



News You Can Use From Corporate Services, LLC

January 2010

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Contact Us

**We welcome your
comments!**

Also, please share this newsletter with any colleagues you think would find it valuable.

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or 225-923-3767

www.corpservice.com

Client Quote

"This Class was very valuable. I now understand and have the knowledge I need to implement and use the program."

Welcome!

Welcome to the January issue of your client newsletter. With your help, we were able to accomplish so much this year; we were able to obtain valuable client feedback through our client survey, our client newsletter debuted in July, our customer portal was released in October, we had many successful implementations, and many of you took advantage of expanding your capabilities by attending one or more of our on-site or on-line training classes. We are aware that all of you are responsible for our great success and we are truly grateful. Thank you all for making 2009 such a good year! We are really excited about all the opportunities headed our way in 2010.



In this issue, we are pleased to share with you a small glimpse of our Project Management capabilities and dedication to helping your businesses run efficiently. We would also like to introduce Andrew Paul, the newest addition to Greg Boudreaux's family.

Also in this issue, we have the pleasure of introducing three new clients, Well Testing, Inc., Technical Diagnostics Services (TDS) and Power Mechanical, Inc. We are very excited about these new opportunities and look forward to a long, successful partnership.

We would like to thank Lee Froschheiser, President and CEO of Management Action Programs (MAP) for the article below, "The Power of Asking "Why?" and how this one little question makes employees think and grow.

Thank you for your continued business. We are here to contribute to your success. Please let us know what we can do

Bethany McCaa - Downhole Stabilization

Referral Rewards

We appreciate the opportunity to work with you. Referring a colleague is the highest compliment you can give us. If you know of a company who could benefit from the solutions and services we provide, please let us know. We assure you we will take excellent care of your referral and we would like to send you a gift of thanks. The more wonderful clients we have, the more wonderful features we build into our products, which you can benefit from.

To refer a colleague, please contact [Bob Dosser](mailto:Bob.Dosser).

**Tuition
Reimbursement**
for Louisiana Based Businesses...

Corporate Services' is pleased to announce we are now an approved training company for the **Small Business Employee Training Program (SBET)**. This program is available for any small business in the State of Louisiana that has 50 or fewer employees and has been in business for 3 or more years.

For more information please contact Jeanelle Carson at JCarson@corpservice.com

to help.

Michael Saint and Bob Dosser

News & Events

Could you benefit from a refresher course? We have very special pricing just for you! For more information please contact Gail Dosser at 866-923-3767 or gdosser@corpservice.com.

Training Classes

[Click here for more details](#)



TrakQuip Essentials

January 11-13

RTMS Essentials

January 20 - 22

Understanding & Using Basic SQL for Improved Reporting in TrakQuip and RTMS*

January 25

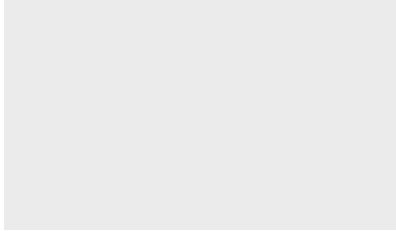
Reporting Dashboard*

January 26

Advanced Reporting Dashboard*

January 27

**These classes are now being offered on-line or at our Baton Rouge Facility. They can be purchased separately or for a reduced package price. For more information please contact Gail Dosser at 866-923-3767 or gdosser@corpservice.com.*



Corporate Services Welcomes Three New Clients

Corporate Services is very excited to welcome three new clients, Well Testing, Inc., Technical Diagnostics Services, and Power Mechanical, Inc.

Well Testing, Inc., a wholly owned subsidiary of Oil States International, Inc., was founded in Monahans, Texas in 1968. Its corporate office is located in Midland, Texas with numerous operational facilities located throughout the US. Well Testing, Inc. is one of the leading providers of surface production testing services in US markets. They have a strong reputation for excellent, competent, and reliable service. Corporate Services Project Manager, David Pitre began working with Well Testing, Inc. at the beginning of December and is very pleased with their progress.



