

People Skills Count

To win with coworkers and business associates, follow these techniques:

Keep promises: No matter how minor, make it a personal policy to keep your word. People will respect your reliability.

Take responsibility for mistakes: It's human nature to believe we are always right. But if you pass the buck when something goes wrong, you send the message that you are irresponsible and untrustworthy.

Avoid "should" or "should not:" By *telling* others what they should or shouldn't do, you unfairly impose your values on them.

YOU CAN MAKE MORE FRIENDS IN
TWO MONTHS BY BECOMING
INTERESTED IN OTHER PEOPLE THAN
YOU CAN IN TWO YEARS TRYING TO
GET PEOPLE INTERESTED IN YOU

Dale Carnegie

This may look like Darth Vader & accomplice, but it is actually Derek Johnston & Dan Bowlin, a couple of tall guys, showing the snow depth in February!

Horseradish May Have Potential for Treating Contaminated Soil

Using minced, raw horseradish mixed with other materials has the potential to decontaminate soil more cheaply than using some enzymes, according to research performed by scientists at Pennsylvania State University.

Another possibility for soil decontamination is growing horseradish in the contaminated area then following up by rototilling the roots immediately before applying the hydrogen peroxide.

Source: *Solid Waste Report*, January 11, 1996

Once a new technology rolls over you, if you're not part of the steamroller, you're part of the road.

Canyon Station



THE PUMPER



Spring 1996

YPSS - GAS WITH CLASS

NEXT EDITION

In your hands you are holding your personal copy of "The Pumper", the evolving YPSS newsletter. Welcome to those of you who will be arriving in the next few weeks for your first summer season with YPSS. If the past is a reasonable guide to the future, you can look forward to a great summer in Yellowstone. Welcome back to you folks who have been here before and know what this is all about.

This publication was born in July of 1991 in an effort to share information, ideas and some entertainment with and between YPSS employees. It is hoped that some of the information herein might actually be helpful, some entertaining, and occasionally some may be both. We have, in the past, received several pieces from various YPSS employees and would love to see more.

The YPSS staff reaches its peak level sometime in late June every year and holds that level until mid-August. At that time we usually have about 95 people in our employ, about 56% of whom are Service Station Attendants. In honor of these front-line folks, affectionately referred to as "Pumpers", this publication is titled "The Pumper". We hope you enjoy it.

WINTER NEWS!

This winter season was a bit more unique than other winters. Beginning on December 9th, crews were located, we were open and ready for business. This being the first winter season for some, the anticipation of what to expect was high. The first new challenge was in snowmobiling to their location rather than driving. What to expect from this "machine" and how to deal with each situation was accomplished rather quickly for our newcomers. Old Faithful was manned by Mike Tercek, Juan Hernandez and Stephanie Moore. The Canyon crew consisted of Derek Johnston and Kim Hanley. Doing a solo at Fishing Bridge was Billy Maddux with Kathy Sucher giving him an occasional day off.

We were short of snow going into the season. Even West Yellowstone was bare and dry, which almost never happens. South and East entrances were able to open giving limited access to the Park by winter guests. Just as snow was beginning to accumulate, and possibilities of the North and West entrances opening seemed feasible, the Government

closed the entire Park. With nothing to do but wait, and provide gasoline for needed services within the Park, our crew took advantage of the situation to get in some quality skiing and concentrate on a festive Christmas season!

On January 6th the Park was opened for its regular Winter Season with snow conditions excellent and improving. The Park was soon filled with guests and our crew was learning how to fill snowmobiles rather than R.V.'s!

Christmas Season is a wonderful time of hearing from employees and how they are handling the adjustment back to the real world, many already counting days until they can be back with us. Carol Sawyer and Aimee Berg headed for West Yellowstone. A real winter experience for those Southern girls! Mark Bolivar wintered at Big Sky Ski Resort. Cathy Foutty was in Mammoth working for TWR Services. Monica Gillow wintered in Helena which is the capital of Montana. Flora spent some time in California with her son, time in Billings, MT with her daughter, and in Ohio with Charlie and Anita Nye!

Norris Geyser Basin

ARE YOU A GOOD TEAM PLAYER?

By E.G. Bauer

If you have ever played a team sport, then you know that there are good players and good *team* players, as well as poor players and poor *team* players.

What's the difference? A person can be a good player without being a good *team* player. This is evident in televised sports.

The all-star quarterback can decide to keep the ball and run with it, even though everyone else sees an open pass receiver far downfield. Often, in an attempt for personal glory, this quarterback gets sacked.

In basketball, a star player can decide to shoot the ball, rather than pass it on to a teammate who is in a better position to make the basket.

