

MAY/JUNE 2015

VOLUME 64, No. 3

ALABAMA PROPANE GAS ASSOCIATION NEWS



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Alabama Propane Gas Association

65th Annual Convention

**Sandestin Golf & Beach Resort
Destin, FL
July 9-11, 2015**



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ALABAMA PROPANE GAS ASSOCIATION NEWS

VOL. 64 NO. 3

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President's Message



Debbie Cannon

Now that winter is past and the Easter Bunny has come and gone, it is time to start upgrading equipment, working on collections, conducting and attending summer training sessions, and preparing for the next winter season. There was a time when the propane industry slowed down in the summer months but those days are long gone!

I know many of you are getting ready to upgrade vehicles or purchase new software, and I hope you were able to find the perfect solution for your needs at the Southeastern Convention. Attendance was up according to NPGA; however, there is a lot of excitement about having the show in Nashville in 2016 and 2017.

Please don't forget to mark your calendar for the Driver/Service Personnel Conference being held in Birmingham

on May 12-13, 2015. Registration has been steadily coming in, and it looks like we will have a great group for this event. It will be an educational and fun event.

Speaking of fun, you should have received your registration email for the summer convention to be held at the Sandestin Golf & Beach Resort on July 9-11, 2015. The Convention Committee has come up with a real treat for the Saturday night event! The theme for the event is "TV Shows of the 60's" and our special guest for the evening will be Deputy Barney Fife. Please come as your favorite 60's TV show character. How much fun would it be to run into Batman & Robin, Matt Dillon, Granny, the crew from Lost in Space, or my personal favorite, Barnabas Collins!

The next few months will be busy for me as your president with the Legislative Luncheon, Driver/Service Personnel Conference, Propane Days, and the summer convention, but I am looking forward to every minute of it.

I hope you all have a safe and memorable Memorial Day. ❖

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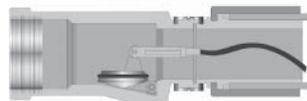
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Debbie Cannon



LP Gas Board

Comments & Reviews

by Mark Nelson, Administrator

The Alabama LP-Gas Board held its regular quarterly meeting on April 09, 2015. Among the actions taken by the board was the approval of 37 Class F permits to operate a retail LP-Gas cylinder filling station. About 100 more Class F permits are still being processed by the board staff. More than 200 retail cylinder filling stations currently operating statewide as an agent of a propane dealer have not submitted a Class F permit application. After July 31, 2015, those agents that have not obtained a permit will no longer be able to sell propane. Propane dealers must close such operations effective August 01, 2015, until the retail location completes the requirements to obtain a Class F permit. Avoid unnecessary closings and fines by encouraging your agents to complete the Class F permit requirements today.

The following permits were approved in addition to the Class F permits:

- Class B Permit - Hargove Transport, LLC / Pulaski, TN
- Class B Permit - Hilco Transport, Inc / Greensboro, NC
- Class B Permit - Sterling Transport Co / Vass, NC
- Class B-1 Permit - Apex Gas & Appliance Co / Clanton
- Class B-1 Permit - Blossman Gas Inc / Trenton, GA
- Class B-1 Permit - Holston Gases Inc / Jasper
- Class C Permit - Aaron Construction / Madison
- Class C Permit - Cooleyco LLC dba Cooley's RVs / McCalla
- Class C Permit - D & K Gas Services LLC / Albertville
- Class C Permit - D & N Marine/RV / Guntersville
- Class C Permit - Kowaliga Fireplace LLC / Tallassee
- Class C Permit - Mainline Heating & A/C Inc / Alabaster
- Class C Permit - Paradise RV Sales LLC / Gardendale
- Class C Permit - Robertson RV / Five Points
- Class C Permit - RV Roadway & Roadway Collision Center / Calera
- Class C Permit - Wallace Heating & A/C / Munford
- Class C-2 Permit - Western International Gas & Cylinders / Birmingham
- Class F-1 Permit - Lester's Welding Supplies LLC / Roanoke
- Class F-1 Permit - Sexton Welding Supply Co / Hollywood, AL

Other board action included the acceptance of settlement agreements incorporating fines for various code violations from the past three months. The violations most often cited were for not using scales when filling a cylinder, filling an out-of-date cylinder, and failure to inspect a cylinder before filling it. The fines ranged from \$225 for filling an out of date cylinder to \$1000 for enabling operations of a cylinder filling station that did not possess the required permit.

