

# North American Management Briefs

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## You Should Know...

### Changing Demographics

In 1970, Utah was 98% Caucasian. It is now 16.5% Hispanic and is considered one of the nation's most "immigrant friendly" states. Surprisingly, this has resulted in few cultural problems, as the powerful Mormon Church has endorsed "newcomer schools," driving privilege cards, and allowing immigrants to attend public universities paying only in-state tuition.

**The Point:** Change is constant and it is better to embrace it than to resist it.

### Dangerous Animals

FAA records reveal that since 1990, airplanes have collided with 1,492 ducks, 63 turtles, 35 mule deer, 16 moose, 14 alligators, and 7 iguanas.

**The Point:** Do you know where your pet is?

### Neurotic?

The New York metro area is home to 7% of the U.S. population, but 23% of the country's psychiatrists.

**The Point:** Maybe it's the lack of parking.

### Rounds Verses Rounds

In 2005, American citizens spent US\$3.5 billion in golf equipment, and US\$3.4 billion on firearms and ammunition.

**The Point:** There is none. It would be an interesting trend to observe.

### October's Quote

*"Beer is proof that God loves us and wants us to be happy."*  
 Ben Franklin 1759

### Planning For 2007

It is that time of year again, time for business plans, marketing plans, budgeting, staffing decisions, etc. Unfortunately, few executives have had any formal education in the art of decision making. Where to start? There are two principles. The first is, *"The worst error you can make is to make no decision at all."* Sitting still demotivates a team and emboldens competitors.

The second is, *"To make no decision before you have to."* No, procrastinating isn't a virtue; however, the more time you have, the more information you can accumulate, the better your decision. Let's examine two common impediments to effective decision making.

**Internal Conflict.** In every organization, some political infighting is inevitable. Battles of substance, however, when well managed, can be constructive. What to do? *"The self interest of parties on both sides of an issue usually cancel out as long as the boss stays neutral."* Sometimes you have to stand back and let the participants work it out.

**Anxiety Overload.** Cell phones, emails, day-to-day crises (professional and personal) all cause anxiety overload. They panic the mind. A panicked mind stops processing new information and reverts to either knee-jerk responses or old solutions. Many professions have developed techniques for "calming anxiety." Firefighters lay a hand on a shoulder of an anxious colleague, physicians check their own pulse, and fighter pilots focus on the clock (which doesn't move very quickly). Calm, like anxiety, is

contagious. Devise something that works for you. It will improve your decisions.

**The Point:** There are so many decisions to be made this time of year that many executives feel overwhelmed. Remember the quote by Paul Tagliabue, NFL Commissioner, *"The future doesn't just happen – it's shaped by decisions."*

### Countries With The Largest Areas Of Forest

Country	Area (2000) (sq. miles)
Russia	3,287,243
Brazil	2,100,359
Canada	944,294
U.S.	872,564
China	631,200
Australia	596,678
Dem. Rep. Of Congo	522,037
Indonesia	405,353
Angola	269,329
Peru	251,796
<b>World Total</b>	<b>14,888,715</b>

Source: Food and Agriculture Organization of the United Nations, State of the World's Forests, 2003

### Holidays

- 11/7 Election Day, U.S.
- 11/11 Veteran's Day, U.S.
- 11/11 Remembrance Day, Can
- 11/23 Thanksgiving, U.S.