

# FCU Solutions, Inc. IN TOUCH

A newsletter for our partners and friends

## INSIDE THIS ISSUE

What It Takes To Be A Great Employee: The Parable Of The Oranges . . . . . Page 1

How to Boost Your Team's Productivity . . . . . Page 2

The Five Must-Have Qualities of the Modern Employee . . . . . Page 5

Five Must-Have Qualities of the Modern Manager . . . . . Page 6

Meet Our New Clients From the Editors . . . . . Page 7

Our Newly-Certified Clients . . . . . Page 8

FCU in Action . . . . . Page 11

FCU Team Takes a Break in Taiwan . . . . . Page 14



## What It Takes To Be A Great Employee: The Parable Of The Oranges

by Amy Rees Anderson

Being a great employee pays off with better positions, higher pay, and more frequent promotions. But some workers struggle to know exactly what it takes to become a truly great employee.

As an Entrepreneur and CEO one of the most important elements of having a successful company is having a workforce of great employees. That is why it is so important that leaders are able to explain things to employees in a way that can be easily understood and which creates a clear picture of what you are looking for.

The best explanation of how one becomes a great employee can be seen through a simple story known as *The Parable Of The Oranges*.

### The Parable of the Oranges

There was a young man who had ambitions to work for a company because it paid very well and was very prestigious. He prepared his résumé and had several interviews. Eventually, he was given an entry-level position. Then he turned his ambition to his next goal—a supervisor position that would afford him even greater prestige and more pay. So he completed the tasks he was given. He came in early some mornings and stayed late so the boss would see him putting in long hours.

After five years a supervisor position became available. But, to the young man's great dismay, another employee, who had only worked for the company for six months, was given the promotion. The young man was very angry, and he went to his boss and demanded an explanation.

The wise boss said, "Before I answer your questions, would you do a favor for me?"

"Yes, sure," said the employee.

"Would you go to the store and buy some oranges? My wife needs them."

The young man agreed and went to the store. When he returned, the boss asked, "What kind of oranges did you buy?"

"I don't know," the young man answered. "You just said to buy oranges, and these are oranges. Here they are."

(Continued on page 3)

## How to Boost Your Team's Productivity

By Rebecca Knight

We all have too much to do and too little time to do it. As a boss, you may have already learned how to plan, prioritize, and streamline your work. But how can you help your team members do the same? Should you dictate the processes and tools they use? How do you keep people from taking on too much and burning out or continuously spinning their wheels?

### What the experts say

In today's complex and collaborative workplace, the real challenge is to manage not just your personal workload but the collective one, says Jordan Cohen, a productivity expert and the Senior Director of Organizational Effectiveness, Learning & Development at Weight Watchers. "Helping your team manage its time well is a critical factor for its success." Elizabeth Grace Saunders, author of *How to Invest Your Time Like Money* and the founder of Real Life E Time Coaching & Training, agrees. As a manager, your role is to both "set the strategic vision" and serve as "the buffer for unreasonable expectations" from the rest of the organization. Here are some tips to ensure that your team works productively.

### Set the example

The first step is to get your own house in order (if it's not already) and exhibit good time management practices yourself, says Saunders. Be smart about how you allocate the hours of your own workday—the meetings you attend, the emails you respond to, and the projects you sign on for—so your team can follow your lead. "If you're stretched and overloaded, you can't think strategically about your own time let alone anyone else's," she says. Adds Cohen: "Model the behavior" and show them that you make time for work that matters.

### Set goals

To get a handle on how everyone on your team should be spending their time, you have to "step back" and "think about what exactly you want your team to be working on," says Saunders. Outline key goals and analyze your team's capacity to execute on them. This will help you decide what people should be working on and what they shouldn't and accomplish more by committing to less. It's your job "to set boundaries."

