

Towmasters
P.O. Box 584
Newport, NH 03773

**We "Hook" You Up With
The Information You Need!!**

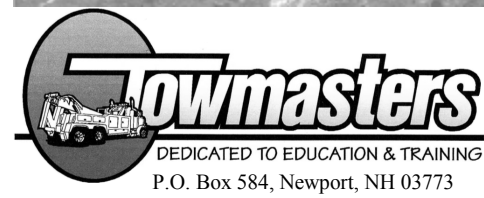


1999-2011
**Celebrating 12 years of
Education and Training**

- T* raining and educating within the towing industry
- O* rganizing together to achieve common goals
- W* orking to promote pride and professionalism
- M* onitoring industry changes and reacting to facilitate member needs
- A* dvancing new ideas and concepts forward
- S* tructuring our membership to act as one unified body
- T* eaming together to pool resources and collectively become more productive
- E* nacting on fresh new ideas and concepts
- R* eacting jointly to an ever changing industry
- S* haring visions and goals



United
We can put the piece's together



Cory Patten **President** • 603-863-1400
Donald "Hulk" Gagnon **Vice President** • 1-800-335-2085
Jim Rymes, **Secretary** • 603-228-2224
Brendon "Woody" Wood **Treasurer** • 603-635-3371



www.towmasterstraining.com

April 2011



Russell Drew Sr.
1929 ~ 2011



Paying Tribute to a Friend



Is Your Team Dysfunctional?

By Mary M. Byers, CAE Professional Speaker and author of 5 books

Whether you work for a start-up association or one that's been around for decades; whether your membership numbers are climbing or declining; whether your staff gets along well with one another or not you owe it to yourself, your staff, and your organization to read Patrick Lencioni's The Five Dysfunctions of a Team in order to better understand the dynamics of a successful group.

As a consultant, I read a lot of management books. This one is brief, thought-provoking, and powerful. If you read only one non-fiction book this year, make it this one. (And if you don't have time to read it, skim the rest of this article to see what you're missing.)

Lencioni has done a masterful job identifying and simplifying the complex issues that keep teams from functioning as smoothly as possible. He identifies the dysfunctions as follows (in the order they should be addressed):

1. Absence of trust
2. Fear of conflict
3. Lack of commitment
4. Avoidance of accountability
5. Inattention to results

Further, he notes why these dysfunctions are so deadly, and how a strong team leader can address them. Here are Cliff's Notes for your benefit

Absence of Trust: Team members need to feel comfortable and sense safety with one another. Everyone must have the ability to admit their mistakes, weaknesses, and/or area's in which they need help. The role of the leader: Be willing to be vulnerable by admitting your own mistakes, failures and fears. Though your focus shouldn't be entirely on these areas, you should be willing to acknowledge your own shortcomings with your staff. (believe me, they already know what they are even if you don't tell them!)

Fear of Conflict: When team members don't trust each other, they don't feel safe to express their opinions and engage in honest debate. As Lencioni notes, "In a work setting where team members do not openly air their opinions, inferior decisions are the result." Though some bosses prefer to make all the decisions themselves, smart managers know that more input from more people (within reason) helps insure wise decisions. The role of the leader: To allow and invite conflicting opinions and to provide an environment in which they can be aired in a respectful manner.

Lack of Commitment: Unaddressed conflict and dissent results in dissatisfaction on a team while resolved conflict leads to buy-in and support. Allowing staff members to air their opinions, discuss the pros and cons and then come to a consensus is a way to gain commitment at all levels of an organization .

The Role of the Leader: To unearth differing opinions, allow for full discussion, then bring closure so the group can move on.

Avoidance of Accountability: Members of the strong team hold one another accountable even if doing so is uncomfortable. They are given permission to communicate openly and honestly with one another and are taught to approach one another with respect.

The Role of the Leader: To confront difficult issues and address staff shortcomings

Inattention to Results: Organizations fail to live up to their full potential when individuals aren't held accountable for their respective responsibilities. When some team members don't carry their weight, others begin to put their own needs ahead



Photo provided by S.G. Reed Truck Services

After an ice storm came through the area in November creating havoc on Interstate 89 Northbound in Springfield NH. Wreckers from SG Reed Truck Services and Cory Patten's Auto & Truck Works wait at the rest area for word from State Police to start removing the many trucks involved in collisions.

