



THURSDAY 13, DECEMBER 2012

Wishing you the most special holidays ever and a successful and warm new year! At this joyous time of year, we are grateful for our work with you. In the New Year, we wish you abundance, happiness, and peace in a new year filled with hope. From our family to your family, we wish you the best holidays ever. And to whoever sent us cupcakes - thank you - keep them coming!

Bruce Hodes and the CMI Staff



Season's Greetings

from Bruce, Alona and Dorothy

The Strategist: Be the Leader Your Business Needs

By Cynthia Montgomery

Typically I do not like what I call "MBA" books. These are business tomes written by professors. They are theoretical and hardly relate to the business world. Typically the case studies are complicated and irrelevant. The Strategist is different. Though written by Cynthia Montgomery, a Harvard professor, the author's writing style is straight forward, almost conversational.

Read the rest of the review, [click here](#).

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Going To Ecuadorland: Snippets from a Trip

I went to Ecuador not for pleasure but for a client. Gosh that sounds romantic. CMI has a client in Ecuador; sweet. Finally I had outgrown the constraints of North America. Traveling there was like going to a new world. The transition, twelve hours of travel and the hour standing in line to get out of Ecuadorian Customs, solidified that I was no longer in Kansas. Not to mention, everyone spoke

Welcome Colleagues

CMI's Quarterly Newsletter

Welcome to CMI's Quarterly Newsletter, a newsletter for businesses that want to create profitable, nurturing, and quality work cultures. Please feel free to pass on CMI's Quarterly Newsletter to people in your network. To forward, change your preferences, or unsubscribe click on the links below.

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CMI Moved!

but we did not go far...

As of November 1, 2012, CMI's new home is

**1103 Westgate
Suite 305
Oak Park, IL 60301**

Our phone numbers are all the same

Spanish.

Was that really a bullet proof vest on that security guard who took my suitcase out of the car? He also wore a pistol. What was that about? I assumed that the pistol was for protecting me in my hotel room. Oh dear; what had I gotten myself into?

To continue reading, [click here](#).

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Raving Fan Customers

What is a Customer Focused Team? The word "team" is overused in business; it gets applied to any group of humans in a work setting. However, when you define a team as everything, you end up with nothing. Tough challenges and high performance standards, such as those associated with customer service, quality and profitability are essential for teams to come together and coalesce. Having customers consistently be raving fans of the company's service is certainly a challenging and lofty goal.

To learn more about creating Customer Focused Teams that produce Raving Fan Customers click [here](#).

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Achieve Sustainable Business Growth

Can you grow a powerful, profitable organization in these challenging times? Yes, but it takes courage, determination, and actionable techniques that work," says Bruce, who has 30 years' experience working with privately held companies from five to 100 million dollars in size. As a business consultant, author, and former psychotherapist, Bruce brings a diverse blend of skills and education to his work with teams, business leaders and executives, and as President and Founder of CMI, he's dedicated to helping companies grow. The author of Front Line Heroes: Battling the Business Tsunami by Developing Performance Oriented Cultures, his entertaining talks are powerful experiences as Bruce illustrates his strategies with real-life stories and provides step-Enter your description.

Please update your records accordingly.

CMI Open House

CMI is hosting an open house on

Friday, December 21

12pm - 2pm

Lunch will be provided. Please stop by and see our new office!

CMI donates \$500 to the Race That's Good For Life in honor of our clients

The Race That's Good For Life is one of the most prestigious 5K race events in the Chicago area. The Race That's Good For Life is a family friendly event that draws from the Oak Park area and beyond. Race proceeds benefit local charities such as the United Way (formerly Community Chest) of Oak Park, River Forest, & Forest Park, the West Suburban Health Care Foundation, and Friends of the Oak Park Public Library.

Visit the [race website](#).

CMI Videos

CMI has some great new videos on it's YouTube Channel.

Watch Bruce present at the TRSA conference. [Click Here](#).

Watch Bruce play team building games with Servicat in Ecuador. [Click here](#).



CMI's YouTube Channel

CMI Recommended Readings

CMI's recommended list of books and articles will help you produce a high performance work culture.

3 Strategies for Middle Management: by coordinating efforts between top execs and front-line staff, midlevel managers can play a key role in growth

Interested in having Bruce speak for your organization? [email us!](#)

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Holiday Team Building Party

The holidays are generally a time filled with festivities, good cheer and delicious food. Unfortunately today's rough economic climate brings less fun in the workplace. Don't let your end of year celebrations and holiday parties "make the cut." Instead, save money with **CMI's Holiday Team Building Party**. This is the perfect time to let your guards down, bond with your co-workers, celebrate 2012 accomplishments and toast to 2013.

For more information click [here](#).



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CMI Teamwork

711 South Boulevard, Suite 10
Oak Park, Illinois 60302
800-883-7995
info@CMITeamwork.com

Mission and Vision: motivate staff by reviewing why your company exists and what it does best - then focus & execute

Facebook

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Trading strategies that exploit cross-sectional differences in firms' transitory earnings produce abnormal returns of 7% to 10% per year. Keywords: core earnings; transitory earnings; non-operating earnings; quantitative disclosures; Equity Valuation; big data; Business Earnings

With three out of the 11 board seats occupied by China Resources affiliates, and a two-thirds majority needed for the proposal to pass, the vote would determine the future of Vanke. Keywords: China Vanke; China Resources; Hostile takeover; board of directors; shareholding structure; shareholder rights; asset restructuring; Corporate Governance; Governing and Advisory Boards; Valuation; Business and Shareholder Relations; Real Estate Industry; China

Because strategy is so crucial to every company all business leaders must answer the question "Are you a strategist?" Executing strategy is not a function that can be outsourced to experts, rather it is a leadership job, and a big one. The aim of her new book is to help business leaders develop the skills and sensibilities that the role demands. Strategy and leadership have become separated in the business world Cynthia Montgomery reveals why and how they need to be re-integrated for ultimate business success. Cynthia Montgomery is the Timken Professor of Business Administration and immediate I use the word strategist, or leader strategist, for the head of a business; someone who bears overall responsibility for what a firm is and what a firm does. But people throughout a business need to understand and embrace strategy. No one can do a job well, or make the choices and trade-offs any position requires, without understanding the big picture, without knowing what a firm aspires to be, and how it intends to get there. If a firm's strategy is not clear, people throughout the organizations have a right and a duty to press for clarity. If the answers aren't forthcoming or satisfying, th