### Clarify expectations

The next step, according to Saunders, is meet with your team members one-on-one to communicate the priorities and expectations for their respective roles. "Tell them the top two or three areas where you want them to focus," she says. Be specific. "The last thing you want is for someone to begin his day thinking, 'I have seven projects to work on, where do I start?'" Also be explicit about how much time you expect people to devote to tasks that crop up from time to time. Does an unexpected client pitch meeting require a day, half-day or a few hours of prep? To prepare for an upcoming brainstorming meeting, should someone spend an hour or just a few minutes jotting down ideas? "Help him understand the quality of

the work you're expecting," she says. But don't micromanage, Cohen warns. "Describe the outcome you are trying to achieve and then get out of the way—let them determine on their own how best to get there," he says. "Telling them how to do their jobs every step of the way creates bottlenecks." Remember, adds Saunders, there isn't one "right" approach to time management.

### Encourage open communication

Conversations with team members about time management should be ongoing, according to Saunders. "Encourage an honest dialogue," she says. She suggests asking reports about the challenges they face, how you can help them allocate their time more effectively, and whether they need more resources. "It's when people don't tell you that they're overstretched and then don't follow through at the last moment that leads to problems." Cohen suggests holding a quarterly team powwow for colleagues to discuss priorities. "Look at the objectives you set back in January and ask, 'Are these still relevant? Are we on the right track? What has changed?'" he says. If you have a direct report who still isn't making progress on his work despite ostensible effort, do "some digging" to uncover the root of the problem, suggests Cohen. "Is it the workload? Is it the way the job is structured? Or is it the person? You need to peel it back," he says.



### Give team members autonomy

The key to improving individual productivity is to eliminate or delegate unimportant tasks and replace them with value-added ones, says Cohen. So "give your employees permission to make decisions" on which meetings they attend (or skip), which email lists they are party to, and which responsibilities they hand off. Saunders recommends encouraging them to block out large chunks of time on their calendars to get their day-to-day work done, as well as smaller chunks for "fixed expenses" like daily planning, email, and other "maintenance" chores.

### Rethink meetings

Meetings: the worst office time-suck. And yet, you need them to share information, solicit ideas, and make decisions. You can't get rid of them, but you can surely eliminate some and study up on techniques to make the ones that remain on the calendar more effective and efficient. The Golden Rule of meetings, says Cohen, is to "make sure you have a clearly defined purpose for each one."

(Continued on page 4)

## What It Takes To Be A Great Employee: The Parable Of The Oranges

(...continued from page 1)

"How much did they cost?" the boss asked.

"Well, I'm not sure," was the reply. "You gave me \$30. Here is your receipt, and here is your change."

"Thank you," said the boss. "Now, please have a seat and pay careful attention."

Then the boss called in the employee who had received the promotion and asked him to do the same job. He readily agreed and went to the store.

When he returned, the boss asked, "What kind of oranges did you buy?"

"Well," he replied, "the store had many varieties—there were navel oranges, Valencia oranges, blood oranges, tangerines, and many others, and I didn't know which kind to buy. But I remembered you said your wife needed the oranges, so I called her. She said she was having a party and that she was going to make orange juice. So I asked the grocer which of all these oranges would make the best orange juice. He said the Valencia orange was full of very sweet juice, so that's what I bought. I dropped them by your home on my way back to the office. Your wife was very pleased."

"How much did they cost?" the boss asked.

"Well, that was another problem. I didn't know how many to buy, so I once again called your wife and asked her how many guests she was expecting. She said 20. I asked the grocer how many oranges would be needed to make juice for 20 people, and it was a lot. So, I asked the grocer if he could give me a quantity discount, and he did! These oranges normally cost 75 cents each, but I paid only 50 cents. Here is your change and the receipt."

The boss smiled and said, "Thank you; you may go."

He looked over at the young man who had been watching. The young man stood up, slumped his shoulders and said, "I see what you mean," as he walked dejectedly out of the office.

