



notes • pointers • musings

May 2006

Ank's Angle —

Summer is almost here, the kids will be out of school, vacations need to be planned and we have been busier than a one armed paper hanger. Recently, we did our own economic survey and found that most people think the Real Estate market will level out a little bit. Thing is, we've gotten busier than ever. All of this activity is happening just when Heidi is heading out of the office for a bit.

So, if you have any accounting finance jobs give me a ring and I'll get you on the horn with Scott or Deanna. They are handling all Heidi's clients while she's out. In the meantime, it really is a great time to make a career move.

David M. Ankenbrandt



BBQ/Grilling tips –

- Ewwee gross – To avoid bacteria contamination never place cooked meat on a plate that was used to carry raw meat.
- Ouch - Use long-handled tongs/brushes and heavy duty mitts to avoid burning your hands. Also, keep a spray bottle of water close by to tame any flare-ups.
- Bigger chunks - when using skewers, cut food into chunks that are too large to fall through the grate. Soak wooden skewer sticks in water so they don't burn.
- Fire! - Never add lighting fluid to lit coals. The fuel can ignite as it pours and cause serious burns. If you need to add new hot coals start new coals in a separate can or on heavy-duty aluminum foil. Use tongs to add them one at a time.
- Patience grasshopper - Put the meat on the grill and let a nice crust form. It sears in the flavor and keeps food from sticking. Turn it once. If you're repeatedly turning the meat it steams instead of searing.
- Clean up - Periodically remove grease that builds up in the trays below the grill so it cannot be ignited by a hot grill.

From the Bull Pen Team Building with Clients

Sure to come up in meetings is the familiar topic: communication. Whether it's missing, or there is way too much of it, it will push everyone's buttons. Why do we have such a hard time communicating with each other?

Over the course of the last few months a long time client with whom we felt we had a great relationship, just stopped talking with us. Immediately the thought was, what did we do? Turns out, when things were finally sorted out, the client's perception was totally different from ours. Since we had such a long-term business relationship and the client was going through a very busy time, he thought our calls were just "We're here if you need us.", and he did not respond. Maybe that is the key, what we perceive or believe we are hearing isn't always what the sender believes he is communicating.

In resolving communication issues, it is always best to "take the high road". Be ethical and true to your value system. Watch what you say and how you say it; keep anger out of your voice; and importantly, don't assume that people understand what you are trying to communicate. Ask them to paraphrase what you've communicated. Often you are in for a big surprise. Return calls or e-mails even if it is just "I'm really busy – let's talk later." This leaves the door open.



Quotable Quotes

Then followed that beautiful season... Summer.... Filled was the air with a dreamy and magical light; and the landscape lay as if new created in all the freshness of childhood.

~Henry Wadsworth Longfellow

A perfect summer day is when the sun is shining, the breeze is blowing, the birds are singing, and the lawn mower is broken.

~James Dent

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