



# Hampton Roads Section



## Mission Statement

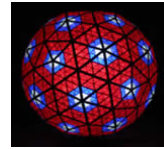
*Our mission is to promote interest in the quality profession within the local community and support the continued professional development of our members through education, networking, and sharing of resources.*

## In this Issue:

- ❖ How to Rally Workers for Tough 2009  
By Erin White p. 2
- ❖ New Year's Resolutions p. 2

And a...

# *Happy New Year to All!*



**We are here for you! Contact us at [chair@hamptonroadsasq.org](mailto:chair@hamptonroadsasq.org) or use our individual information!**

**Chair : William Blackwell**  
[chair@hamptonroadsasq.org](mailto:chair@hamptonroadsasq.org)

**Database Chair: Jeff McCurry**

688.1763; [Jeffrey.McCurry@ngc.com](mailto:Jeffrey.McCurry@ngc.com)

**Vice Chair: Sheila Bragg** [Shelia.Bragg@dcma.mil](mailto:Shelia.Bragg@dcma.mil)

**Education Chair: Scott Rutherford**

218-9627; [srlean6@gmail.com](mailto:srlean6@gmail.com)

**Secretary and Internet Liaison: Mike La Dolcetta**  
[secretary@hamptonroadsasq.org](mailto:secretary@hamptonroadsasq.org)

**Membership Chair:**

**Alan Campbell**, 928-2501; [alan.campbell@liebherr.com](mailto:alan.campbell@liebherr.com)

**Treasurer and Newsletter Editor: Tanya Jeliaskova**  
858.6000, ext. 697; [tjeliask@wrsystems.com](mailto:tjeliask@wrsystems.com)

**Quality Management Program (QMP) Chair: Pete Johnson**  
757) 638-0092; [www.hamptonroadsasq.org](http://www.hamptonroadsasq.org)

**Audit Chair: Patricia Jones**

757-675-2211; [patriciajones10@verizon.net](mailto:patriciajones10@verizon.net)

**Immediate Past Chair: Jean Grieve (formerly Tolley)**  
(850) 883.5553; [jean.tolley.ctr@eglin.af.mil](mailto:jean.tolley.ctr@eglin.af.mil)

**Certification, Re-Certification: Rudolf S. Gustafson**  
[hdguss@cox.net](mailto:hdguss@cox.net)

## *To All Our Members and Volunteer Member Leaders - Thank You!*

## How to Rally Workers for Tough 2009, By Erin White

Reprinted from WSJ.com

<http://online.wsj.com/article/SB123005914650730721.html>

It's been a brutal year. Many workers are burned out, anxious and exhausted. 2009 doesn't look any better. So how can managers rally employees for the hard slog ahead?

We checked in with Tom Rath, a workplace consultant at Gallup and co-author of the upcoming book "Strengths Based Leadership." He says it's critical that managers pay attention to morale now. "There's more fear and insecurity in workplaces today than I've ever seen," he says. "If managers can do a good job of helping employees to feel secure and see light at the end of the tunnel, they might actually boost per-person productivity." Many managers can't reward workers financially, he adds, so "emotional and psychological" kudos are "even more important."

He gave us five steps managers can take to motivate employees as the New Year approaches.

### 1. Be candid.

Any hint that managers are holding back the truth about the company's health will likely stoke fear. "In a lot of cases the truth right now is ugly, but that's something leaders need to be transparent about," Mr. Rath says. "If they don't, it creates a buildup of fear and paranoia." And that hurts productivity. "If all those thoughts are running through your head in a given day, it's just hard to get your job done," Mr. Rath notes.

### 2. Show you care.

"Leaders sometimes are hesitant to really show that they care what's going on in the personal lives of their employees, but the best managers we have studied clearly do know what's going on," Mr. Rath says. This doesn't mean prying into private matters, but rather showing an interest in the employee's life outside work, through simple, small gestures like asking what employees are doing for the holidays.

### 3. Provide stability.

Despite the turbulence, employees want to know the company will continue to exist, move forward and keep the same values. "It's a manager's job to help employees understand what things they can count on being there – things that are not going to change," Mr. Rath says. Maintaining the gist of traditions is key. If the company always has a holiday party but had to scale back this year, managers should still arrange some sort of gathering, for example.

### 4. Create hope.

Even if most of the news is bad, make sure to let employees know there are things they can do to help the company. Tell them what they can focus on to make a difference. Even steps as simple as strengthening client relationships or sharing knowledge with co-workers are things employees can throw their energies behind.

### 5. Focus on employees' strengths more than their weaknesses.

When times are bad – especially during performance reviews – it's easy for managers to harp on what an employee has done wrong. But that can sap motivation and make them dislike their jobs. Mr. Rath recommends managers spend maybe 80% of their time talking about an employee's strengths, and 20% on things they should improve.

## Editor's New Year's Resolutions

On New Year's Eve in 2007, I made a resolution not to make any more New Year's resolutions ... This year, I cancelled my previous no-resolution-making resolution and simply decided to do things differently if I wanted different results.

Is this a New Year's Resolution now?

*Tell us about your New Year's resolutions – in Quality and life...*

For **CERTIFICATION EXAM DATES AND REGISTRATION DEADLINES**, check [www.asq.org](http://www.asq.org)!

## CAREERS IN QUALITY

Visit the ASQ Career Center at <http://careers.asq.org/search>. Users need to register to view the Career Development section. You can receive a FREE account at <http://careers.asq.org/careerdev/kb/detail>.

### Check out the ASQ Women in Quality Network:

<http://www.asq.org/communities/women-in-quality>

### And the Minorities in Quality Network:

<http://www.asq.org/communities/minorities-in-quality/index.html>

### ASQ'S QUALITY INFORMATION CENTER: <http://www.asq.org/qic/index.html>

Members may contact ASQ's Quality Information Center (QIC) to request research services. The QIC also can refer you to members in ASQ Divisions or Forums to answer industry-specific questions.

### QUALITY LINKS AND USEFUL RESOURCES:

[ASQ Section 1104](http://www.asqrichmond.org) - Website of the ASQ Richmond chapter <http://www.asqrichmond.org>

[ASQ Section 1128](http://www.asqtidewater.org) – Website of the ASQ Tidewater chapter <http://www.asqtidewater.org>

[Northern Shenandoah Valley](http://www.asqnsv.org/) - Website of ASQ Section 1131 <http://www.asqnsv.org/>

[ASQ's Main Site](http://www.asq.org) - For the career Quality Professional <http://www.asq.org>

[ASQ's Service Quality Division](http://www.asq.org/service) - Focuses on service quality <http://www.asq.org/service>

[ASQ Six Sigma Forum](http://www.asq.org/sixsigma) - Focuses on Six Sigma practices <http://www.asq.org/sixsigma>

[Hampton Roads Quality Management Communities](http://www.hrqmc.com) - Network for regional professionals and resources for productivity improvement <http://www.hrqmc.com>

[INCOSE](http://www.hra-incose.org) - Website of the local chapter of the International Council on Systems Engineering <http://www.hra-incose.org>

[Quality Resources Online](http://www.quality.org) - Website for all things related to quality <http://www.quality.org>

[U.S. Senate Productivity and Quality Award for Virginia](http://www.spqa-va.org) - Website of the Virginia State Quality Award <http://www.spqa-va.org>



IMS Alerts is a **free-of-charge** e-newsletter providing updates of what's being featured next in **ISO Management Systems** magazine, **plus** alerts to new ISO press releases, **plus** new information on ISO's Web site... **and more!**

*We Wish You Wonderful Holidays! Stay Tuned in 2009...*

