

Germyn's News

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Germyn's Maintenance Service

Germyn's offers complete janitorial and carpet cleaning services for commercial, industrial and residential customers. Over thirty one years of experience coupled with employee recognition, ongoing training and management development helps to ensure quality at a competitive price.

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*The opinions expressed in this newsletter are those of the author, not of *Germyn's*. All answers are intended to be general in nature, without regard to specific geographical areas or circumstances, and should only be relied upon after consulting an appropriate expert, such as an accountant or business consultant.*

The Dreary Landscape of Thought

by Jim Peterson

The Iraq' conflict - nothing more dominates, influences, dictates our attentions than this struggle. In fact, to a greatest extent it probably influenced your vote this past election. Strongly believing, however, in the strength of our democratic process I trust there were other mitigating factors besides just that one concern; but choices have been made and certain mandates now to be assumed. The election, though, is not the topic of my muse, except to say, I hope the change will bring a 'fresh wind of thought' for many of the difficult issues that lay before this country; a wind to blow across a landscape that, at least for me, has become very dreary.

Now Iraq can be a very contentious topic but I mention it because it helps paint a vivid example of dreariness I want to address, a deep polarization of thought and ideology. And while Iraq's is much more exaggerated by a bleak, grim brutality of sectarian violence than our own contentious divergences, we're still at a very troubling time in our history.

Now maybe you haven't given it much thought but we really have lost the

ability in this country to come together and think constructively. But just like Iraq there are no pat answers, but shouldn't solutions first begin as we come together by creating a dialogue from which hope is then issued? Yet it seems more and more we can't because we have allowed ourselves to be influenced by a 'vacuum of character,' (see August issue of *Germyn's News* for the definition of 'character'); an experience where we hurt each other rather than value our differences.

This is a business newsletter so let me draw your attention to how this polarization has drastically affected our commerce. We all spend a large portion of our lives at our vocations so we often attach it to a personality, a living spirit so to speak. But commerce functions more as a machine, impersonal and morally neutral. People however aren't. We are a living, moral spirit. But because we live in a 'vacuum of character,' a mindset of the machine, we separate our spiritual (personal) self from that of the secular (community) commerce. The consequences of this action is our value as a human being is despairingly placed and judged as you would do the machine - what good can you do for me.

Small Group Dynamics

Now some might say that this is the very problem in Iraq where the so called spiritual is all blended into the secular. But unlike the tragic results accruing over there, I do not raise the issue on a pretense of some exculpatory action. Rather, the only way I see our country making its way out of its drabness is that we must begin to regard every person regardless of faith, race, gender, title, position or any difference or label as created in the image of God with dignity and worth along with a unique potential for excellence.

This is true diversity and really the only common understanding where we can come together for significant and extraordinary results. But it is far more than just a value for diversity for the bottom line in our free market economy is that your business must create a profit if you plan to be around for awhile. And what better way to use your resources than to bind your people together through a common understanding of who they are, where they are going and why they are going there together.

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Life is what we make it,
always has been, always will be.
—Grandma Moses

Love them or hate them small groups, teams, task forces, committees are the basic building blocks of our society. We spend a tremendous amount of our time, an estimated 20 million meetings each day in the United States, in informal and formal groups. Yet it is quite a science to gather as a group of individuals with diverse backgrounds and personalities and form it into a cohesive small group. It takes an understanding of group variables such as roles, norms, communication patterns, a status hierarchy, effective procedures, cohesiveness, and a stable leadership structure to successfully coalesce.

Personality differences and differences in how members approached work usually the most common problem of small groups. But it's not so much as differences themselves are the problem but the fact group members don't know how to work with others who are very different from themselves. There are literally hundreds of personality characteristics but one of the more widely known classification systems is the Myers-Briggs Type Indicator (MBTI) based upon the work of Carl Jung.

See if you can discover your own and then see and value other possibilities

Extraversion-Introversion (where is your focus?)

Extraversion (E)
Focus on external world
Sociable
Use talk to clarify their own thinking
Enjoy working in a group
Don't mind being interrupted
Comfortable making decisions collaboratively

Introversion (I)
Focus on inner world
Shy, reserved
Think things through before sharing verbally
Enjoy working alone
Hate being interrupted
Comfortable making decisions independently

Sensing-Intuiting (what type of information you prefer to use)

Sensing (S)
Trust facts and figures, what can be perceived through the senses
Prefer concrete information and ideas
Detail oriented
Stay in "here and now"
Can find specific facts/evidence to illustrate an idea
Grounded

Intuition (N)
Trust imagination and intuition, what can be imagined
Prefer to dream about possibilities
Big picture oriented
Future oriented
Dream about possibilities and make intuitive leaps among seemingly unconnected ideas
Inventive

Thinking-Feeling (how you make decisions)

Thinking (T)
Carefully analyze objective information to make decisions
Systematic, critical thinker, like to analyze data to arrive at conclusion
Task-oriented
Hold all to a single standard
Use evidence to come to logical conclusion regardless of individual feelings

Feeling (F)
Use empathy and subjective feelings of others to make decisions
Tune in to feelings of other and take them into account
Relationship-oriented
Adjust standards to meet individual circumstances
Take others' feelings into account in group decision

Perceiving-Judging (how you organize your world)

Perceiving (P)
Gather as much information as possible before deciding
Spontaneous and flexible; react well to change
Excited by starting new projects
Second-guess decisions they've made
Make sure group considers all relevant information

Judging (J)
Decisive; can make quick decisions
Stick to a plan once made; dislike change
Excited by finishing projects
Certain, don't second guess themselves
Keep group focused on task

Cleaning Green

by Fred Germyn

While I'm not one to go out and hug the nearest tree, I cannot help but be excited about a trend that is beginning to seriously influence the custodial industry – "Green Cleaning." There are some industry observers, in fact, predicting this trend will transform this service unlike anything else over the past decades.