The next regular quarterly meeting of the Alabama LP-Gas Board will be July 2, 2015, 10:00 a.m., at the AUM Center for Lifelong Learning, 75 TechnaCenter Drive, Montgomery. Check our website at www.lpgeb.alabama.gov for a map with driving directions. You are invited and encouraged to attend. ❖

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Executive Director's Message



Lisa Hill

During our state meeting at the Southern Convention, Pat Hyland with PERC presented the following information to the members:

- Newest national API survey report from 2013 shows a 14% increase over 2012 total industry sales – up more than 1 billion gallons. But we're still way down over the last decade.

- Alabama's numbers mirror the national trend: 2013 sales were

up 5% over 2012, but are off by 50% since 2004.

- Since the restriction on promoting propane to end-use customers, PERC has tried to grow gallons by investing in new technology and getting new products into untapped markets. In the last three years, that \$21.7 million investment has put more than 122,000 units – appliances, mowers, stationary engines, farm equipment and vehicles – into the market with multiple years of service life. Those units

project to 281 million added gallons of propane sales in 2015.

- There's more equipment on the way, including direct-injection engines, diesel displacement systems, forklifts, heavy-duty engines and gas air conditioning.

- The primary tools for propane marketers to leverage these promising sales opportunities are equipment incentives, sales training and a host of resources available to everyone on the PERC website.

- Alabama marketers are not taking full advantage of these tools (zero Heat & Power incentives, zero Energy Pod incentives, zero Farm incentives, one MTST class, 38 mower incentives).

- "Find a Propane Retailer" (FPR) is an online tool that sends sales leads to local propane providers. In 2014 alone, 160,000+ customers used this free tool to find a reliable propane provider. To date, Alabama has just 18 company listings on the site (includes AL PERF, several cooperatives, two "no names" and duplicate Ferrellgas listings).

According to API, there are just 34 propane companies in the state excluding the majors. Of those, only 4 have FPR accounts. For instructions on how to add your company, please contact APGA.

- Total product orders/downloads from www.propanemarc.com since 2013 is 648 – among the fewest nationwide.

- One question: If your company is not taking advantage of these opportunities, why not?

PERC is here to help the propane industry by providing tools which you can use to grow your business. PERC, nor the state association can grow your business for you. You have to take responsibility for your company growth. Visit PERC website at: www.propanemarc.com to see the material available for you to use. Plus visit: www.propane.com to see program incentives which you can use to grow your gallons. ❖



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Safety & Education

On March 7th, the Association's Safety and Education Committee met. Committee chairman Rick Foster welcomed thirty-two members to discuss a number of different topics. Below is an overview of some of the topics discussed.

Proposed Changes from the NPGA CETP Certification

The proposed changes primarily involve two areas: Skills Evaluator Training and CETP Certification Renewal. After every CETP class, the student is given a Skills Assessment form to take back to their company. This form is filled out by a qualified person from each company. The student is evaluated on their ability to satisfactorily complete job-related operations. The proposed change would require each Skills Evaluator to complete the NPGA Skills Evaluator Training Program to become registered and receive a Skills Evaluator number that would remain active for three years.

The second proposed change involves CETP Certification Renewal, which would be valid for three years. The completion and submission of a CETP Certification Renewal form by a registered Skills Evaluator prior to the "valid through date" would be required in order to maintain certification. Presently, these proposed changes have been tabled and will be considered again at a future date.

2014 – 2015 Rebate Programs

Rebates for new service outlets and regulators are gone. There are still a few rebates available for furnaces, heaters, logs and lawn mowers. We have less than 40 rebates still available for water heaters. Remember, the rebate forms have changed.