What was the difference between these two young men? They were both asked to buy oranges, and they did. You might say that one went the extra mile, or one was more efficient, or one paid more attention to detail. But the most important difference had to do with real intent rather than just going through the motions. The first young man was motivated by money, position, and prestige. The second young man was driven by an intense desire to please his employer and an inner commitment to be the best employee he could possibly be—and the outcome was obvious. (*Excerpt from: "Living with a Purpose: The Importance of 'Real Intent.'", Randall L. Ridd*)

Anyone can be a great employee if that is their real intent. But real intent must come from within. It doesn't come from external motivators such as money or titles. Real intent comes from a genuine desire to do the right thing for the right reason along with an inner commitment to always put forth a best effort in all that one does. Great employees are willing to focus on helping others to become more successful and inevitably they themselves grow to become great leaders in the process. They take accountability for their actions and they own their mistakes. They gain reputations of being trustworthy and they earn the respect of their co-workers. And they understand the value of a team.

I have always found that the best way to get what you want is to help others to get what they want. By helping your Boss become more successful you will inevitably become more successful yourself. And that is exactly what great employees do.

Source: <https://www.forbes.com/sites/amyanderson/2016/05/22/what-it-takes-to-be-a-great-employee-the-parable-of-the-oranges/#7f022c984599>



## How to Boost Your Team's Productivity

(...continued from page 2)

He also recommends "sending out meeting material beforehand" because "it takes the reading part out of the meeting and puts the collaboration part in." Also consider other ways to keep people in the loop, says Saunders. You could, for instance, ask each team member to create and circulate "a list or report of what he or she accomplished last week and priorities for the week ahead. This keeps the team on track and keeps everyone aligned," she says.

### Reserve downtime

If your organization has a hard driving, 24/7 work culture, you should also consider mandating breaks for your team. Research shows that predictable time off improves productivity and morale. "The manager has to be deliberate about scheduling [downtime]," says Cohen. Even if your company's culture is more relaxed, it's still important to communicate when you expect your reports to work and when you don't, Saunders adds. For example, "if you send [someone] an assignment on Friday afternoon, be clear whether you want him to be working on it over the weekend or if it can wait till Monday. People are often willing to give the extra push, but if they push only to discover that it wasn't necessary, they end up feeling resentful and burnt out."

### Seek help

Staying on top of the overflowing inboxes and ever-expanding to-do lists of an entire group of people is a challenge even for the most efficient among us. So you may want to enlist "outside help in the form of a coach or an HR manager" to assist you, says Saunders. If an employee is really struggling, "there are things you can do—meet with him regularly, come up with daily plans, give him more feedback—but he probably needs a lot more help than you, the lone manager, can provide."

### Principles to Remember

#### Do:

- ⇒ Make smart use of shared calendars by blocking off hours for focused work and evening downtime
- ⇒ Apprise your direct reports of the team's progress in meeting its goals; this holds people accountable and lets them know what others are doing
- ⇒ Communicate when you expect your reports to put in extra hours and when you don't—failure to do so builds resentment

#### Don't:

- ⇒ Micromanage. Ask your reports about the challenges they face and how you can help them allocate their time more effectively
- ⇒ Overcommit your team to too many projects and initiatives. You should be a buffer for unreasonable expectations from the rest of the organization
- ⇒ Discount the idea of enlisting the help of a management coach to assist you

Source: <https://hbr.org/2016/01/how-to-boost-your-teams-productivity>

## Practical Tips To Live By

1. There will be some tasks you'll really like. Do them well. Initiate. Pour your whole heart into it. That's passion at work.
2. There will be times when you'll dislike your tasks. But do them anyway. Do them excellently. Pour your energy into it (kahit di mo na feel). That's commitment.
3. There will be times when you'll feel you have nothing to do. Rest. Take a break. Then realize: there's always something to do. You just have to open your eyes wider. That's productivity.
4. There will be times it will feel too hard for you. Pat yourself and say "Normal lang iyan." Don't condemn yourself. Ask for help. Learn from your mistakes. And then do it again. That's grit.
5. And hopefully there will be a time you'll look back and say "Wow naka-[6 months] na pala ako!" And you'll remember the lessons, the experience, the people. The ups and the downs. The good and the bad. May you decide to still look up to heaven and say, "Thank You God for the experience." That's gratitude.

## The Five Must-Have Qualities of the Modern Employee

Dramatic changes in the way we work are being fuelled by new behaviors and new technologies. In fact, there are five trends which are shaping the future of work. To keep pace there are five qualities that the modern employee needs to possess.



