

PIPELINE

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COMMERCIAL/INDUSTRIAL/INSTITUTIONAL MECHANICAL CONTRACTORS

SUMMER 2012

Being A Part Of Piping Systems Is More Than Just Installing Pipe!

Recently, service manager Greg Brewer issued a challenge to his teammates: He would have his head shaved if donations of \$500 or more were raised by fellow team members for the organization Kids Kickin' Cancer. The Kids Kickin' Cancer Foundation (www.KidsKickinCancer.net) is a non-profit, volunteer-based organization dedicated to providing support to families whose children have fallen victim to cancer.



Greg Brewer before the haircut.



Greg Brewer after more than \$800 was raised for The Kids Kickin' Cancer Foundation.

On January 4, 2011, Ethan Bairos, at the age of 6, was diagnosed with leukemia. His parents, Emanuel and Debbie Bairos, were devastated. The Bairos family received an overwhelming amount of support from family, friends and members of the community. The generosity that they received allowed them the opportunity to spend much needed time with Ethan and his sister, Madelyn.

While in the hospital with Ethan, life still continued and bills started to add up. There were also added costs such as parking, gas and food expenses. When a child is facing a life-threatening disease, the world around seems to stop for the parents. Ethan's family knows firsthand how families are feeling when their child has been diagnosed with cancer. In April of 2011, they decided to start a foundation called Kids Kickin' Cancer that would help other families that have children with cancer.

To support this organization, the 2nd Annual Shaving of the Heads was held at Bishop Hendricken High School in Warwick, Rhode Island, on April 27th, where more than \$2,400 was raised. PSI team members' donations totaled over \$800 toward that total.

Greg says that his hair is now much easier to take care of!



Pauline and daughter, Megan.

Do you know what you will be doing on the weekend of July 27-29? Pauline Lally, PSI president and CEO, will be joining thousands of walkers in the Susan G. Komen Boston 3-Day. Pauline will be walking 60 miles over three days to demonstrate her determination to finding a cure for breast cancer.



Every 74 seconds, somewhere in the world, someone dies from breast cancer. Chances are that you know someone who has been affected by breast cancer. Pauline is part of a team named after her daughter, Miles for Megan. You can read

more about this worthy cause at www.The3Day.org. To donate, click on the "Donate" tab and enter the participant's name (Pauline Lally). You will be directed to her home page, which tells more about her story. Or, you can enter the team name, Miles for Megan, to donate to other members of the walking team.



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Smile! Take Pictures That Showcase Your Creative Talents

Photography has come a long way since the days of flash powder and darkrooms. Now that nearly everyone's cell phone can take pictures, anyone can be a photographer. But not everyone knows how to take a great picture (as too many fuzzy or poorly composed photos on Facebook can attest). Here are some tips for taking good pictures with a little flair:



Change your point of view. Take a picture from ground level, looking up at your subject. Or stand on a chair and point your camera downward. Tilt your camera (or phone) a little for a diagonal shot. Different angles are more eye-catching than the same old picture of Aunt Flo's face from three feet away.

Shift your subject's eyes. Ask Aunt Flo to look behind you, or in a different direction, to make your photo less of a mug shot and more of a character study. Hand your brother a prop, like a book or a toy, and ask him to look at that instead of your lens.

Take a series. A sequence of photos can tell a story or record a moment in time. Try adding one element with every new shot (start with a bride, and then have each bridesmaid come to stand behind her for every subsequent shot). Or photograph the same scene every day for a month to highlight what changes and what remains the same.

The True Test Of Any Decision

The success or failure of any decision is judged by what happens after it's carried out. If implemented poorly, even a good decision will be seen as flawed. Once you've put your best effort into making the right choice, take these steps to make sure your decision gets the impact it deserves:

- **Get the word out.** Even if you announce your decision in public for everyone to hear, be sure to communicate it widely so it sinks in. Distribute a memo or email that spells out what you've decided and why. Don't give anyone the chance to misinterpret what you want to do.
- **Assign roles and responsibilities.** Don't try to do everything yourself. Discuss who will be responsible for the actions required. Remind people what tasks they're responsible for and what their deadlines are. Make sure people aren't duplicating each other's work, and that no gaps are left between important steps.
- **Follow up.** Without regular follow-up, people will let things slide. Set up regular meetings to discuss progress. Ask questions, explore obstacles, and decide what aspects of your plan need to be changed, if necessary.