Driver/Service Personnel Conference

The Driver/Service Personnel Conference will be held on May 12-13, 2015 in Birmingham, AL. This day and a half

event will include three (3) training courses for bobtail drivers and three (3) training courses for service personnel. A very small registration fee will cover the hotel rooms, meals and entertainment. I hope you have already signed up!



Mike McGough

2015 Training Schedule

The 2015 Training Schedule, which includes a total of thirty-nine (39) classes, is well underway, with good attendance at each class. Everyone is encouraged to take advantage of these training opportunities. If you need further information, contact the APGA office. ❖

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APGA Annual Convention

The Alabama Propane Gas Association is holding its 65th Annual Convention at the Sandestin Golf & Beach Resort, Destin, FL on July 9-11, 2015. We are pleased to be heading back to one of our favorite locations.



The convention will start Thursday evening, July 9th with the Welcome Reception sponsored by the APGA Supplier Fund. After the reception, you can enjoy dinner and a night of entertainment at the many locations within The Village at Baytowne Wharf which is part of the resort complex.

Friday, July 10th, will start with breakfast and the Suppliers meeting followed by the APGA Annual Board of Directors/Membership meeting. Next, Lesley Garland, NPGA Director of State Affairs, will discuss legislative issues effecting the propane industry in other states. It is important that we hear about these issues in the event that they make their way to our State Legislature. After the meetings, you will have the rest of the afternoon to spend with your family enjoying some of the complimentary amenities such as the pools, bike riding, kayaking, boogie boarding, tennis or take the shuttle over to the beach side and enjoy the beach or the pool overlooking the beach or better yet...go shopping! Friday evening, have dinner with some industry friends, then make your way to the Dessert Extravaganza and Reverse Raffle. All registrations include one Raffle Ticket per person (additional raffle tickets can be purchased on the registration form). One hundred (100) tickets will be sold and the last ticket drawn will win \$1,000 in cash (additional prizes will be distributed throughout the drawing). The funds raised will support the "Don Haden Scholarship" and the "David Reaves Scholarship". Both scholarships provide \$3,500 to deserving children of employees or employees within the propane industry.

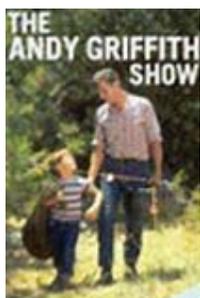


On Saturday, plan to Hang with APGA on the Beach. Signup to rent a chair/umbrella in APGA's designated spot on the beach and enjoy volleyball, corn hole games and beverages. If we have at least 10 who would like to go deep sea fishing, we will arrange for a six hour charter trip...please signup by June 1st. The golf scramble will take place at the Baytowne course which is on property. The fee includes green fee, cart rental, practice balls prior to play, two drink tickets and prizes. A list of teams will be available during the Welcome Reception. The theme for our dinner Saturday night is "TV Shows of the 60's." Our special guest for this event will be Deputy Barney Fife. We hope you will choose your favorite character from a 60's TV show and dress up! We will have prizes for the best dressed individuals. We will also have some 60's TV trivia time! After dinner, we will have Rik Roberts, a standup comedian.



The APGA Annual Convention has always been a family friendly event. You are encouraged to bring your family and get ready for a great time with industry friends. We look forward to seeing you there!

Dinner Theme...TV Shows of the 60's



For more ideas, visit www.classic-tv.com/60s-shows



Alabama Propane Gas Association

Annual Convention

July 9-11, 2015

Agenda

Jason Gamble, Vice President & Convention Chairman

Thursday, July 9, 2015

TIME

4:30 p.m. - 7:00 p.m.

6:00 p.m. - 7:00 p.m.

EVENT

Registration

Welcome Reception (*Sponsored by Supplier Fund*)

Friday, July 10, 2015

TIME

8:00 a.m. - 8:30 a.m.

8:15 a.m. - 8:30 a.m.

8:30 a.m. - 10:15 a.m.