Technical Diagnostics Services (TDS) incorporated in 1993 and has built a national reputation as a premier electric power and instrumentation testing, startup, diagnostic, maintenance, training and test equipment provider. Their reputation is based on thousands of successful projects completed for their utility, industrial and government customers. TDS's Corporate Headquarters is located in Fort Worth, Texas. Corporate Services Project Managers, Justin Bridges and Adrian Aucoin have been working with TDS for only a few weeks but are very happy with the results thus far.



*Technical
Diagnostic
Services*

Power Mechanical, Inc. (PMI), located in Newport News, Virginia was founded in 1985 and provides boiler-related services worldwide. PMI is committed to the highest quality service and on-time scheduling and delivery. They continually strive to remain the premier boiler company across the country. Corporate Services Project Managers plan to begin working with PMI right after the first of the year.



What will Rental Management Software do for you?

'Increase Efficiencies'

While many efficiencies are realized immediately after installing rental management software, for many clients, the real "payoff" comes when it is possible to produce historical data almost instantly.

- Which category of equipment returns the most revenue?
- Which category of equipment falls short of revenue goals?
- Do I have more equipment than I need?
- Should I buy more equipment?
- Should I repair or replace the equipment?
- What is our maintenance cost vs. revenue?
- Who are our best/worst customers?
- Which quotes are we winning/losing?



"Discovery, Implementation, Training, Consulting"



DISCOVERY

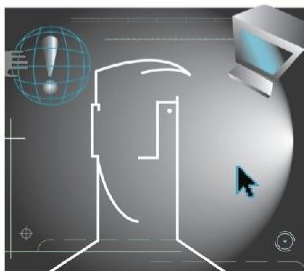
The Value of our Project Managers

Corporate Services' Project Managers working with Client Project Teams help many businesses gain efficiency. We have learned that there are many similarities and vast differences between implementations and we are committed to identifying and addressing the unique aspects of your business. Our project managers focus on learning and making maximum use of the standard software to support your business processes and will suggest modifications to our standard software functionality to reach the desired results. They also help your employees gain the knowledge necessary to help maximize your investment in our products and services.

Implementation



Consulting



TRAINING

Each year, as new capabilities are added to our software and your business goals change, you may want to consider consulting with one of our project managers to help

you achieve your goals. To learn more please contact [Rob Dasser](#)

Introducing Andrew Paul

Greg Boudreaux and his wife, Myriah, are pleased to announce the birth of their fifth child, Andrew Paul. Andrew was born at home August 28, weighing 8 lbs 13 ozs. He is welcomed to the family by his excited brothers Casey and Caleb and his loving sisters Elizabeth and Cassandra.

Greg is a senior software developer and began working with Corporate Services in 2001 after returning to his home state of Louisiana. Prior to coming to Corporate Services, Greg worked as a software engineer for Lockheed Martin Management & Data Systems in Valley Forge, Pennsylvania.

Greg and Myriah have been married for eleven years and work together to home school their children.



"The Power of Asking Why"

"MAP is considered a pioneer of business management consulting and executive development"



The Power of Asking "Why?"

How This One Little Question Makes Employees Think and Grow.

By Lee Froschheiser, President and CEO, MAP

A boss sits down to have a meeting with his employees. They've fallen short of a goal, and so the boss asks: "What happened? What approach did you use? How did you attempt to meet your goal?" One by one, the employees give him a litany of reasons, all of them centered on situations, experiences and the steps they took in attempting to reach the goal.

They've failed to make the mark, no doubt, but even after this discussion, the reason for their shortfall is still unclear. That's because despite all the questioning, the boss hasn't gotten to the real issue. He's failed to ask the most important question: "Why didn't you achieve the goal?"

This scenario plays out all the time in companies, fostering a never-ending cycle where people are stuck in a place of great misunderstanding. Asking situation-type questions prevents the boss from understanding the real issue. It also keeps employees from doing the necessary brainwork required to uncover it. The results are answers that amount to fluff. Problems aren't identified and the proper corrective actions are not developed.