The Perfect Solution

An employer once offered the following scenario to some candidates for an important job:

"You are driving along in your car on a wild, stormy night. You pass by a bus stop, and you see three people waiting for the bus: One is an old woman who is obviously very ill; another is a close friend who once saved your life; the third is the perfect mate you've been looking for your whole life. What do you do?"

The options are obvious: You could pick up the old woman and possibly save her life; you could offer a ride to your friend to repay him (or her) for once having saved you; or you could invite your perfect mate because you may never find him or her again.

The best candidate gave this answer: "I would give the car keys to my friend and ask him to take the old woman to the hospital. Then I'd stay behind and wait for the bus with the person of my dreams."

How To Run A Productive Meeting

Contrary to popular opinion and "Dilbert" cartoons, meetings can actually be very productive—if you manage them effectively. Improve your meetings with these tips:

- **Decide what to accomplish.** Define the purpose of the meeting in one or two sentences. That way people know why they're present, what needs to be done, and how to know if the meeting is successful.
- **Set an agenda.** List the issues to discuss, review or decide. Your agenda should include firm starting and ending times, as well as estimates of time for each item under discussion.
- **Start on schedule.** Don't wait for latecomers; if someone is late, don't go back and review what has been covered. Show that you value the time of the people who showed up promptly.
- **Appoint a "topic keeper."** The topic keeper's job is to keep the discussion on track and interrupt whenever the talk strays. New topics that arise should either be tabled until later or scheduled for another meeting.
- **Keep and send minutes.** Someone other than the meeting organizer should take notes on the meeting. These minutes should record who attended, what was discussed, any agreements that were reached, and all action items that were assigned—and who's responsible for them. Distribute minutes within 24 hours.

SPEED BUMP

Dave Coverly



Take Control Of Workplace Stress

If your work is so pleasant that you spend all weekend looking forward to Monday morning, you probably don't have to read this. But if your job is a source of stress and tension—as it is for many people at least some of the time—you need to get control of the frustration before it turns you into a wreck. Here's some advice for keeping stress at bay:

- **Identify the cause(s).** Pay attention to what makes you nervous or angry at work. Try keeping a log of your emotions throughout the day, positive as well as negative, and look for trends. This can help you avoid stressful situations, or at least deal with them better when they hit.
- **Manage your time.** Pressure is a common source of stress, and it usually results from a lack of time to do everything you want or need to do. Track how much time you spend on your daily tasks, and look for ways to delegate or eliminate anything that doesn't really add value. Set realistic goals for yourself so you're not trying to do everything. Learn how to say no.
- **Adjust your attitude.** Accept the fact that a certain amount of stress may be inevitable, and stop trying to fight it. Look at the big picture: Are the things that are upsetting your day all that important in your life as a whole? And remember that most people don't set out to make trouble for you. Look at their motivations and stresses so you can predict what they need and avoid situations where they're likely to lash out.

Finding A Mentor

A mentor can help even experienced managers boost their job performance and advance their career. But how do you go about finding a good mentor?

Follow this advice:

- **Find the right match.** Look for someone with skills similar to yours but who has progressed further up the professional ladder. Don't assume they have to be in the same location. With e-mail, Skype and the phone, they could be anywhere.
- **Don't limit yourself to one mentor.** You may want to have several mentors to help with different aspects of your life, a kind of mentoring "board of directors."
- **Don't grovel.** The surest way to scare off a potential mentor is to beg them to be your mentor.
- **Manage your time together.** Be mindful of the amount of time a mentor can commit to the relationship. It may be necessary to discuss your expectations and whether you should have an agenda for your meetings to keep discussions on track.