### Embrace change

Employees have grown accustomed to doing things a certain way. They have used to the same technologies and the same processes for many years but that doesn't mean that those technologies and ways of doing things are the best for our companies or for ourselves. Consider that in a few years millennials are going to become the majority workforce in the United States. These are people who grew up using social and collaborative tools to communicate, collaborate, and find people and information. This new workforce means new behaviors and new technologies; employees should be stepping forward together and embracing the change that is going to make their jobs and lives easier. As Winston Churchill said, "To improve is to change; to be perfect is to change often."

### Have a voice in your company

For the first time in the history of business "leader" and "manager" are not mutually exclusive. Leaders no longer to have to be managers, they have to be people who are passionate, knowledgeable, and comfortable with sharing (which is another key quality mentioned below). New collaborative technologies are empowering every single employee within an organization to share their passions, interests, ideas, and feedback. If you care about something you have the opportunity to become a leader and a known voice on that topic within your organization. However, this can't happen if you don't speak up. You can't become a leader if you are scared of sharing your voice and your opinions. This means using the new collaborative technologies that are available to you to get recognized within your company. Why be an employee when you can become a leader?

### Be autonomous

Now that employees have the ability to work from anywhere at anytime, being self-directed is crucial. There is no longer a manager watching your every move and reminding you to "get back to work." This a privilege but it's also a responsibility. A great deal of trust is being placed on you to accomplish your tasks. As a modern employee you must be capable of executing on your deliverables whether you are in an office, cafe, or at home.

### Share and help others

This was one of the key qualities for the modern manger but it's also a key quality for the modern employee. Traditionally employees wanted to keep ideas to themselves to get credit for their own contributions. This model is no longer effective. With the emergence of collaborative tools, ideas and feedback can easily be traced back to individuals within an organization. Sharing not only benefits the team but it also benefits you as an employee. Your peers and managers will recognize your can-do attitude and ability to lend a helping hand. Sharing can take many forms; you can share your ideas, feedback, what you are working on, documents, or anything else that you choose to. By sharing, your team and neighboring departments will recognize your name. To be a modern employee you must become comfortable with sharing and helping others.

### Filter and focus

In today's work environment we are pulled in many directions. We are on meetings while we check email, simultaneously tweeting, editing a document, and IMing with a colleague. With the proliferation of content and tools that coworkers and friends can "ping" us on it's all too easy to lose focus. With emerging technology employees must remember to focus on what needs to get done. This means being able to put people and messages "over ice." Information bombards employees from every direction which means employees need to become adept at filtering out and focusing on what's crucial.



Source: <https://www.forbes.com/sites/jacobmorgan/2013/08/27/5-must-have-qualities-modern-employee/2/#645a6e74150b>

## Five Must-Have Qualities of the Modern Manager

As the world of work continues to change so do the qualities and characteristics of the managers who are going to be leading our companies. Work is not the same as it used to be and we are seeing dramatic changes in both behavior and technology not just in our personal lives but in our professional lives. This means that just because managers were successful in the past doesn't mean they will be successful in the future. When it comes to evolving the way we work managers need to possess five qualities to help their organizations evolve and succeed in the future of work.

### Follow from the front

The future management model is all about removing roadblocks from the paths of employees in order to help them succeed. This extends beyond managing people to empowering and engaging people. The traditional idea of management was based on leading by fear and the notion of command and control. Employees used to work hard to allow their managers to succeed and now it's the managers turn to make sure their employees succeed. As I've said many times, employees are the most valuable asset that any organization has. In the past managers said "jump" and the employees said, "how high?" Now, the managers are jumping with employees.

### Understand technology

This isn't the same as technical expertise. I'm not saying that it's important for managers to all of a sudden become IT professionals. However, managers do need to understand the overall technology landscape and how it is impacting the way we work. This means having a good pulse of what is happening in the consumer web as well as understanding which social and collaborative technologies are making their way into the enterprise and what the implications of that are. Managers who have a good understanding of what is happening with technology will always be able to adapt and evolve ahead of the competition.

