



AMS Newsletter

SEPTEMBER 2011

Arrington Management Services, Inc.

**3900 Ford Road, Suite A
Philadelphia, PA 19131
Phone: 215-473-2131
Fax: 215-473-0152**

We're on the Web!

www.arringtonmanagementservices.com



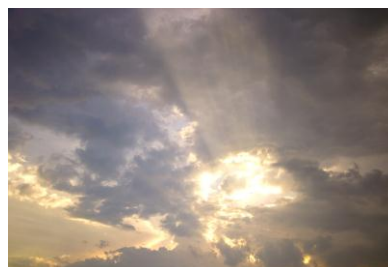
Hello My Friends,

I hope everyone had a great summer and got to spend quality time with your families and loved ones.

I know the weather was quite bad in most parts of the country and presented quite a challenge for many of us. Many of us found leaks in our roofs that we didn't know we had and discovered that our basements were not quite as waterproof as we once thought they were. In any event, however, I hope you made it through all of the storms, floods, droughts, and heat.

If nothing else, I hope this summer of record weather events has proven to you that you can make it through anything with the love of our family and friends, the right tools, and determination. Some of the things we lost will be replaced with better things while others simply may not be replaced at all because we didn't really need them anyway. We'll take the time to fix things that were broken and make sure we are ready for the next "event".

This is the same strength and determination that I hope you take with you and demonstrate in your careers and all that you do this fall. Just as the storms have forced us to look at things around us, let's keep that energy as we forge through the rest of this year. Let's prepare for the challenges that the new season will present. Let's work on fixing the leaky (negative) attitudes and let's drain the discontent from our flooded (busy) lives. Let's take the time to remember what is really important.....we can make it through anything and we will come out of these things better than we were when we went through them. It may not always be easy and rain will fall again, but your hard work will make better days ahead, just as the sun will shine again.



THANKS FOR THE MEMORIES

As we noted in the previous newsletter, AMS sponsored a couple of events this summer.

Our Summer Nights event (which was co-sponsored by The Philadelphia Diamond Company, Eloise Scott, JLH Services, Hair Prescriptions Salon, Jim Hickman, Quantum Technalysis Asset Management, and Lanique Fashions) was a meet and greet for the residents of the condominium in which our offices are located. We had lots of food and fun. We gave away and raffled off some great prizes. I want to take this opportunity to again publicly thank the AMS Staff who did a marvelous job at helping put the event together, my sister Cheryl Roebuck who spearheaded everything, DezignedByU (David Cain) for the wonderful and beautiful custom designed lamp, A Letter From Home (Cynthia Campbell) for the awesome food and the Personal Chef Services prize, Lanique Fashions for the wonderful gift bags and all of the hard work and help with pulling the event off, and Stacey Harcum for the wonderful music. I would also like to thank the co-sponsors of the event and raffled off two wonderful prizes. The residents all seemed to have a great time and we got a lot of positive feedback.



Our first AMS Fundraiser, A Night With Sinbad, was simply AWESOME!!!! We shared an evening of good food, good comedy and good times with family and great friends. Sinbad was ridiculously funny and reminded us how funny it can be to get older. The Keswick Tavern provided us with very good food and wonderful service. I am so sorry for those of you who were not able to join us and we hope you can join us for our next event. Again, I want to thank the AMS Staff and Cheryl Roebuck for a lot of hard work. Most of all, I want to thank our friends and family who made this event the overwhelming success that it was.



Be on the lookout for information on our next fundraiser. It will be held in March. Again, there will be great food, good music and a lot of fun. I'll give you a hint as to what it will be. If you play an instrument or sing and you are a "frustrated musician" who always wanted to show your stuff and play in public, get your "chops" ready.



CAN YOU HEAR ME NOW???



Arrington Management Services has been talking to and working with various companies and organizations to bring basic communication skills back into the workplace and the community. While there are many workforce development programs available to participants that concentrate on providing the technical skills their participants will need to perform certain duties and tasks in the workplace, most of these programs place very little or no emphasis on the “soft skills” that will, most likely, be the difference between succeeding and failing in the workplace and life, in general.

Having worked in “Corporate America” for the last 25 years and through communications with my colleagues, partners, and other business professionals, it has become very apparent to most (if not all) of us that there is a true and dire need for improving the basic communications skills of many of the people with whom we come into contact with. Many of the people in the workforce today really do not know how to communicate. This social deficit is prevalent among all types of employees (regardless of race, economic standing and background) and is clearly evident in most of our businesses today. We (AMS) believes that this is largely due to the fact that there are now two or three generations of people that have grown up playing video games and watching TV as their primary activities, while also competing at everything from the time they are able to speak. While this has created people who are more technologically motivated and adept, it has not fostered or taught the interactive skills gained when children belong to organizations or simply “play with others”. Good customer service, teamwork and respect in the workplace and in our communities, in general, all seem to be a thing of the past. Many of us have taken these skills for granted and assume that all young and older adults have them. We have found that this is just not the case. Furthermore, studies by Stanford Research Institute and the Carnegie Mellon Foundation among Fortune 500 CEOs found that 75% of long term job success depends on people skills and only 25% on technical skills.

AMS has developed a “Basics of Effective Communications” workshop that we offer and provide to workforce training programs. This workshop is designed to:



THANK YOU VERY MUCH!!!

As always, I thank our clients and customers for continued business and support. I also thank my workers and caregivers for providing services to my clients with love, care, dignity and compassion. Last (BUT ABSOLUTELY NOT LEAST), I thank my family and friends for their eternal love, support and encouragement.

I realize that you can go anywhere for the services you get from us and we are **HONORED and HUMBLED** that you have chosen to work with us. We will continue to work to provide you with the best services.

- Improve the basic Communication Skills of Workshop participants.
- Help Workshop participants understand the different components of communication and how each component contributes to overall personal impressions and one's ability to effectively communicate his/her intentions.
- Teach Workshop participants appropriate behaviors for various situations.
- Help Workshop participants understand acceptable cell phone usage.
- Teach Workshop participants how to handle disputes in positive ways.
- Helping Workshop participants understand: (1) the basics of teams, (2) how to be a good and effective team player, and (3) the benefits of teamwork.
- Helping Workshop participants understand differences (diversity) and how to work within diverse environments.

We sincerely believe that the question is no longer "why should these programs be interested in our training workshops", but instead, "how can any successful program NOT include such training as part of its curriculum?" We believe that soft skills training is not only critical to success in the workplace but it is vital to the improvement of our communities at large

You also play a vital role in improving these skills with our youth and your co-workers. Mentor those you meet. Make your kids put the remote and video controllers down so you can actually talk to one another for some period of time each day. Don't be afraid to correct those you come into contact with when they need help. This should make all of our lives better, more cordial, and less confrontational. If you need any help with this from us, give me a call. We'll be glad to assist you.

WELL THAT IS ALL I HAVE FOR THIS EDITION. AGAIN, THANK YOU. For more information on anything you have seen in this newsletter or to check out previous newsletters, please visit

www.arringtonmanagementservices.com/newsletters