10:30 a.m. - 11:15 a.m.

EVENT

Breakfast

Suppliers Meeting

APGA Board of Directors/General Membership Meeting

Legislative Issues of Importance from Other States presented by Lesley Garland, NPGA Director of State Affairs

Dessert Extravaganza and Reverse Raffle
(*fundraiser for the APGA Scholarship Program*)

8:30 p.m. - 10:00 p.m.

Saturday, July 11, 2015

TIME

6:00 a.m. - 12:00 noon

7:30 a.m. - until

9:00 a.m. - 4:30 p.m.

6:30 p.m. - until

EVENT

Fishing (*signup by June 1 - must have 10 people*)

Golf Scramble (*Baytowne Course on property*)

Hang with APGA on the Beach

Dinner/Comedy Show

(*Theme for the evening..TV Shows of the 60's - dress up!*)



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Advanced Registration

Alabama Annual Convention

Sandestin Golf & Beach Resort

July 9-11, 2015

Name: _____
 Spouse/Significant Other: _____
 Company: _____
 Email Address: _____
 Telephone: _____

Single Registration \$380.00 \$ _____
(includes 1 Reverse Raffle Ticket)

Couple Registration \$580.00 \$ _____
(includes 2 Reverse Raffle Tickets)
(above registrations also include: Welcome Reception, Breakfast, Board Meeting, Dessert Extravaganza, and Saturday Dinner/Comedy Show)

CONVENTION ACTIVITIES

FRIDAY

<u>Extra</u>	Reverse Scholarship Raffle Ticket	\$50	<u>NUMBER</u>	\$ _____

SATURDAY

Deep Sea Fishing <i>(must signup by June 1)</i>	\$195		_____	\$ _____
Golf Scramble <i>(fee includes green fees, golf cart, practice balls prior to play, two drink tickets and prizes)</i> (handicap required for each player)	\$130*		_____	\$ _____
Names: _____		Handicap: _____		

Hang with APGA on the Beach - chair rental \$28 per chair _____ \$ _____
(two chairs will share one umbrella...volleyball, corn hole games and beverages included)

ADDITIONAL TICKETS available for family members/guests not involved in the propane industry and therefore not paying convention registration fees.

THURSDAY

Welcome Reception <i>(included in registrations above)</i>				
<u>Extra</u> Adult Ticket	\$25		_____	\$ _____
Child Ticket (17 and under)	Free		_____	

FRIDAY

Dessert Extravaganza <i>(included in registrations above)</i>				
<u>Extra</u> Adult Ticket	\$35		_____	\$ _____
Child Ticket (17 and under)	Free		_____	

SATURDAY

Dinner/Comedy Show <i>(included in registrations above)</i>				
<u>Extra</u> Adult Ticket	\$140		_____	\$ _____
Child Ticket (17 and under)	\$40		_____	\$ _____

Total Registration Amount \$ _____

NON-MEMBERS - Individuals from non-member companies will be charged a \$150 additional convention registration fee. Please add this charge to your Total Registration Amount.

MasterCard VISA American Express Discover
 Name of Card: _____
 Card Number: _____
 Exp. Date: _____ Billing Zip Code: _____
 CVV: _____ (last 3 digits on back or 4 digits on front above # for AmEx)
 Signature: _____

Cancellation Policy

Since the Association must give a guaranteed number of attendees for events several days in advance, the cancellation policy will be as follows:

- Full refund on or before June 19
 - 1/2 refund on or between June 20-June 30
 - No refund on or after July 1
- ** If you fax or email your registration form, you are considered pre-registered and must call to cancel your registration.**



Hotel Information

To make your room reservation at the Sandestin Golf & Beach Resort (Grand Complex) for July 9-11, 2015, use the enclosed housing form or call (800) 320-8115.

Be sure to indicate you are with the Alabama Propane Gas Association.