### Lead by example

It used to be good enough for managers to say they supported something. A manager would just need to approve the budget and say "go for it." When it comes to collaboration and the future of work that is no longer enough. Managers need to commit to more than just funding collaboration. They need to be the ones on the ground level using the same tools that the rest of the employees are using. There is no way that employees can change and evolve (nor should they) unless they see their managers doing the same.

### Embrace vulnerability

This goes hand in hand with being open and transparent. Our organizations were modeled after the military and if there's one thing that a commander wasn't, that was vulnerable. However, times have changed and we aren't running our organizations like the military anymore. We go our whole lives (especially men) learning how to be the opposite of vulnerable and we always have this "shield" up to keep people from seeing us when we are vulnerable. However, Brene Brown, author of "Daring Greatly," says that vulnerability is about having the courage to show up and be seen. According to Brown, "Vulnerability is the absolute heartbeat of innovation and creativity. There can be zero innovation without vulnerability." Being vulnerable isn't about being weak it's about being courageous; a key quality that every manager must have going forward.

### Belief in sharing

Traditionally managers sat at the top of the organization and had access to all of the information required to make decisions. Managers would dole out the orders and the employees had to execute on those orders without asking any questions. Today managers cannot believe in hoarding information but in sharing information and collective intelligence. Managers need to make sure that the employees can connect to each other and to the information they need to get their jobs done, anytime, anywhere, and on any device. Managers now rely on employees to help make decisions instead of isolating them from this process.

Source: <https://www.forbes.com/sites/jacobmorgan/2013/07/23/5-must-have-qualities-of-the-modern-manager/2/#3ced24d32e7f>

### Fun Facts

1. A group of pugs is called a grumble.
2. A "jiffy" is an actual unit of time for 1/100th of a second.
3. In a statue dedicated to a person, if the horse has both front legs in the air, the person died in battle; if the horse has one front leg in the air, the person died as a result of wounds received in battle; if the horse has all four legs on the ground, the person died of natural causes.
4. It is physically impossible for you to lick your elbow.
5. Almost everyone who reads this will try to lick their elbow.
6. "Go," is the shortest complete sentence in the English language.
7. If you were to spell out numbers, you would you have to go until 1,000 until you would find the letter A.
8. "Typewriter" is the longest word that can be made using the keys on only one row of the keyboard.
9. An ostrich's eye is bigger than its brain.
10. The dot that appears over the letter i is called a "tittle."

# MEET OUR NEW CLIENTS



Allied Hospital Supply International Corporation  
(ISO 9001:2015)



Almana Construction and Development Corporation  
(ISO 9001:2015)



DPWH Metro Manila 1st District Engineering Office  
(ISO 9001:2015)



HG III Construction and Development Corporation  
(ISO 9001:2015)

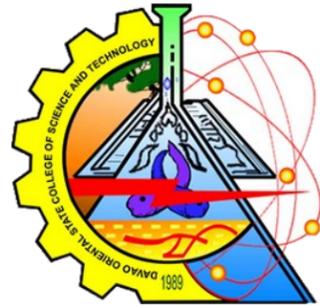


Royal Class Transport & Logistics Corporation  
(ISO 9001:2015)

Royal Class Petroleum Philippines, Inc.  
(ISO 9001:2015)

JP Global Ventures Corporation  
(ISO 9001:2015)

Royal Class Development & Construction Corporation  
(ISO 9001:2015)



Davao Oriental State College of Science and Technology  
(ISO 9001:2015)

## FROM THE EDITORS:

Greetings and warm welcome to our In Touch newsletter! What you will find in this quarter's issue are collections of instructive articles about productivity and what it takes to be a great employee amidst a mediocre work environment. One of the most important elements of having a successful company is having a workforce of great employees. This issue tackles how to distinguish brilliance from excellence and practical tips for disillusioned staff. Hoping that these insights will be of use to better equip each one of us to be contributing factor to our respective organizations.

With warmest thanks,  
Lucky & Marvie



# OUR NEWLY-CERTIFIED CLIENTS



MICRO BASE TRANSPORT EQUIPMENT CO. INC.



