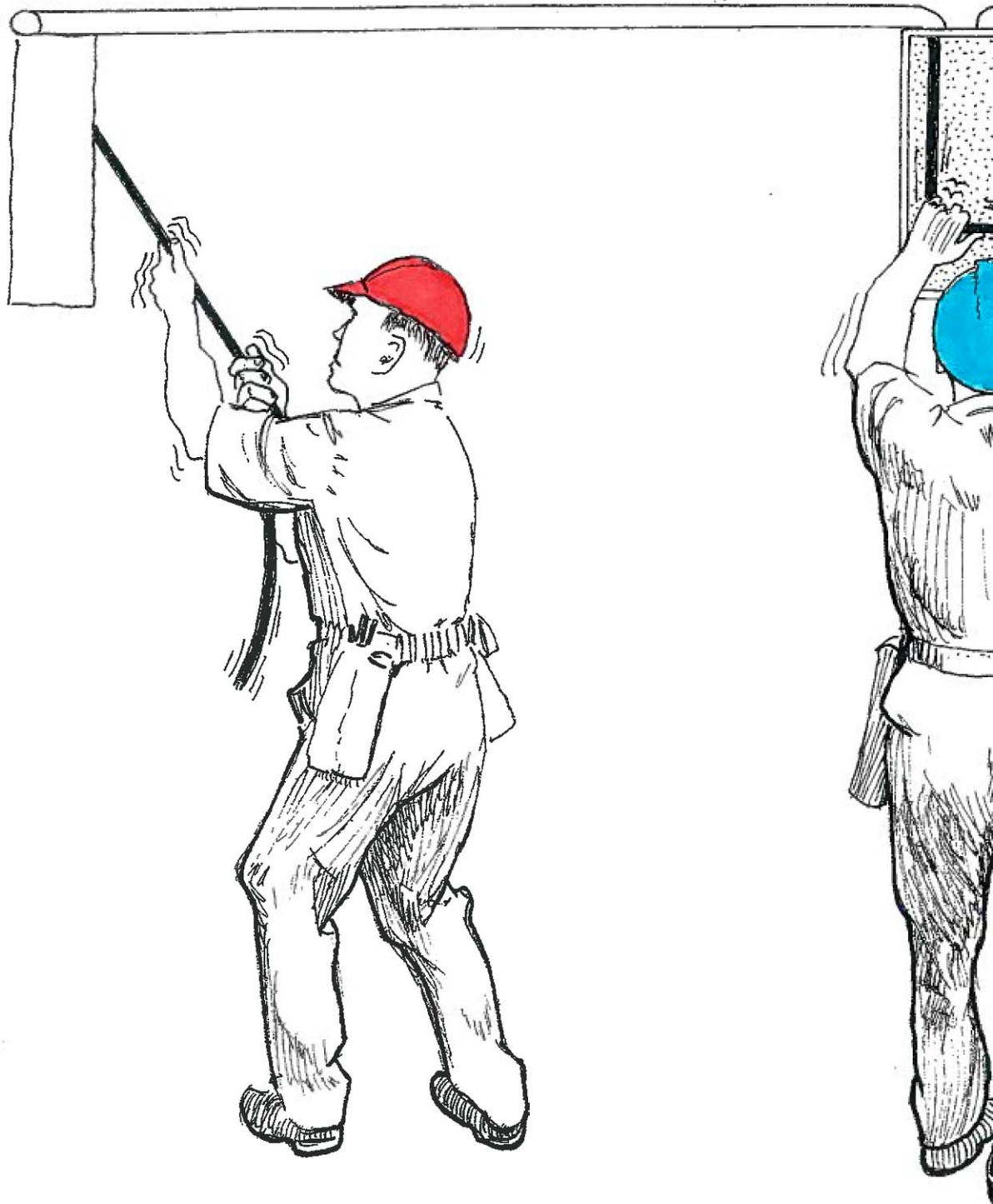
Serious electrical accidents are often caused by contact with high-voltage lines above 750V near buildings and other structures. **Rule 36-110 and Table 33** specify the minimum clearances between overhead lines and buildings as follows:

- Up to 46 kV = 3 metres
- Above 46 kV up to 69 kV = 3.7 metres

These clearances are far too narrow. The health and safety regulations in most provinces and territories specify limits of approach to overhead lines for unqualified persons. It is often impossible to carry out repairs or maintenance on buildings without violating such regulations, unless some kind of cover is provided. The **CSA-C22.3 No. 1** standard for the installation of overhead lines includes the provision that other requirements and regulations must be considered when applying the clearances specified in the standard. Our electrical code should have a similar provision. The minimum clearances between primary lines and buildings should also be increased to a minimum of 5 metres (which would encourage them to be installed underground).