Complete application and mail with payment to: Towmasters
PO Box 584
Newport NH 03773

Membership Application

Company Name: _____ Telephone: _____

Mailing Address: _____ Fax: _____

Cell: _____

Email Address: _____

Owner(s) Name: _____

Primary Contact If Other Than Owner: _____

Type of Equipment (Resource List For Mutual Aid Purposes Optional): _____

Do you belong to another Towing Industry Association? (circle one) YES NO

If Yes to above, please list by name the Association(s): _____

Annual Dues: \$100.00 All dues are payable by May 31st of each year.



Recovery of the Month

Woody's Auto Repair & Towing of Pelham NH recovered this 2004 Freightliner with loaded refrigeration unit on the morning of January 12th on Interstate 93. 18 inches of snow fell that day! Great photo's, nice job!



Towmasters Educational Scholarships

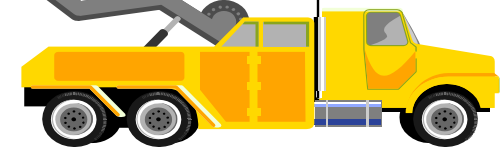
Two \$500.00 scholarships are awarded each May. Applicants are required to fill out the application in full and have a Towmasters member sponsor.

Applications can be obtained @ www.towmasterstraining.com.



Membership Benefits

- ▶ Monthly Meetings - 3rd Thursday of the month, The Red Blazer, Concord, NH. 7:00pm (excluding Jul-Nov-Dec)
- ▶ Outdoor training facility
- ▶ Education/Training Courses offered through the year:
 - * Wreckmaster
 - * Tom Luciano
 - * DOT
 - * Billy Leach
 - * Guest Speakers
 - * Joe Sroga
 - * Dave Lambert
- ▶ Field Days for training with your crews on simulated accident scenes. We have cement mixers, school buses, tractor trailer units, tankers, numerous cars, motorcycles, and RV's to practice with.
- ▶ Promoting billing and working together to get paid for what the job is worth.
- ▶ Drug Consortium with testing done at your place of business
- ▶ Group of professionals that assist other towers in times of need.
- ▶ Classroom facility for school room atmosphere
- ▶ Informative monthly guest speakers.



Send us your recoveries

Email your photo's and a brief description and we will feature your work.

Email: cpatw@comcast.net



2011 Tow Shows and events

- April 14th-17th** Florida Tow Show Hilton across from Disney Village, Orlando, Fla (407) 296-3316 www.floridatowshow.com
- May 14th-15th** New Hampshire Tow Show Hampton Beach State Park Hampton NH (603) 863-4206 www.newhampshireta@comcast.net
- June 1st-4th** CTTA Western States Tow Show Silver Legacy Resort & Casino, Reno Nev. (760) 325-5840 ext 115 www.ctta.com
- June 3rd-5th Empire State Towing and Recovery Association 2011 Tow Show Lake George, NY (518) 543-6630 www.estrany.com
- June 13th-18th Colorado Tow Show Jefferson County Fairgrounds Golden, Colo. (303) 777-4208 www.coloradotowshow.com
- June 17th-19th Wisconsin Towing Association Annual Convention and Truck Show Chula Vista Resort, Wisconsin Dells, Wis (800) 338-4782 ctuhus@witruck.org
- August 5th-6th Professional Towing & Recovery Operators of Illinois Wyndham Chicago, Lisle, Ill (800) 286-0519 www.towingillinois.com
- September 16th-18th Tennessee Tow Show Chattanooga Choo Choo Convention Center Chattanooga Tenn (423) 920-1219 jerry.riggs@comcast.net
- September 22nd-25th Midwest Regional Tow Show Great Wolf Lodge Mason Ohio (877) 341-3400 www.trao.org



Miller Industries latest carrier design is nothing short of revolutionary. Dubbed the "LCGtm" because of its extremely Low Center of Gravity. "How low can you go" Patent-pending

- Lower Deck height-5 to 6 in lower than your average deck, allows operators to secure a load while standing safely and conveniently on the ground.
- Lower center of gravity-so low that it accommodates extra tall loads like construction equipment but also remains stable with these types of loads while driving down the road.
- Lower load angle difficulty while loading low profile vehicles is a thing of the past, thanks to LCGtm's 10 1/2 to 11 degree load angle. Bring on the spoilers!
- Impressive dump angle Unloading damaged vehicles is as easy as proverbial pie with the LCGtm's remarkable 20 degree dump angle.