Leaders should focus on "why" people do what they do versus "what" they do. Asking the powerful question "Why" forces people to think deep. They can then peel back the layers of excuses and get to the root cause of the problem. For example, if employees have failed to meet a goal and are asked "why" questions rather than "what" or "how" questions, they might give responses like, "I didn't prioritize my time." So the boss must then go farther and ask, "Why didn't you prioritize your time?" When the employees say they have too much on their plate, the boss, once again, must ask "Why?" The final answer: These employees are given many tasks from their boss and cannot distinguish between what is and what isn't a priority. With the real problem revealed, the boss can now take appropriate action, perhaps setting up time to help them prioritize their many tasks.

The Challenge Behind Asking "Why?"

Asking "why" seems easy enough. It's just a little word, after all. So "why" don't company leaders ask this powerful question more often? Probing deep can be scary for a boss. It smells of confrontation and hints of accusation. Yet asking "why" doesn't have to be confrontational or insinuate blame, depending on how the "why" question is asked, the tone of voice used, the way it's introduced, etc.

Many bosses are also accustomed to being the go-to person for answers. They're used to giving direction and opinion. It makes them feel valued, important and reinforces their position of authority. Also, some bosses prefer to deliver the answers because they think it will save precious time. Unfortunately, when bosses routinely dish out the answers, they become enablers of that dysfunctional cycle, which is actually a huge time-waster. Employees regularly seek out the boss for the solution rather than being problem-solvers. This prevents the ability to develop real solutions, stifles employee growth and ultimately limits company productivity.

The best bosses and company leaders are those who understand that asking "why" is a highly productive teaching method. And teaching - rather than preaching - and challenging people to think is what stimulates discovery, solutions and growth. So the goal of any leader is to become a great teacher and develop the necessary skills. This includes not only asking "why," but then also giving employees an appropriate amount of time to determine the real answer. That could be as simple as waiting a few minutes for a response in a meeting, or perhaps sending everyone off to think about the issue, research the reason for the problem, and return at a later time with an answer.

Great bosses also teach by holding their employees accountable for not just the problem's answer, but also its solution. When the employees are used to going to the boss for answers and direction, they actually transfer the ownership of the problem from themselves to the boss. Consequently, they can then blame the boss for the goal's shortcomings and failure. It's no longer their fault because they didn't provide the solution - the boss did. Assigning employees with the task of uncovering the reason for their missed goal or creating a viable solution to a problem or challenge puts the responsibility back where it ultimately belongs.

Think back to your favorite teacher, someone who really made a difference in your life. Did he or she give you all the answers? (No!) Did he or she make you look for the answers? (Yes!) Did this teacher hold you accountable? (Absolutely!) These are the ways great leaders help people learn, cultivate the potential of those around them, and enable growth.

Becoming the Great Teacher

So when it comes to teaching, how do bosses start? They must ask more questions in general. To get people to open up, it's okay to lead with a few situational questions, such as, "What was the biggest challenge?" But don't spend a lot of time here; quickly

move on to the meatier "why" questions and get to the root of the problem. Once the issue is clear, employees commonly ask bosses for the solution, and this is the opportunity for leaders to push back and pose that same question to the ones who are asking it. It's the employees who need to find the solution, articulate how it will be done, why it's the remedy of choice and the appropriate new goal(s) that must be set to reach it.

Finally, great bosses realize that quick reactions and easy answers typically don't produce the right solution. That's where digging deep, allotting appropriate time for understanding and empowering employees to think hard comes into play. The teaching process is a challenging one if it's going to be effective. But for great bosses and leaders, every day provides an opportunity to create the lesson plan that will develop employees. Their ownership in mining the solutions to challenges is what ultimately leads to growth and success.



Tips to Asking Tough Questions

- Deal with "elephants in the room."
- Limit situation-based questions (i.e., what, when, how, ...?).
- Ask more "why" questions.
- Ask open-ended questions and keep yes/no questions to a minimum.
- Wait for the answer once you ask the question.
- Don't give the answer to the question in your question.
- Realize that "pregnant" pauses are part of the process.
- Drill down on broad, general statements or "modifier" statements.
- Listen for "modifier" words (i.e., working on, in process, considering and thinking about) because you might not be getting the real answer.
- Don't assume the first answer given is the right answer.

To learn more please visit www.MAPconsulting.com