To make a reservation on-line, go to:
www.sandestin.com/2356ZU.aspx

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June 5th

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South Carolina Court Analyzes Propane Heater-Incident Claims

Portable heating devices invariably come with multiple safety instructions and warnings, but incidents stemming from the use of portable heaters can and do happen despite such warnings. In *Miles v. DESA Heating LLC*, the underlying incident involved a Wal-Mart employee who was burned when a propane-fueled heater ignited his clothing resulting in severe burn injuries. The United States District Court for the District of South Carolina granted summary judgment on the failure to warn claim against the manufacturer of the propane-fueled heater. However, the Court denied summary judgment on the defective design and manufacturing claims.

New Heater

At the time of the incident, Harold Miles was working as a greeter in the outdoor garden center area of a South Carolina Wal-Mart store. Because Miles' job involved being outside during the winter months, Wal-Mart provided heaters for his use in the garden center area. In December 2006, Miles told a Wal-Mart executive that the heaters supplied by the store did not provide adequate warmth, including a wall-mounted electric heater. The Wal-Mart executive directed the store assembler to select and deliver a new heater to the garden center. Defendant DESA's heater was delivered to Miles with an owner's manual and hang tags that contained a number of warnings, including the minimum distance to be kept from the heater in order to prevent burns and/or clothing from igniting which was five feet from the top and front of the heater, and three feet from the sides of the heater. The store assembler also gave Miles verbal warnings regarding safe distances to maintain from the heater.

The Incident

The DESA heater utilized a burner assembly connected to a support arm attached to a twenty-pound propane cylinder. The burner was encased in a round concave metal reflector with a wire guard attached to the front and rear of the reflector. The wire guard was intended to keep people or objects from coming into direct contact with the burner.

When the heater was "on" the burner was visibly red hot. Miles started using the heater immediately after it was provided to him and used it nearly every day up to the day of the incident. He used the heater inside a homemade cardboard windbreak in the outdoor garden center. On January 10, 2007, Miles was using the heater as usual inside his windbreak. It was a very cold and windy day. At one point, Miles entered the windbreak and turned his back to the heater to warm himself up. After about a minute, Miles "felt a sensation" and realized that his pants and shoes were on fire. Miles ran from the windbreak, but there was not a fire extinguisher in the area and the water had been shut off to prevent the garden center hose from freezing. Miles was able to extinguish his clothing by rolling on the ground but not before sustaining burns to 30% of his body. He spent 90 days in the hospital and incurred \$1.75 million in medical expenses.

The Lawsuit

Miles and his wife filed a lawsuit claiming the heater was defective because it was inadequately designed, improperly manufactured, and inadequate warnings were provided with the heater. DESA moved for summary judgment on all claims. The Court examined whether the heater was in an unreasonably dangerous defective condition and whether DESA breached its duty of reasonable care.

As to the claim that the heater was defectively manufactured, the Court noted that South Carolina courts use the consumer expectation test and stated that the test is to "analyze whether the product is unreasonably dangerous to the ordinary consumer or user given the conditions and circumstances that foreseeably attend the use of the product." DESA argued that no evidence existed to support the conclusion that a user could reasonably expect to stand within an inch or two of the heater without risking ignition of the user's clothing or being burned. However, Miles' expert testified at his deposition that consumers could not see a flame while using the heater and therefore, were unaware of the danger it posed. The expert also testified that

he witnessed the flame extend beyond the guard during his testing of the heater. The Court denied summary judgment on the manufacturing defect claim, holding that a genuine issue of material fact existed as to whether the heater had a manufacturing defect.

Danger vs. Product Utility

In analyzing the design defect claim, the Court applied a different test, the risk-utility test, which “determines that a product is unreasonably dangerous and defective if the danger associated with the use of the product outweighs the utility of the product.” DESA contended that the heater was a useful product, that the likelihood of injury from using the heater was low, and that the risk of standing too close to the heating element was an open and obvious danger. Additionally, DESA claimed that the plaintiffs’ expert did not proffer a reasonable alternative design that would make the heater safer. Plaintiffs argued that the heater was defectively designed due to the failure to provide a guard that would prevent people from coming so close to the heater as to immediately ignite their clothing and that the extended guard proposed by their expert would not be more expensive than the original design. The Court denied summary judgment on this claim, holding that the jury should decide the issue.

