

Motivation teacher learns lessons in Japan

13 The Canadian Champion, Wed., September 28, 1988

By ROB KELLY

Kevin Crone went to Japan to teach. He ended up learning.

The owner of one of the largest Dale Carnegie franchises in the world journeyed to the Land of the Rising Sun in search of new horizons for his motivational training seminars; he returned with a burning new motivation of his own. It is to "kaizen" Ontario.

The word, roughly translated, speaks to the idea of a constant striving to improve. It is woven through the Japanese corporate consciousness clearly and fundamentally, says Mr. Crone, and pervades their organizations from sweepers through board chairmen.

A Milton resident, Kevin Crone does not paint a personal portrait who those unfamiliar with the Dale Carnegie corporation might expect, and with some trepidation.

He is not loud, boisterous, bordering on belligerent. He doesn't harangue an audience with a "can do" Bible-thumping routine

employed by others who offer short-term frenzy and little in the long term.

Small, almost diminutive, Mr. Crone is quiet, soft-spoken but persistent. On Thursday, he ticked off points which power the Japanese economy like a man analyzing an old football game or reading details from an annual report.

Speaking at the monthly chamber of commerce lunch, Mr. Crone unveiled some insights into Japanese economic effectiveness, although he didn't really reveal any secrets. According to him, there are no real secrets to be had.

The dominant trading nation of the Pacific rim does some things differently than its North American competitors, but they appear to put at least as much emphasis on getting along with each other.

"They collaborate, with their government, their people, their banks. They don't fight each other," Mr. Crone said.

By contrast in North America

"most small business people don't like bankers," he added, explaining that usually "they'd been hurt while they were struggling."

The atmosphere surrounding dealings between Japanese companies and their customers is one of "my team will understand your team," Mr. Crone said. By way of comparison, he said that prior to Lee Iacocca's reign at the Chrysler Corporation, the company didn't enjoy good relations with its dealers, "It was like war out there."

The corporations remain faithful to their clientele, Mr. Crone added. Dale Carnegie courses are sold out two years in advance there, and if seminars are planned at Nissan, no pitch is made to Honda, Mazda or Toyota.

As well, Japanese youngsters spend more time in school than Canadian pupils, he said. The average secondary student in Osaka spends 54 hours per week at school, while his Oshawa counterpart is free after 34 hours.

Respect is a centrepiece of Japanese culture. There exists "a fanatical commitment" to it Mr. Crone said. "I would suggest this is something we could work on. That is nothing God gave to the Japanese."

The mutual respect leads to a shared vision of leadership, in which almost everyone participates, he pointed out.

In North America so-called

leadership is often based on "power; ego, that's not leadership." Management in Canada and the United States is rife with "bean counters who administer and control," without leading.

"In Japan when you go in a plant you'll find 260 leaders, you won't find one. Leadership is continually demonstrated." Managers listen to initiatives supplied by workers.

Two hospitalized after crash

Two Campbellville residents were injured when the car they were driving became wedged under the trailer of a tractor-trailer backing into a private driveway at No. 5 Sideroad east of Milborough Town Line last Wednesday morning.

Donald Mazzeroll, 43, of 371 Mountainside Dr., driver of the car, received minor injuries and was treated and released from Milton District Hospital.

The passenger in the car, Francis Urban, 42, of the same address received major injuries and was taken to Hamilton General Hospital where she is listed in fair condition.

Police say Mr. Mazzeroll was travelling eastbound on No. 5 Sideroad when collided with it. The car became wedged under the trailer and members of Milton Fire Department had to extricate the vehicle and use the Jaws of Life to get the injured people out of the car.

David Ratcliffe, 27, of No. 5 Sideroad, the driver of the truck was not injured.

Mr. Mazzeroll has been charged with careless driving.



THE CORPORATION OF THE TOWN OF HALTON HILLS

1988 MUNICIPAL ELECTIONS NOTICE TO ELECTORS

TAKE NOTICE THAT NOMINATIONS on the proper form will be received by the Returning Officer at the Municipal Administration Building on Trafalgar Road (Halton Road No. 3) for the following ELECTED OFFICES FOR THREE YEAR TERMS 1988-1991.

THE CORPORATION OF THE TOWN OF HALTON HILLS

MAYOR —To be elected at large and serve as a member on both the Regional Municipality of Halton and Town of Halton Hills Councils.

4 COUNCILLORS —To serve on both The Regional Municipality of Halton and Town of Halton Hills Councils—One such Councillor to be elected from each of the four Wards.

8 COUNCILLORS —To serve on The Town of Halton Hills Council only—Two such Councillors to be elected from each of the four Wards.

HALTON HILLS HYDRO-ELECTRIC COMMISSION
4 COMMISSIONERS —To serve on the Halton Hills Hydro-Electric Commission—One such Commissioner to be elected from each of the four Wards.

THE HALTON BOARD OF EDUCATION
2 TRUSTEES —One such Trustee to be elected by Public School Electors from the combined Wards 1 (Former Town of Acton) and Ward 2 (Former Township of Esquesing).
—One such Trustee to be elected by Public School Electors from the combined Wards 3 and 4 (Former Town of Georgetown).

THE HALTON ROMAN CATHOLIC SCHOOL BOARD —ENGLISH

1 TRUSTEE —To be elected at large by Separate School Electors - English within the Town of Halton Hills.

THE HALTON ROMAN CATHOLIC SCHOOL BOARD —FRENCH

1 TRUSTEE —To be elected at large by Separate School Electors - French from the combined Municipalities of The Town of Halton Hills and The Town of Milton.