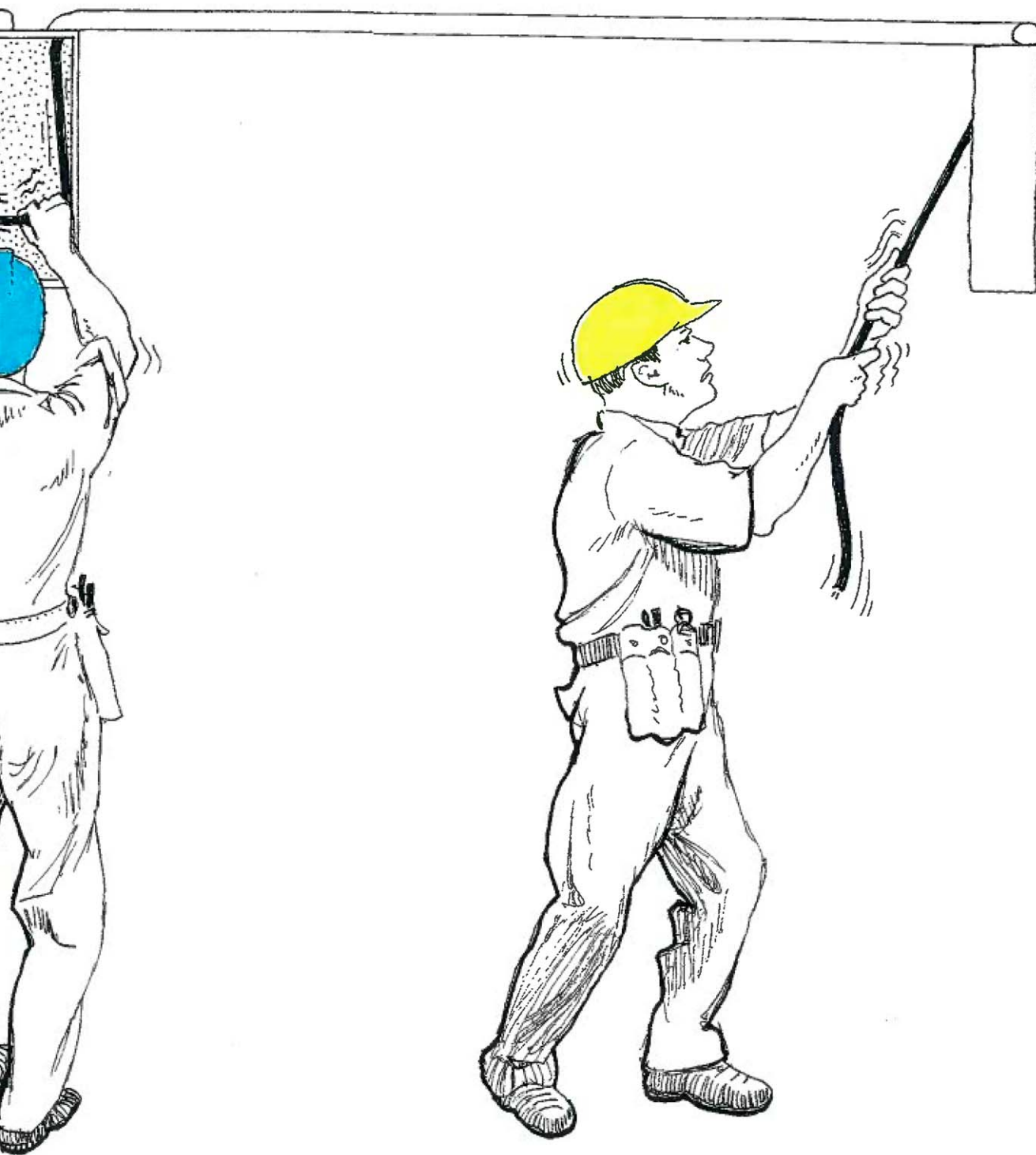
(excerpt from *Electrical Business*, May 2010)

Let's all pull i



"Coming together is a beginning, keeping
quote by Henry Ford (American Industrial

in the same direction



together is progress, working together is success"