Common Sense on Warnings Claim

With respect to the warnings defect claim, the Court looked to an aspect of South Carolina law, which provides that “a seller is not required to warn of dangers or potential dangers that are generally known and recognized.” The Court found that even without written warnings, “users of the heater would be aware, as a matter of common sense, that they should be careful around a heater.” The Court also stated that is “obvious that a heater can cause injury to someone who stands too close to it.” The Court held that DESA did not have a duty to warn users of that risk and granted summary judgment in DESA’s favor on the warnings defect claim.

Punitive Damages

DESA also moved for summary judgment on the punitive damages claim, maintaining that such damages are only appropriate when reckless or willful conduct is proven. However, the Court denied this motion, finding genuine issues of material fact existed as to the damages claim.

As noted at the outset, although portable heating devices

come with safety instructions and warnings, lawsuits can arise from the use of portable heaters despite such warnings. The Miles case stands for the proposition though, that a failure to warn claim may not be viable based on a matter of common sense regarding known risks associated with heaters coupled with the concept that there is no duty to warn about the obvious danger of standing too close to a heater. ❖

[Kathryn A. “Katy” Regier is a shareholder in the law firm of Schlee, Huber, McMullen, & Krause, P.C. with offices in Kansas City, MO. Katy can be reached at kregier@schleehuber.com]



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RECAP 2015 LEGISLATIVE LUNCHEON

The Alabama Propane Gas Association held its Annual Legislative Luncheon on April 23rd in the Old Archives Chamber in the State Capitol. We had twenty-eight (28) Representatives and one (1) Senator who attended. This day was an excellent opportunity for our members to walk the halls and see legislators in action. It also puts a face to the industry so when legislation effecting the propane gas industry comes before them, they know who we are. Thank you to all APGA members who participated in this event...it was a great success!!



Pictured above left to right: Wayne Caylor, Phil Savage, Vernon Chavers, Charlie Stafford, Chad Chavers, Michael Toomey, Mark Denton, Cindy Myers, Egan Ritch, Jason Gamble, Tim Moore, Debbie Cannon, Rick Foster, Connie Ridley, Fred Cabler, Louise McMahan, David Reaves, Benny Gay, and Don Tetreault





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PERC Restriction Ended

Dear Propane Industry Members:

We are very pleased to report that on Friday, April 10, 2015, in a letter to Congressional leaders, the Department of Commerce said that “the consumer grade propane price index is below the consumer protection threshold” and that “no restrictions are required to be placed on the activities of the Propane Education & Research Council.”

Thus endeth the restriction!

In December, Congress passed a new law that changed the criteria for how the Department of Commerce was to calculate the price of propane. Since that time, the Department undertook a new price analysis using the data mandated in the law, leading directly to this favorable outcome for our industry.

It's fitting that this announcement comes as we gathered in Atlanta for the 2015 Southeastern Convention & International Propane Expo as we develop strategies and initiatives focused on growing gallons.

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Four Reasons Your Team Does Not Want to Be a Team (And What You Can Do About It)

Your team is supposed to work together to achieve an outcome that will exceed anything the individuals could produce individually (that's kind of why they call it a "team"). However, more often than not, you find your team members aren't that enthusiastic about collaborating. Here are the top four reasons your team does not really want to be a team and what you can do about it:

1. **Lack of clarity:** It does not matter how smart you are if no one knows what you are talking about. People who don't know what a successful result looks like see no need to band together. If I don't think the ship is sinking, why would I jump in the lifeboat with a bunch of paranoid, panicky people? Without defined goals, your most talented people (who have a tendency not to want to partner with others who can slow them down) are not interested in "strategizing" with those who seem to have more time for meetings than they do for accomplishment. Create a clear picture of what success looks like when the job is finished, not just a list of steps to get there.