Like most of you I try to do my part conserving the earth's resources, generally by recycling, both at home and at work. Cleaning green is another step where I can help out. Yet what is maybe more exciting, because it is a system I can pass off to my customer, is a "Green Building" can save money, as much as 20 to 50 percent over the building's life span. Furthermore, a "Green Building" provides a healthier environment for its occupants translating to increased worker productivity. And just a small percentage, a quarter to a half percent in productivity can be huge for most of our businesses. What about a 10 to 15 percent increase? There are statistics showing some green buildings achieving this – now that's a wow factor!

So what is "Green Cleaning?" Well up to but a few years ago there was little legal binding definition of what the term "green" or "environmentally preferable" was. Generally, it was left up to the discretion of a manufacturer and more often than not was a marketing ploy to work on our environmental sensibilities. Today that's all changed. Though "green" is still not a legally defined term, there are several organizations that have stepped up and provided a "certified standard."

One of the top organizations doing extensive testing, both in product and procedures, is Green Seal. To get further information on them check their web site www.greenseal.org. A

few standards are: No product, even undiluted, can be toxic to humans nor can any ingredient be carcinogenic; the product can't contain substances that through their production contribute significantly to photochemical smog, ozone damage or poor indoor-air-quality; the product can't be toxic to aquatic life; it must be biodegradable; and all fragrances must be identified and follow a strict standard.

Another, but even more comprehensive program is LEED (Leadership in Energy and Environmental Design); a brainchild of the Washington DC based U.S. Green Building Council (USGBC). Using different levels of certification this program encourages building owners to self-gauge their "greenness" or impact of their building through its construction and operation on the environment. Not withstanding, housekeeping has a potential influence for 12 out of the 52 points needed for a LEED certification.

Germyn's is in the process of switching over its chemicals to this Green Seal standard. It is not an easy process, however, involving training, extensive re-labeling and revisions to our MSDS logbooks. Yet *Germyn's* has always prided itself in setting the highest standard of professionalism and sees this switch as our continued promise to do so. We will do it incrementally. As of this printing we have already made the "green switch" at the Gateway Mall and plan to be fully converted by June of '07."

Whatever you are - Be a good one
-Abraham Lincoln

Tips from the Professional

Ceramic tiles have long been the standard choice for flooring in building entrances, restrooms and kitchens. Their popularity is mostly because they're easy to keep clean. Most tiles need to be grouted and grout can quickly turn ugly if not cleaned properly and regularly. First, to minimize soiling problems sealing the grout with a penetrating protectant is a must. For optimal performance, these sealers should be re-applied every one to three years. Here are some examples of common soil types and how to identify them.

- **Soap scum**

Apply water to the dried soil deposit. If it softens, it's likely soap scum. Use a mild, daily cleaner and a sponge or hand pad.

- **Mildew**

Can be identified as darkened (usually black or brown) spots that penetrate a surface, such as grout and aren't easily removed. Agitation is important in cleaning mildew; use a hard-bristled brush to get into the grout area effectively.

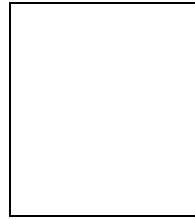
- **Hard water mineral deposits**

Typically found near sinks, faucets, toilet bowls and bath or shower areas, where surfaces are frequently wet and let to air dry. Hard water deposits are white and don't soften when water is applied. Copper leaves blue or green stains. Iron leaves a reddish stain. Manganese leaves brown/black stains. Acidic cleaners or peroxide cleaners are often an effective means to dissolve or clean mineral deposits for easy removal.

Germyn's
means clean!

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Greeting the Holidays with an "Attitude of Gratitude"

by Polly Lutz

It's November and the Holiday season is fast approaching. The most miraculous time of the year is here again, bringing with it the transformation of our attitudes of commonplace existence, into ones of gratefulness, joy and goodwill.

Vibrant leaves are falling and rustling round about us. Mornings are getting crispy, nights are getting nippy and we find our hearts warming with appreciation as we come home to a cozy fire and a bowl of homemade soup.

It's a time for recalling wonderful memories that we've shared with loved ones. . . . A time for counting the many blessings we normally take for granted. . . . An opportunity to gladly share what we can with those less fortunate . . . and a time to give love and to receive love.

Our thankful hearts bask in the sounds of beautiful Holiday music, the previous smiles on children's faces and in the wonderful aromas of cookies baking and Holiday meals being prepared.

Perhaps, if we're lucky, the sight of snow flakes falling softly and gently to the valley floor, will gladden our hearts as well.

Whatever your plans are this Holiday Season, may your life be transformed and enriched by your own "Attitude of Gratitude." May it reach out in ever widening circles to touch on the people around you.