ZUBER


(ist)

“Customers” (Continued from page 4)

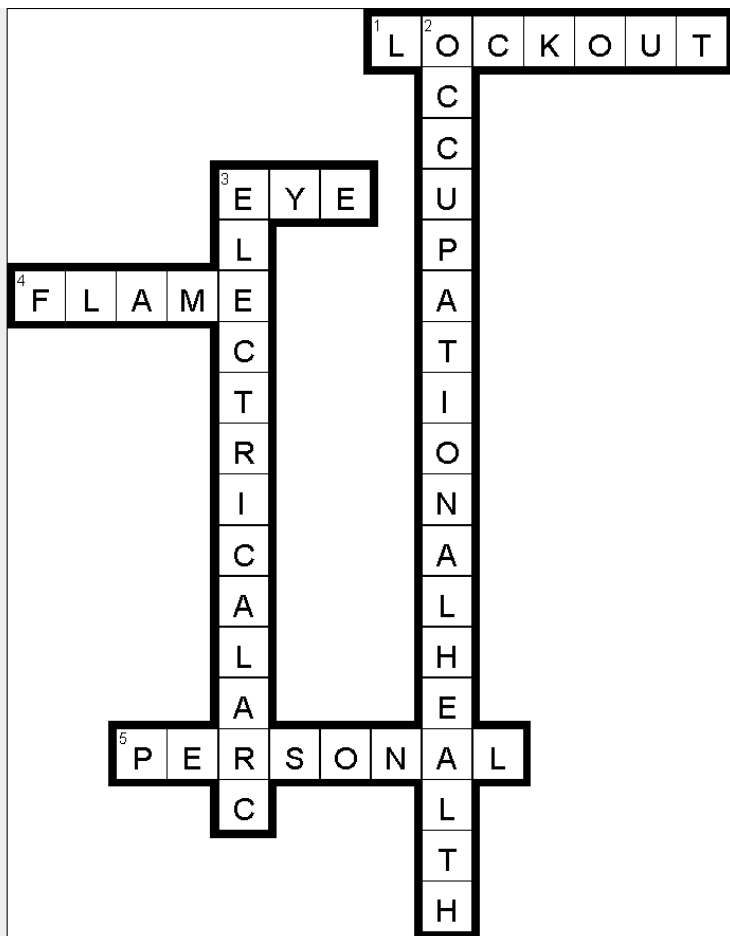
on the job, or the Apprentice leaves a huge mess and the electrician does not take the time to fix the problem. **What then?**

The job finishes and the bill comes late and is much more than the quoted price. What opinion will the Client have? The client calls about a small thing on the job and the crew or Forman does not get back to them, or the office staff in-

sists the client is wrong. **Where do we go from there?**

Every person on the staff must be aware that it is the client’s willingness to spend their money with us that insures our job. It is the client that ultimately dictates the long-term success of the company. If we fail to realize that only through working together to please the client can we have any job security, then we may as well go home right now and start to complain about the shortage of employment in this province. 

Here are the Answers to Last Month’s Crossword Puzzle



Across

1. Isolation of circuit
3. Safety glasses are used for _____ protection
4. F.R. stands for _____ Resistant
5. P.P.E. stands for _____ Protective Equipment

Down

2. OHSANAL stands for _____ Safety Act
3. Short circuit through air

An Old Farmer's Advice



Your fences need to be horse-high, pig-tight and bull-strong.

Keep skunks and bankers at a distance.

Life is simpler when you plow around the stumps.

A bumble bee is considerably faster than a John Deere tractor.

Words that soak into your ears are whispered...not yelled.

Meanness don't jes' happen overnight.

Forgive your enemies; it messes up their heads.

Do not corner somethin' that you know is meaner than you.

It don't take a very big person to carry a grudge.

You can't unsay a cruel word.

On The Job



LATEST CONTEST WINNERS

Congratulations to Matt Oomen, Fraser Pipe and Pat Roantree.

Each wins \$50 CASH after being randomly drawn from all the correct entries from the last contest.

The correct answer was—
"OCCUPATIONAL HEALTH"
Thanks to everyone who entered.

Check out page 11 for this issue's contest details and your new chance to win \$50 CASH.

YOU COULD WIN \$50 CASH!

