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Personal Performance

Resolve an argument

Try these tactics next time you need to resolve an argument.

- Listen to the other person without interrupting. If you want your viewpoint heard, communicate that you are intently listening to the other person's viewpoint.
- Pause before responding to the other person's comments. Answering immediately communicates that you haven't weighed the message just received.
- State your case calmly and accurately. Persuade with facts.
- Consider speaking through a third person. By introducing a third party with no vested interest in the discussion, you remove the emotion associated with arguments.
- Let the other person save face. Introduce a comfortable way for him or her to come over to your side. Example: "I understand how you felt that way until you received this new information."

Source: *Electric Light and Power*, Barrington, Ill.

"A good supervisor is someone who can understand those not very good at explaining, and explain to those who are not very good at understanding."

Anonymous

Crud day

When tasks you dislike pile up, set aside a "crud" day to deal with them.

On that day, force yourself to get rid of all the cruddy tasks.

Additional tip: If you're a manager, give those who work for you time to do the same.

Source: Penney Press J.C. Penney - University of Missouri School of Journalism - Awards Program, Columbia, Mo.

"Never assume anything."

Anonymous

Walk this way

It's the nation's hottest new exercise—walking. "Serious" walking has fueled the growth of walking shoes, walking course layouts in shopping malls and three new magazines devoted entirely to the subject. A one-hour brisk walk at five miles per hour burns up 420 calories.

Source: *Sales and Marketing Management*, New York, N.Y.

Ha, ha, ha

If you want to try out a joke before using it in a speech, test it on your banking peers, not subordinates. You need to get feedback from people who aren't afraid to tell you when something you're doing isn't effective.

Source: *Management World*, Dr. Gregory B. Salisbury, Willow Grove, Pa.

Resources

TRANSITION IN AGRICULTURE: A Strategic Assessment of Agriculture and Banking

This landmark research report is the only assessment of what lies ahead for banking and agriculture specifically written for bankers. This study was conducted by an outstanding group of agricultural and financial researchers with leadership provided by Dr. John Hopkin of Hopkin & Associates. The results of the research, found only in this report, include:

- the economic future of agriculture and what this means to your bank;
- an assessment of the future of the Farm Credit System and Farmers Home Administration;
- credit and banking policy issues;
- legislative and regulatory changes that would permit banks to better serve agriculture;
- a strategic planning guide to help your bank increase its profitability in the coming decade;
- identification of the services, products and programs your bank should be planning for the future.

This report is important reading for any organization with an investment in the future of agriculture. For a free brochure describing this report, call (202) 663-5100.

FmHA Guaranteed Lending Manual

An invaluable guide—takes complicated government regulations and makes them understandable. This manual will help you build a successful program for originating and servicing FmHA guaranteed loans. Order number 040500. ABA member discounted price \$45; regular price \$65.

National Agricultural Bank Management School

For bank officers—or those who plan to be bank officers—the *premier* school for agricultural lenders. The 1987 school will be held July 12-17 at the Scheman Continuing Education Center in Ames, Iowa. The faculty from both banking and academic communities will help you acquire information and skills that will help you and your bank. For more information, call the Bankers Education Network (BEN) at (202) 663-5430.

Send order to: Order Processing Department
American Bankers Association
44-B Industrial Park Circle
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Processing/invoicing charge will be added to orders not accompanied by remittance. Non-members must prepay. Prices are subject to change without notice. All rush orders will be charged 10 percent of total value of order. Rush orders require complete street address. District of Columbia residents add 6 percent sales tax. Maryland residents add 5 percent sales tax.

Calendar

| State Bankers Association | Activity | Date(s) | Location |
|---------------------------|----------------------------|---------------------------------------|---|
| Colorado | Ag Banking Seminar | May 1-2, 1987 | Sheraton-Denver Tech Center Denver, Colo. |
| Iowa | Ag Credit School | June 8-19, 1987 | Iowa State University Ames, Iowa |
| Kansas | KABAR Ag School | May 31, 1987- June 5, 1987 | Kansas State University Manhattan, Kan. |
| Minnesota | Midwest Banking Institute | July 19-24, 1987 | University of Minnesota-Morris Morris, Minn. |
| Missouri | Ag Lending School | June 7-12, 1987 | Columbia Inn Columbia, Mo. |
| Washington | Ag Forum | May 6-7, 1987 | Red Lion Wenatchee, Wash. |
| | Northwest Ag Credit School | May 17-22, 1987 | Washington State University Pullman, Wash. |

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| American Bankers Association | National Ag Bank Management School | July 12-17, 1987 | Schelman Continuing Education Center Ames, Iowa |
| | National Ag Bankers Conference | Nov. 15-18, 1987 | Capitol Hilton Washington, D.C. |