U.S. DOT Proposes Rule to Ban Hand-Held Cell Phone Use For Commercial Truck and Bus Drivers

WASHINGTON— As part of its campaign to put an end to the practice of distracted driving. The U.S. Department of Transportation today proposed a new safety regulation that would specifically prohibit interstate commercial truck and bus drivers from using hand held cell phones while operating a commercial motor vehicle (CMV).

“Every time a commercial truck or bus driver takes his or her eyes off the road to use a cell phone, even for a few seconds, the driver places everyone around him at risk,” said US Transportation Secretary Ray LaHood. “This proposed rule will go a long way toward keeping a driver’s full attention focused on the road.”

The proposed Federal Motor Carrier Safety Administration (FMCSA) rule would prohibit commercial drivers from reaching for, holding or dialing a cell phone while operating a CMV. Drivers who violate these restrictions would face civil penalties of up to \$2,750 for each offense and disqualification of their commercial driver’s license (CDL) for multiple offenses. Additionally, states would suspend a driver’s CDL after two or more violations of any state law on hand-held cell phone use.

Motor carriers that allow their drivers to use hand-held cell phones while driving would face a penalty of \$11,000. Approximately four million interstate commercial drivers would be affected by this proposal.

“We are committed to using every resource at our disposal to ensure commercial drivers and vehicles are operating safely at all times,” said FMCSA Administrator Anne S. Ferro. “ Implementation of this proposal would help make our roads safer and target a leading cause of distracted driving.”

FMCSA research shows that using a hand-held cell phone while driving requires a commercial driver to take several risky steps. In particular, commercial drivers reaching for an object, such as a cell phone, while driving increase their risk by six times. Many of the largest carriers, such as UPS, Covenant Transport, and Wal-Mart, already have company policies in place banning their drivers from using hand-held phones. In September 2010, FMCSA issued a regulation banning text messaging while operating a commercial motor vehicle.

Nearly 5,500 people died and half a million were injured in crashes involving a distracted driver in 2009. Distraction-related fatalities represented 16 percent of overall traffic fatalities in 2009, according to National Highway Traffic Safety Administration (NHTSA) research.

FMCSA is providing 60 days for the public to comment on this rulemaking. The comment period begins once the proposed rule is published in the federal register.

To learn more about the US Department of Transportation’s efforts to stop distracted driving please visit <http://www.distraction.gov>.

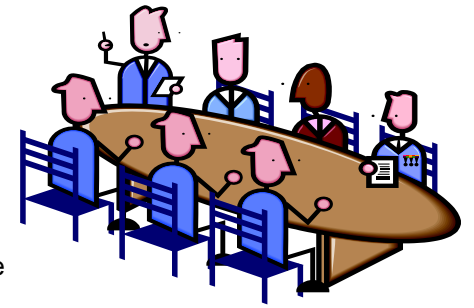


REMINDERS

- **April 21, 2011 Thursday General meeting 7:00pm The Red Blazer Restaurant 72 Manchester Street Concord, NH
- **2011 Election year Towmasters Officer’s nomination sheets have been mailed to all members.
- **Official Ballots to be mailed in April and due back for the May 2011 general meeting
- **May 14th and 15th New Hampshire Towing Association Tow Show Hampton Beach State Park
- ** May 30th deadline for Towmasters Scholarship applications. Applications: www.towmasterstraining.com
- **September 17th & 18th North American Towing Academy (Dave Lambert) Light duty certification featuring focus on Car carrier designed for Towmasters Concord NH

Of the goals of the team thinking their focus on team goals is no longer important.. The role of the Leader, to focus on overall goals while insuring everyone is pulling their weight.

Notes Lencioni, “Striving to create a functional, cohesive team is one of the few remaining competitive advantages available to any organization looking for a powerful point of differentiation. Functional teams avoid wasting time talking about the wrong issues and revisiting the same topics over and over again because of lack of buy in. Functional teams also make higher quality decisions and accomplish more in less time and with less distraction and frustration. Additionally, ‘A’ players rarely leave organizations where they are part of a cohesive team”.



If your team is running smoothly, The Five Dysfunctions of a Team will illuminate why and reinforce the things you’re doing well. And if your team is dysfunctional, you’ll find out what to do about it.

Footnote; Katie has purchased this book for anyone wishing to read it.