AB APONESTO CONSTRUCTION PARTS & SUPPLY



CARAGA STATE UNIVERSITY

# OUR NEWLY-CERTIFIED CLIENTS



ISO 9001:2015

PHILSOUTH BUILDERS



SUPREME MEGASTRUCTURE BUILDERS CORPORATION  
ISO 9001:2015 CERTIFIED  
AND COMMITTED TO CONTINUAL IMPROVEMENT

ISO 9001:2015

SUPREME MEGASTRUCTURE BUILDERS CORPORATION



ISO 9001:2015  
ISO 14001:2015  
OHSAS 18001:2007

RD POLICARPIO & COMPANY INCORPORATED

# OUR NEWLY-CERTIFIED CLIENTS



OHSAS 18001:2007

NICKEL ASIA CORPORATION—CAGDIANAO MINING CORPORATION



pilmico  
PILMICO FOODS CORPORATION  
ISO 9001:2015 & HACCP CERTIFIED  
AND COMMITTED TO CONTINUAL IMPROVEMENT

ISO 9001:2015  
HACCP

PILMICO FOODS CORPORATION / PILMICO ANIMAL NUTRITION CORPORATION



ISO 9001:2015

SOURCE TELECOMMUNICATIONS, INC.

# FCU IN ACTION



**ALLADO CONSTRUCTION CO., INC.**  
(ISO 9001:2015; ISO 14001:2015; OHSAS 18001:2007  
AWARENESS AND RISK MANAGEMENT SEMINAR)



**CEC CONSTRUCTION CORPORATION**  
(ISO 9001:2015 INTERNAL AUDIT WORKSHOP)



**ALLIED HOSPITAL SUPPLY INTERNATIONAL CORPORATION**  
(ISO 9001:2015 AWARENESS AND RISK MANAGEMENT  
SEMINAR)



**CAVDEAL**  
(ISO 9001:2015 AWARENESS AND RISK MANAGEMENT  
SEMINAR)



**DAKAY CONSTRUCTION & DEVELOPMENT CORPORATION**  
(ISO 9001:2015; ISO 14001:2015; OHSAS 18001:2007  
RISK MANAGEMENT SEMINAR)



**EC DE LUNA CONSTRUCTION CORPORATION**  
(ISO 9001:2015; ISO 14001:2015; OHSAS 18001:2007  
AWARENESS SEMINAR)

# FCU IN ACTION



**METRO STONERICH CORPORATION**  
(ISO 9001:2015 INTERNAL AUDIT WORKSHOP)



**GALILEO SURGICENTER**  
(ISO 9001:2015 RISK MANAGEMENT SEMINAR)



**SOCOR CONSTRUCTION CORPORATION**  
(ISO 9001:2015 RISK MANAGEMENT SEMINAR)



**MEDILINK NETWORK, INC.**  
(ISO 9001:2015 AWARENESS SEMINAR AND INTERNAL AUDIT  
WORKSHOP)



**MEGAFOUNDATION INTERNATIONAL CORPORATION**  
(ISO 9001:2015 AWARENESS SEMINAR)



**ULTICON BUILDERS, INC.**  
(ISO 9001:2015; ISO 14001:2015; OHSAS 18001:2007  
AWARENESS AND RISK MANAGEMENT SEMINAR)

# FCU IN ACTION



**PILMICO FOODS CORPORATION**  
(ROOT CAUSE ANALYSIS WORKSHOP)



**RD INTERIOR JUNIOR CONSTRUCTION**  
(ISO 9001:2015 RISK MANAGEMENT SEMINAR)



**UNITEC BUILDER, INC.**  
(ISO 9001:2015 INTERNAL AUDIT WORKSHOP)



**UNIBAG POLYSACK**  
(ISO 9001:2015 INTERNAL AUDIT WORKSHOP)



**GOLDA'S CAKES AND PASTRIES**  
(SUPERVISORS' WORKSHOP)



**ALLIED HOSPITAL SUPPLY INTERNATIONAL CORPORATION**  
(ISO 9001:2015 AWARENESS SEMINAR)



APRIL 2017

# FCU TEAM TAKES A BREAK IN TAIWAN