



# ADDventures



December 2011

**ADD STAFF, Inc. will be open from 8am-5pm on Friday, December 23<sup>rd</sup> and Friday, December 30<sup>th</sup> and will be closed on Monday, December 26<sup>th</sup> and Monday, January 2<sup>nd</sup>.**

Speaking the Language of Inclusion is one way to demonstrate respect for your listeners. It means choosing language and nonverbal communication that includes everyone and avoids bias, stereotyping, and discounting.

**~Leslie C. Aguilar**

**Put forth the effort to be an effective listener and you'll:**

- **Minimize misunderstandings, assumptions, and mistakes**
- **Reduce the time you'll need to spend solving problems**
- **Increase trust, cooperation, loyalty, and commitment**

**~Eric Harvey**

Profit in business comes from repeat customers, customers that boast about your project or service, and that bring friends with them.

**~W. Edwards Deming**

Find someone in your life who demonstrates passion in their field of endeavor. Interview them; learn from them; find out why they are so excited about what they are doing. Studying the passion in others will likely spark more passion in YOU!

**~Scott V. Black**

**December ADD STAFFers of the month:**

**Congratulations for jobs well done.**

- William M.
- Shane H.
- Rodney B.
- Greg D.
- Daniel C.
- Frank L.
- Judith L.
- Phyllis M.
- Yazmin P.
- Michael K.

One good customer well taken care of could be more valuable than \$10,000 worth of advertising.

**~Jim Rohn**



A **REBUS** is a picture representation of a name or phrase. What is this?

**TAILR    RIALT    LAIRT    AIRTL**

**Customer Service Is Not A Department, It's an Attitude**



Answer to November Brain Teaser: A map.