President's Message, from p. 2

Change, like death and taxes, is inevitable—so enjoy it.

Today's business decisions often must be made in seconds, says management expert Tom Peters. So how can we meet this challenge without developing anxiety and burn-out? Try these suggestions:

✓ Accept the fact that "the one constant is change." If you fight it, you'll take a beating.
✓ Prepare yourself and your employees to deal with change and to be ready for it. Treat it as an exciting challenge and a marvelous opportunity to show how good you are.
✓ Get together with your employees and your supervisors. Brainstorm ways you can all use to deal with rapid change.
✓ Avoid turf wars. These battles will cut your speed drastically and doom you to catastrophic failure in today's world.
✓ Allow the employees closest to the problems to make key decisions when possible.
✓ Appoint someone to identify trends and issues that might have an impact on your organization—especially as they relate to government rules and regulations, new technology, and industry trends.
✓ Develop campaigns to encourage employees to suggest new ideas, procedures, techniques. Make it easy for them to present their suggestions—and respond to all suggestions as soon as possible.
✓ Remember: we must all remain students for the rest of our working lives. Make it clear that employees will need continual training to keep up-to-date.

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