2. **Refusal to see how collaborating benefits the individual:** Let's be really candid about human beings: We want the credit! It is important that we are viewed as individually successful. Being on a team means there's a chance we might work really hard and not get promoted. And, for those of us over 35 years old who did not grow up during the team-oriented, self-esteem-driven "everyone gets a trophy" movement, it can be difficult to see how this can help forward our careers. After all, if everyone has a trophy, how is my trophy going to be better than your trophy? And if you are over 45 years old and grew up in the "my job is more important than most of my life and at least one of my kids" movement, then the very word teamwork induces an automatic eye-roll. Let's look at pre-historical facts (yes, that means I am making this part up, but stick with me). The caveman who went to fight the saber-toothed tiger by himself is not our ancestor. That dude is dead! The caveman who went back to the village and gathered up 10 more cavemen (let's throw some cave-women hunters in there too so we can be inclusive even in our fictitious scenarios) before taking on the saber-toothed tiger—that person is our ancestor.

3. **Underestimating collaboration's role:** Collaboration is the foundation of civilization. We are simply much more likely to win when we work together. There's a reason we taught this lesson and gave out the trophies to Generation Y; but somewhere between the end of World War II and

Woodstock, this was apparently forgotten and we stopped supporting each other. We think of the Millennials as the "me" generation. But it turns out after our tutelage that they are the "we" generation and the "me" generation is... well...me, and by me I mean you (if you are over 35 years old). The main benefit of collaboration is that the trust that we have no choice but to develop actually allows us to make each other better as time goes by. We end up with more skills and the witnesses to back up our personal accomplishments. Consequently, being selfish is no longer an excuse for not being a team player.

4. **Siloism:** The team has to view the mission as more important than the people. The mission has to be so beneficial for everyone that all team members will put their differences aside to succeed. It's like those alien invasion movies: We are against each other until someone comes along who looks and acts weirder than we do and wants to destroy the one thing we both need for our survival. The main thing separating humans from all other creatures on the planet is our instinctive protection of each other. If you are tracking a pack of monkeys (as one does) and you single out the slow, weak one and capture it, the rest of the pack won't come looking for that missing monkey. They may fight you as you try to take their fellow simian, but they won't sneak into your camp that night to spring him from human bondage. Only humans do that—and we do it often. People risk their lives for others they don't even know. Many people's lives have been saved by strangers. We care deeply about other humans. It's in our makeup. So when we stuff that instinct and instead go about doing the things that preserve or promote ourselves, we ignore a significant part of what makes human beings superior.

In short, all four reasons given above for resisting the team initiative ultimately point to people ignoring this simple idea: We are specifically designed to work well together. It is why we're still here and why a team is the natural choice for success. If your team does not want to be a team, it's because they have forgotten or don't realize that it is the only way to survive and grow. ❖

Garrison Wynn is a nationally known keynote speaker, author and consultant who provides corporate training. He is the CEO and founder of Wynn Solutions, specializing in The Truth about Success™. He is also a regular contributor to the "On Success" column of The Washington Post.

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5 Fire Safety Analysis/Maintenance & Operations Manual Training - Cullman

7 Fire Safety Analysis/Maintenance & Operations Manual Training - Prattville

12-13 Driver/Service Personnel Conference - Birmingham

25 APGA Office Closed

June

2-3 Propane Delivery Operations - Bobtail (Part 1) - Prattville

9-10 Propane Delivery Operations - Bobtail (Part 2) - Prattville

16-18 Designing and Installing Exterior VDS - Prattville

23 Dispensing Propane Safely - TBA

24 Dispensing Propane Safely - TBA

25 Dispensing Propane Safely - TBA

30 RINNAI Level III Training - Prattville

July

3 APGA Office Closed

9-11 APGA Annual Convention - Destin, FL

14 Hazardous Materials/Security Awareness with Service Refresher - Cullman

15 Hazardous Materials/Security Awareness for New Hires/CSRs - Cullman

21 Hazardous Materials/Security Awareness for New Hires/CSRs - Prattville

22 Hazardous Materials/Security Awareness with Bobtail Refresher - Prattville

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