A Web Of Numbers: Stats On The Biggest Websites

The information superhighway (as the Internet was dubbed in the 1990s) is packed, and most of us are headed for the same few off-ramps. Here are some numbers associated with the biggest, busiest destinations on the World Wide Web, from the Web data firm Alexa:

- **Wikipedia.** The online encyclopedia ranks sixth in U.S. traffic, and seventh globally. The average visitor spends about five minutes on the site, and about 52% of those visits are "bounces" (users view just one page before leaving).
- **Amazon.** Online since 1992, Amazon's users are more often female than male (55% versus 45%); about 19% of its visitors are referred to it by search engines. The average load time for an Amazon page is 1.783 seconds.
- **YouTube.** Only 22% of YouTube visitors come from the U.S., and about 27% of video visits are bounces. More than 755,000 websites link to it.
- **Twitter.** Visitors to the 140-character posting site view an average of 3.5 unique pages per day. They spend about seven minutes on the site, and 51 seconds per page view, and 62% are women.
- **Facebook.** With more than 500 million users, the social network site is ranked second in U.S. traffic. The highest percentage of users (30%) are in the 45–54 age range, and 57% of them are female.

Beginning in 2002, golfer Tiger Woods starred in the advertising campaign for what SUV?



Five Questions

- 1) What is the real first name of the reality TV star known as *Dog the Bounty Hunter*?
a) Darrell
b) David
c) Daniel
d) Duane
- 2) What singer had a Top 10 pop hit in 1959 with "Tallahassee Lassie"?
a) Bobby Vee
b) Freddy Cannon
c) Gene Pitney
d) Eddie Cochran
- 3) What silent film star created the character "The Little Tramp"?
a) Lon Chaney
b) Douglas Fairbanks
c) Charlie Chaplin
d) Harold Lloyd
- 4) Beginning in 2002, golfer Tiger Woods starred in the advertising campaign for what SUV?
a) Ford Expedition
b) Toyota Highlander
c) Buick Rendezvous
d) Cadillac Escalade
- 5) Fred Astaire was featured in which all-star disaster film?
a) *The Towering Inferno*
b) *Airport 1975*
c) *The Poseidon Adventure*
d) *Earthquake*

—from mentalfloss.com

Answers: 1) d 2) b 3) c 4) c 5) a



Make your relationships right. People and relationships are the only things that really matter in this life.

Making Things Right When Things Go Wrong

Things go wrong in life. That's all there is to it. And when they do, you must choose how to react. Based on university studies related to "functional and dysfunctional marriages," as well as other professional research, there are ten proven ways to put your life in order.

- Choose a positive disposition. Right attitudes are the foundation stones of successful living. All that you are and do today is the sum total of your thoughts and attitudes of yesterday.
- Will to, whether you want to or not. Once you believe you can change your attitude and learn to be content in any set of circumstances, then you must decide you will change. The fact is you can will to change. You can grab your "wanter" by your "willer" and turn your life around.
- Act better than you feel. One of the most effective ways to change hearts and minds is to change your behavior. You can act yourself into a way of feeling.
- Use your compass when you're off course. Goals bring harmony to your life. Don't allow yourself to be pulled in too many directions.
- Don't kill today with yesterday. Don't let yesterday's mistakes paralyze today's efforts and hinder tomorrow's achievements.
- Cut your line when it's tangled. Don't spend all of your time trying to untangle problems of the past so that you have no energy left for the business of living today.
- Keep cool even when you're hot. Anger shuts down an open mind. When you get angry, you're through solving problems.
- Make your relationships right. People and relationships are the only things that really matter in this life.
- Go first anyway. Good relations come from serving one another. Take the initiative even when the other person ought to.
- Live young, even when you're old. Choose to die young no matter how old you are.

It's time to stop allowing others' actions and circumstances to control your life. The happiness or discontent you feel ultimately rests on your own attitudes. Get ready to change your life!

—from Making Things Right

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