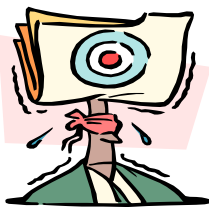


## 'TIS THE SEASON ... TO BE STRESSED OUT! *De-Stress For The Holidays*

**Stress** (*stress*) n. 1. The body's response to demand; usually perceived as mental strain, urgency or pressure. An outgrowth of the "fight or flight" response, a primitive reaction necessary for survival.



While any day on the job has the potential to be an emotional roller coaster, the holidays are a natural time for heightened anxiety in the workplace. In addition to the pressures from work, we all have extra personal and financial commitments from family and friends.

Stress affects everyone. In small doses, stress can motivate and energize. The more time and energy we

spend working, the greater our productivity is – up to a critical point. But past that point, additional time and energy can be counter-productive.

**D. Gallant Management Associates** has been conducting programs for years helping clients with *stress management*. During the session, participants learn to:

- ★ Take a personal stress inventory.
- ★ Recognize the five most common warning signs of stress.
- ★ Recognize the four main causes of stress.
- ★ Control one's time.
- ★ Be more assertive in communicating with others.
- ★ Combat stress with diet and exercise.
- ★ Use seven stress reduction techniques.

Call us today at **(207) 773-4800**, to find out how you can **De-Stress for the Holidays!**

### FOUR Gifts for the Holidays that won't Cost a CENT!

***The Gift of Listening*** – but you must really listen.  
***The Gift of Laughter*** – clip cartoons, or articles.

***The Gift of a Compliment***– be sincere.  
***The Gift of Solitude*** – be sensitive.

## MORE FINANCIAL RISK WITH REGULATION OF WAGE AND HOUR LAWS

In the October 2002 issue of *BIA Report*, Attorneys Terry Shumaker, Andrea Johnstone and Anne Scheer of New Hampshire wrote an article discussing the most recent Wage, Hour, and Overtime issues surfacing today. They state that the Fair Labor Standards Act (originally passed in 1938) regulating the workplace wage and hour laws may well pose greater risks and financial exposure to the average employer today. They argue that most compliance problems arise out of failure to be aware of the regulations at all, the misclassification of hourly workers as salaried and not paying them overtime, work performed at home, and failure of the employer to keep the required records with which to defend itself.

Mistakes and misunderstandings can, even if not deliberate, be particularly costly with back pay awards for up to three years. Starbucks just paid \$18 million to settle a suit for failure to pay overtime to its assistant managers who had been misclassified as salaried exempt. A federal judge in California recently approved a \$35 million award to Pacific Bell non-professional engineers who had been working 50 hours a week without overtime pay, and the New Jersey Supreme Court ordered Pepsi Cola to pay overtime to workers who delivered products and stocked shelves rejecting the company's argument that they were exempt outside salespersons.

Technology has changed the workplace and duties of many workers! For example: many employees who formerly supervised, are doing work for themselves at home and may no longer be exempt from overtime pay. The authors suggest that HR Directors conduct regular reviews of FLSA compliance to avoid significant exposure to overtime and other wage claims. During our Human Resource Department Audits, D. Gallant Management Associates found many employers misclassifying positions as exempt. This could be a very costly oversight for any company.

## The FISH! Phenomenon ... Beyond Throwing Things

At Seattle's world-famous Pike Place Fish Market you may want to duck your head after you place your order, because soon enough you'll see it fly over head. Throwing fish to one another is only the beginning of what this prominent fish market's employees do to enjoy their job despite the smelly conditions and backbreaking work. **Imagine a workplace where everyone chooses to bring energy, passion and a positive attitude with them each day. An environment in which people are truly connected to their work, their colleague's and their customers.** This is exactly what the Pike Place Fish Market has done by creating four crucial principles. The fishmonger's four principles have become a phenomenon of incentive and reward, taking over organizations worldwide. A best selling book and video have been published outlining Pike Place Fish Market's ingenious morale and positive production booster. The authors, Stephen Lundin, Ph.D., Harry Paul, John Christensen, and Ken Blanchard, Ph.D., claim that the material "practically caused a feeding frenzy. The book and film are so much fun to watch, and the message is so important to hear."

For more information on the book, **FISH!**, or to let **D. Gallant Management Associates** teach your organization the FISH! phenomenon, please contact us at (207) 773-4800. *Let us help you motivate employees with FISH!*



**Continued Community Support:** *Check out a few of our most recent contributions...*

**D. Gallant Management Associates** was a program sponsor when MEBSR welcomed **Aaron Feuerstein**, CEO and Owner of Malden Mills, to the Annual Leadership Forum on Thursday, November 21, 2002. Aaron shared his business story, encompassing both the blessings and difficulties of "doing what is right" as a CEO. MEBSR Chair, Roxanne Bradshaw of D. Gallant Management, presided at the Leadership Forum.

On **September 30, 2002**, D. Gallant Management Associates was a Charitable Donor Sponsor for the **Cure Breast Cancer for Maine Luncheon**. All funds raised stay in Maine to benefit Maine people.

**D. Gallant Management Associates** congratulated all **Mitchell Institute Scholars** with a program ad for the second year in a row, contributing to their Fall Gala Dinner Event.

On **Wednesday, November 6, 2002**, D. Gallant Management Associates was an exhibitor for the **Norm Nolette Chapter of Credit Unions' Vendor Night** in Lewiston, Maine.

### JOB OPENINGS & SEARCHES:

**Frisbie Memorial Hospital** in Rochester, NH is increasing their staff. They are looking for two Registered Nurses for their expanding OR, plus a Night Shift ICU Nurse.

*We welcome any referrals and/or names of individuals who may have an interest in these or any of our open positions. Call John Manning @ (207) 773-4800.*

### NOW LINKED TO OUR WEBSITE!

Check out all of our Job Openings and Current Searches as well as keep up on positions that have been filled, on our website.

[www.dgallant.com](http://www.dgallant.com)

## START YOUR MANAGERS & SUPERVISORS IN THE RIGHT DIRECTION THIS NEW YEAR!

**In case you missed it last FALL... D. Gallant Management Associates will be holding Public Seminars for Supervisory Skills Training AGAIN!**

### Basic Supervisory Skills Training

This highly pragmatic, intensive, six-hour program will help supervisors gain a much better perspective on the impact and potential of their work. This training program will emphasize practical skills and methods that supervisors will be able use immediately to improve their effectiveness in communication, in working with people, and in applying basic management tools.

#### Topics to be covered:

- Understanding the Crucial Role of Supervision
- The Secrets of Motivation
- Dealing with Unsatisfactory Performance/Holding People Accountable
- Delegating and Decision Making

**FRIDAY, JANUARY 31, 2003**

### Advanced Supervisory Skills Training

This intensive and informative program provides a focus on the critical management tools that all Supervisors need to get superior results. Evaluate what you are currently doing...regain techniques you might have forgotten...exchange ideas and solutions...and identify the critical issues necessary to be an efficient manager/supervisor at your organization.

#### Topics to be covered:

- Coaching and Counseling with Success
- Emotional Intelligence
- Becoming a More Powerful Leader
- Critical Thinking Skills

**FRIDAY, FEBRUARY 7, 2003**

To sign up now for the Public Seminars call Michelle Castle at (207) 773-4800