

## WMI Quality Statement

WMI is committed to maintaining high customer satisfaction with its innovative water efficiency programs.

We will propose products and services that are “fit for use” and that will set the standard for quality and value in water efficiency.

We strive to be world class in every aspect of water efficiency by fostering a culture of honesty, openness, mutual respect and teamwork.

WMI understands the necessity of continual improvement (both as a company and as individuals) to keep us at the forefront of water conservation and to exceed customer expectations.



## Operation Rain Barrel & the Earth Week Community Fair

On Saturday, April 25<sup>th</sup>, the annual Earth Week Community Fair was held at George Mason’s Arlington campus, focusing on teaching the community practical ways to “green their lifestyle”. This year’s event was called “Go Gaga For Green”, and once again **Water Management** was a sponsor of this event. **Tom Horner** presented awards to the three best decorated rain barrels.

As part of the fair, schools from the surrounding areas offered an opportunity “to engage students in learning about sustainability in a creative way” by challenging them to a rain barrel decorating contest. The interactive challenge, Operation Rain Barrel, teaches students how rain barrels can be used to catch and hold rainwater, which can then be used for gardening and cleaning while reducing water consumption and protecting local water sources from depletion and contamination.





These decorated barrels were then auctioned off in a silent auction at the fair, with the proceeds benefiting the Arlington County Council of PTAs Scholarship Fund and Mason's Early Identification Program, which targets and assists promising middle and high school students who would be the first in their family to attend college. This year, the silent auction raised \$3,351!

What a great way to teach the community and students alike about the importance of going green, and how they too can be involved in saving our Earth's resources.

## Where in the World



**Chris Anderson** and **James Palmer** were working at 6 sites in Colorado: Embassy Suites Denver International Airport, Hilton Garden Inn Denver South Meridian, Hampton Inn Denver West Federal Center, Marriott Boulder, Homewood Suites Boulder, and Residence Inn Boulder.

**Bill Harrison** and his partner **Danny Matthews** were in drought stricken California working at 6 sites: SpringHill Suites Fresno, Hampton Inn & Suites Thousand Oaks, Residence Inn Camarillo, Residence Inn Pasadena Arcadia, Hilton Garden Inn Arcadia Pasadena Area, and Hyatt Place LAX Airport.

**Dan Sirakis** was working in Dothan, AL at Hampton Inn & Suites Dothan, and Courtyard Dothan. **Dan** then teamed up with **Aaron Waldron** at the end of the month to travel to the state of Washington. They started work at the TownePlace Suites Seattle North Mukilteo and will finish the month at Marriott Redmond Town Center.

Here are some other projects we've been working on this month:

WMI PERSONNEL ASSIGNED	WORKSITE
Nery Martinez Douglas Martinez Dennis Porter	Glen Willow #5
Bob Smith Douglas Martinez Dennis Porter	Parkview Gardens
Jeff Bell Butch Deibler	Letterkenny Army Depot
Eddie Gonzalez Giovany Gonzalez James Benjamin Kay Koroma	Brooklyn Ridge

## April Fools, or is it really?

Last month, we thought it would be fun to publish some crazy, April Fool water restrictions to see how many people are paying attention! However, the day we published it, California really did come out with an Executive Order that mandated the following:

1. Restrictions that impose a 25% reduction in water usage through February 2016. Water Suppliers will be required to reduce usage as compared to their 2013 urban water use.
2. A statewide initiative to replace 50 million square feet of lawns and turf with drought tolerant landscapes
3. Funding for an Appliance Rebate Program
4. Irrigation of ornamental turf on street medians with potable water is now prohibited
5. New Construction is prohibited from irrigating with potable water, unless by drip or microspray systems.
6. Water Suppliers are directed to develop rate structures, including surcharges, fees and penalties, to maximize water conservation.

In order to extend our knowledge and expertise in water conservation to those in California that are suffering from the drought, we developed a new program called WOLF: Water Optimization and Low Flow. This innovative training and support program will be offered by WMI to select companies, so that we can partner with them in offering water efficiency programs to their customers. Russ and Matt Ridout have been in discussion with a large hotel chain, and also a mechanical contracting firm, that are both interested in the program.



To learn more about Water Management's **WOLF Program** please click on the wolf!

## Noteworthy News



### Successful Training Completion!

This month, **Douglas Martinez** and **Giovanly Gonzalez** completed OSHA 10 training, which

is a course designed to educate workers on the recognition, avoidance, abatement, and prevention of safety and health hazards in workplaces in the construction industry. The program also provides information regarding workers' rights and employer responsibilities. Douglas and Giovanly took the course online through our OSHA training company.

In addition, **Eddie Gonzalez** finished up his OSHA 30 training. OSHA 30 is a more in-depth training, not only covering recognition and prevention of safety and health hazards, but it also covers recordkeeping requirements and the responsibilities of a Supervisor in preventing worker injuries.

Congratulations to **Eddie, Douglas and Giovanly** for completing the OSHA training, and for increasing their understanding and awareness of safety at work!

## Sweet Home Alabama!

**Bob Smith** is moving to Alabama! After spending many years in Virginia, Bob has decided to become a true “southerner” in the great state of Alabama! But Bob is not going anywhere, really! He will continue to work for Water Management, but he will now just be based out of Alabama. To celebrate his new beginnings, the Virginia office threw Bob a party. Bob, we are going to miss seeing your smiling face in Virginia on a daily basis, but we are so happy for you!