ANSWER THE FOLLOWING QUESTION FOR YOUR
CHANCE TO WIN:

**What is the correct answer
for question #3 in the cross-
word puzzle on Page 12?**

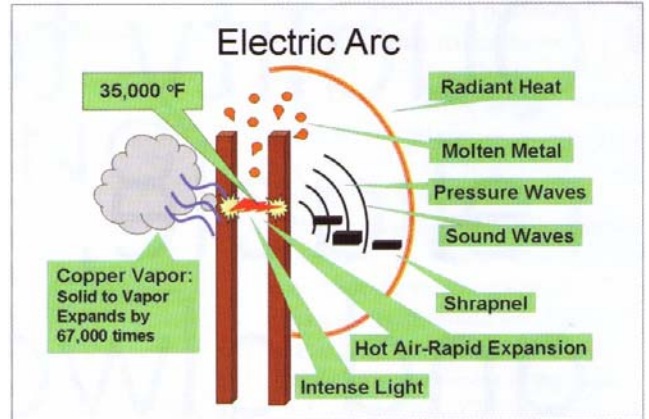
Winning is easy. Just **email, call or drop
off** your answer to the office. Three
winners will be randomly drawn from the
correct entries.

Phone: 613-387-3200

Email: enquiries@thompsonelectric.ca

*This contest is limited to employees of Thompson
Electric only. One entry per employee.*

**“Temperatures of an
electric arc can reach up to
35,000 degrees Fahrenheit”**



**...check out the rest of the
story in the April 2010 edi-
tion of *Electrical Business*
at www.EBMag.com**

No One Listens...Yes we do!!

Thompson Electric has a history of implementing changes to procedures that field electricians have recommended. We know that we all win when suggestions come from people on the job. We also know that you like to be recognized for your suggestions. So, the hat program is back for original suggestions. If you help to implement your suggestion, you and a guest go to dinner on Thompson.

Please fill in your suggestion for improvement below or email to us at:

enquiries@thompsonelectric.ca

My Suggestion is: _____

Name: _____

Job Site: _____ **Date:** _____



Back to the Books

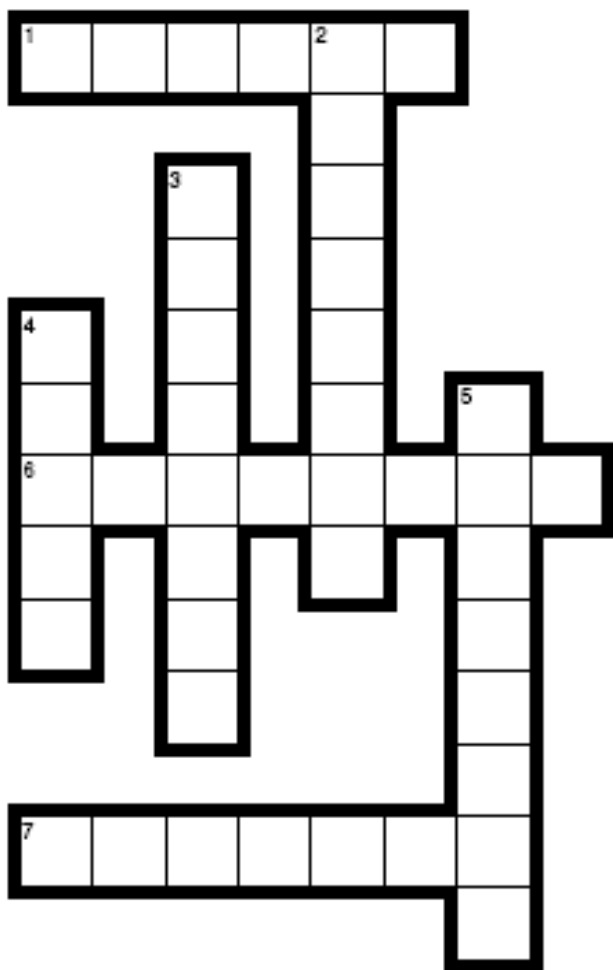


Joel Dijkema has recently passed his CofQ.

Andrew Gates, Josh Popplewell and **Steve Greenlees** have all recently entered the apprenticeship program.



Working Together



Across

1. Wearing the same _____ doesn't make you a team.
6. TEAM=Together Everyone _____ More
7. The whole is _____ than the sum of the parts.

Down

2. Teamwork is working _____ - even when apart.
3. No one can whistle a _____. It takes an orchestra to play it.
4. None of us is as _____ as all of us.
5. There is no "I" in _____.