These players may score occasionally, supporting the fact that they are good players on an *individual* basis, but many coaches wouldn't want them on their teams.

Instead, coaches prefer players who are willing to sacrifice personal acclaim for the good of the entire team. Most likely, that's what your company wants, too. If teamwork wasn't expected, why would your employer go to the bother of establishing a team? The work could be divided so that it could be done by individual "stars" working alone.

Do you want to be a good team member? Here's how:

☛ **Know what the team must accomplish.**

Also, inform fellow members of the team's goals if they are in the dark.

☛ **Determine goals to be achieved.**

Input from everyone is valuable. Your contribution is important. Discuss ground rules, procedures, and expectations to avoid most future disagreements.

☛ **Share mutual respect.**

You've got to be willing to trust the expertise of peers and to become interdependent, forsaking some of your own independence to do so.

☛ **Do your part.**

Keep commitments you make to coworkers. Volunteer to help them out when they face a tight deadline.

☛ **Speak up.**

To be a top team member is a big responsibility. Some people prefer to sit on the sidelines and remain silent. They withhold any contributions. Then, they can later say, "I told you so."

☛ **Share the glory.**

You will make a poor team player if you try to cop all the glory for the ideas that work -- and backpedal on those that don't.

A good team member wants everyone on the team to succeed. You can stand out by praising the people you work with. It makes

good business sense. Those who make it to top management positions are those who can motivate others and work cooperatively. It isn't easy to be a good team player. And it won't always be noticed when you are. But *you'll* know. And, eventually, so will everyone else!

**Every job is a self-portrait
Autograph your work with excellence!**

**Adopt-A-Highway Trash
Pick Up
&
Garbological Banquet**

May 22, 1996 - 6 P.M.

Meet at the 5 Mile Marker

WOLVES

The wolf introduction has had, and continues to produce unexpected and interesting events. There have been some incidents of wolves leaving the park resulting in the illegal killing of two. One wolf was removed by officials as he continued to destroy sheep belonging to a local area rancher. One wolf pup was hit by a delivery van in the Tower area resulting in death. On the other hand, it seems that the ranchers' livestock are not nearly as much in demand as some of the resident wildlife. Coyotes seem to be suffering as they compete with the wolves for leftovers available from the kills. There have been 13 confirmed coyotes killed by wolves, and teams involved with ecosystem studies estimate that the true number may be three times that many. Certain coyote packs have disappeared and their territories scrambled.

Biologists estimate that wolf packs in Yellowstone kill elk or other prey animals an average of about once every three to four days. Also benefiting from these kills are other predators such as ravens, eagles, fox, and weasles along with coyotes. The coyotes seem to be the only predator suffering loss as a result. Biologists have counted about one dead coyote near the carcass of every elk killed by wolves. The wolves have not consumed the coyotes they kill suggesting that the attacks are provoked by competition rather than hunger.

***We make a living by what we get, but
we make a life by what we give***

A story from baseball's good ol' days:

When Ted Williams was 40 years old and closing out his career with the Boston Red Sox, he was suffering from a pinched nerve in his neck. "The thing was so bad," he later explained, "that I could hardly turn my head to look at the pitcher."

That year, 1959, was not to be his last year, even though for the first time in his career he batted under

Colin Powell's Rules

- ☛ It ain't as bad as you think. It will look better in the morning.
- ☛ Get mad, then get over it.
- ☛ Avoid having your ego so close to your position that when your position falls, your ego goes with it.
- ☛ It **can** be done!
- ☛ Be careful what you choose. You may get it!
- ☛ Don't let adverse facts stand in the way of a good decision.
- ☛ You can't make someone else's choices. You shouldn't let someone else make yours.
- ☛ Check small things.
- ☛ Share credit.
- ☛ Remain calm. Be kind.
- ☛ Have a vision. Be demanding.
- ☛ Don't take counsel of your fears or naysayers.
- ☛ Perpetual optimism is a force multiplier.

.300, hitting just .254 with 10 home runs. He was the highest salaried player in sports that year, making \$125,000. The next year, the Red Sox sent him the same contract.

"When I got it, I sent it back with a note. I told them I wouldn't sign it until they gave me the full pay cut allowed. It think it was 25 percent. My feeling was that I was always treated fairly by the Red Sox when it came to contracts."

"I never had any problem with them about money. Now they were offering me a contract I didn't deserve. And I only wanted what I deserved."

The upshot was that Williams cut his own salary by \$31,250!

When pride comes, then comes disgrace, but with humility comes wisdom. Proverbs 10:21