TAKE NOTICE that every person who proposes to be a candidate for any office in the 1988 Municipal Election must file a NOTICE OF REGISTRATION with the Clerk of the Municipality who is responsible for conducting the election for that office on or before Nomination Day.

No person who proposes to be a candidate may solicit or accept contributions for the purpose of the Election or incur campaign expenses until that person has filed a NOTICE OF REGISTRATION with the Clerk.

The period during which NOMINATIONS for the above offices will be received is between the hours of 8:30 a.m. and 4:30 p.m. from Thursday, October 13th, 1988, Friday, October 14th, 1988, and Saturday, October 15th, 1988, and between the hours of 9:00 a.m. and 5:00 p.m. on Monday, October 17th, 1988.

Candidates are required to submit NOTICE OF REGISTRATION and NOMINATIONS on the prescribed form only, that may be obtained from the Office of the Returning Officer for The Town of Halton Hills, Municipal Administration Building, Trafalgar Road (Halton Road No. 3) between the hours of 8:30 a.m. and 4:30 p.m., Monday to Friday.

The name, address, and office for candidates nominated will be posted at the Municipal Administration Building, Trafalgar Road (Halton Road No. 3) during Nomination Period.

DAN COSTEA,
RETURNING OFFICER,
TOWN OF HALTON HILLS,
P.O. BOX 128,
HALTON HILLS (GEORGETOWN),
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L7G 4T1.

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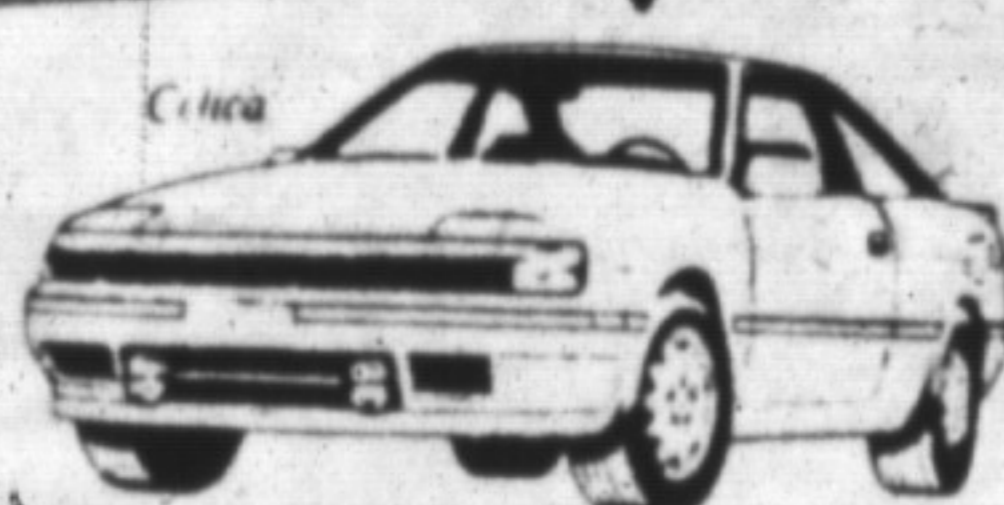
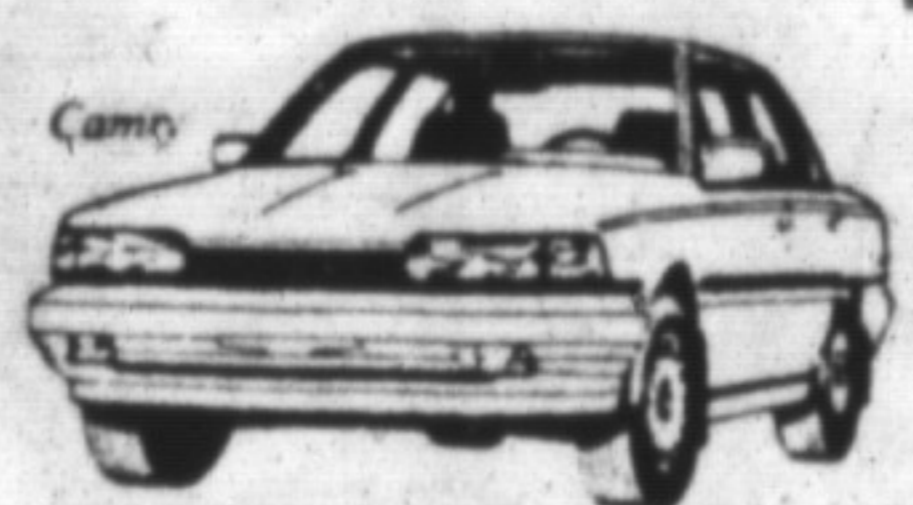
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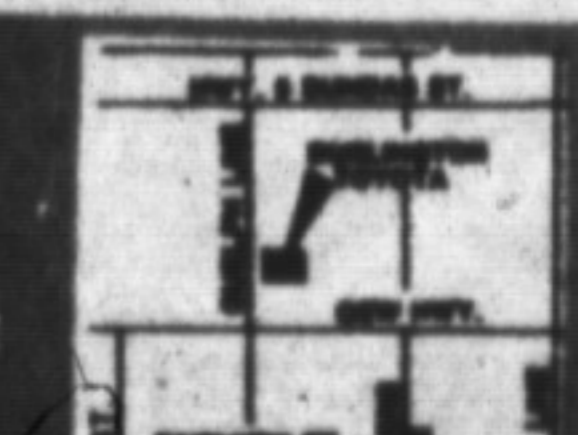
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