After completing the move in the next few weeks, Bob will get on the road to meet up with Aaron on some hotel work in Oregon.



## Master Plumber

How many DFUs (drainage fixture units) does a common bathroom group represent? If you don't know the answer to this common plumbing question, just ask **Mike Maurer!** That was one question out of 140 total questions that was part of a 7 ½ hour exam that Mike recently took in Atlanta to obtain his Master Plumber's license in the State of Georgia. Mike was also required to attend 80 hours of classroom instruction over a period of 5 weekends in Atlanta in order to qualify for the exam.

Mike now holds a Master Plumber's license in the states of Tennessee, Alabama, Virginia, and Georgia! Thank you Mike for all of your hard work!



## Managing Workplace Conflict

*by Nancy Friedman, the Telephone Doctor*

Unfortunately, conflict between human beings is about as old as life itself. Is there any doubt that early cave dwellers got in disagreements about whose turn it was to go snag another wooly mammoth or who got to sleep closest to the fire? They may have lacked the sophisticated swear words we've developed but the conflict was there, nonetheless.

No matter the era, if you put two or more people in close quarters, sooner or later, you'll have a conflict.

And so it goes in today's modern office. Except that in the workplace, negative internal relationships will severely impact how well your organization operates.

And ultimately, how well your external customers are treated. We all know that it's really difficult for people to concentrate on providing high levels of external service, when there's conflict, unhappiness or lack of respect within an organization. While it's not possible to avoid all employee conflicts, there are techniques to better manage these challenging situations. When a major conflict erupts between coworkers, it's usually necessary to involve a manager to help resolve it.



Here's a process to help resolve internal relationship issues and possibly prevent the need for management involvement. Used properly, this three-step process will help maintain a positive, healthy workplace atmosphere.

### Managing Workplace Conflict

We call it the B.I.F. Approach.

#### EXAMPLE OF AN INTERNAL CONFLICT SITUATION:

Let's imagine there are two coworkers named Cynthia and Joe. They sit near each other in open cubicles. During his breaks, Joe enjoys listening to his favorite 80s hair band on his boom box. This music really disturbs Cynthia and she has trouble concentrating while talking with customers.

#### CURRENT METHOD FOR HANDLING CONFLICT:

Cynthia walks up to Joe and yells, "Hey Joe, do you have any clue how loud that is? Turn it down, now!"

Joe will likely give an angry stare and either ignore her request or turn the volume higher! Obviously, simply ordering Joe to change his behavior isn't likely to be an effective tactic.

#### LEARNING THE B. I. F. APPROACH:

Here's a better way. Let's examine the B.I.F. Approach letter by letter:

**B – Behavior** – First, describe the behavior. Use specific facts or an objective description. It's important to keep from asking questions that will put him or her on the defensive and possibly start an argument all before we even get to the point.

**I – Impact** – Next, tell the effects that the behavior is having on you. How is it impacting your job or your performance?

**F – Feelings** – Lastly, relate how the behavior and impact cause you to feel.

After that, you stop and let the other person absorb what you said. Often, that silent period will result in the other person apologizing or suggesting a solution.

## HANDLING CONFLICT USING THE B. I. F. APPROACH:

Cynthia: “Excuse me, Joe... That radio is really distracting. It’s making it difficult for me to hear my customers and concentrate. It’s embarrassing for me because I’ve just had to ask my customer to repeat herself a number of times.”

Sentence by sentence, that was:

B – Behavior “That radio is really distracting.”

I – Impact “It’s making it difficult for me to hear and concentrate.”

F – Feelings “It’s embarrassing for me because I’ve had to ask my customer to repeat herself a number of times.”

Then, Cynthia stops to let Joe absorb what was said. Cynthia’s tone of voice is also very important. It needs to be even-tempered because a calm delivery sets the tone of the conversation. If Cynthia’s tone is angry or attacking, it’s likely Joe will mirror that tone and respond in the same angry way.

Obviously, The B. I. F. Approach won’t work in every case. But in many situations, it can help diffuse minor workplace conflicts and reduce the need for management involvement. Plus, you’ll know you handled the situation professionally.

Give the B.I.F. Approach a try the next time you encounter a workplace conflict situation.

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## HR Corner



### NEW FEATURES ON PAYLOCITY WEBSITE

As we reported last month, our PAYLOCITY self-service portal now has even more features and online training available! When you log on to check your next paystub, take a look around and see what all you can access from the self-service portal. You can view your personal leave balance, and you can access links to all of our benefit plans including CareFirst, Ameritas, and MassMutual. You can also request time off, update your emergency contacts, access company forms, review our employee handbook and benefits manual. Most of this is also available when you use the PAYLOCITY app on your phone.



### WANT TO IMPROVE YOUR EXCEL SKILLS?

Or Learn about how toilets are made? Check out the new Training videos under the CAREER section of your Paylocity Self-Service Portal. We continue to add video training to the library, keeping each training video short and specific to our work. Recently, we added 3 new Excel training videos, a few minutes each that cover sorting, formatting, and modifying cells. Even I learned something new!

## Milestones



*May Birthdays*



*May Anniversaries*

Pete Valentin – 05/03  
Bob Smith – 05/19  
Charlie Gildehaus – 05/24

Jessica Rauhala – 6 years  
Giovany Gonzalez – 8 years  
James Palmer – 11 years  
James Benjamin – 17 years  
Richard Horner – 19 years  
Brian Vroom – 19 years  
Yvonne Horner – 25 years