

Smith releases new book on workplace management

By **BETH SEXTON**
Special to the Citizen

What does it take to be a good boss? Greg Smith should know. He counts among his clients the bosses from hundreds of such companies as AFLAC, Yamaha, AT&T, Sony, Hallmark Cards and Atlanta Hartsfield International Airport, to name just a few.

This Conyers businessman and world-known management consultant has just released his fourth book. Smith is also pushing the area's first local competition to honor the "Best Boss of the Year." Deadline for entries is Oct. 1 and an awards ceremony will be held at the Langford House in Conyers Oct. 16, which is National Boss's Day. That is also the release date for Smith's newest book, "Here Today, Here Tomorrow: Transforming Your Workplace from High Turnover to High Retention."

SMITH'S LATEST book reflects his own professional life, which has been devoted to helping organizations create a workplace that leads to high retention and high productivity. He started his business, Chart Your Course International, in San Antonio, Texas, as a part-time venture in 1991, then he and his wife, Cathy, his col-

lege sweetheart and moved their family to Conyers in 1993, where Smith continued his management consulting business, establishing it as a full-time operation in 1996.

Located on Ga. 212 in Conyers, Chart Your Course International is a management consulting firm that has a lengthy and prestigious list of national and international clients including the Federal Reserve Bank of Chicago, the U.S. Army, U.S. Air Force, U.S. Marine Corps, State Farm Insurance, Turner Broadcasting Co., Maxell Corp., Singapore Service Quality Centre and many others.

Such business keeps Smith on the road and in the air, having flown on 52 airplanes in three different countries since January, including two flights since the Sept. 11 attack on the World Trade Center. Smith, who was in New York just four days before the terrorist attacks, said he is now getting more requests from clients seeking help in managing people during crisis times.

His military background, he says, has been a plus in analyzing what needs to be done in such times. This week Smith posted a column on his Web site titled "Leading Your Employees in

Times of Crisis," which gives managers 10 ways to help take charge of the situation. His advice encourages managers to allow people to display their emotions, restrict negative behavior, focus on a higher calling and to keep communication open, among other helpful ideas.

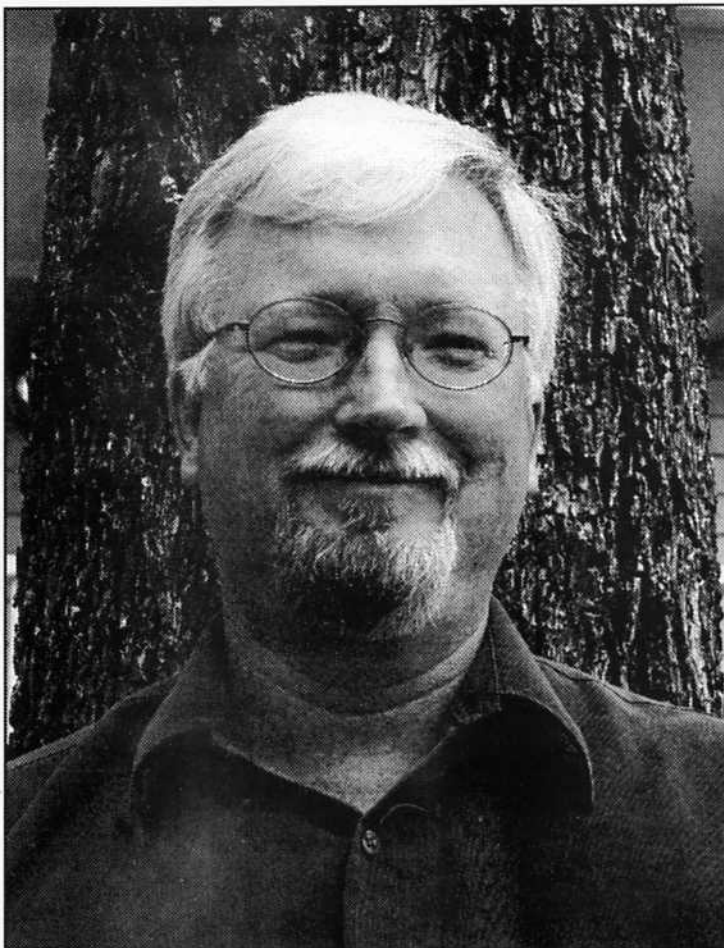
Smith seems uniquely qualified to offer such advice. He served in Operation Desert Storm and was involved with managing the aftermath of other terrorist attacks involving military forces overseas. From lieutenant colonel in the U.S. Army to president of his own company, Smith numbers 25 years of leadership and consulting experience which has made him one of the nation's leading authorities on employee retention, motivation and leadership. He has been named to Harvard University's International Directory of Management Scholars and selected as one of the top 10 "Rising Stars" in human resource management by Human Resource Executive magazine.

AN EAGLE SCOUT, Smith was born in Newfoundland, Canada where his U.S. military parents were stationed at the time. He lived in more than 30 places throughout the world as he grew up and lived in Dahlonga while he earned his undergraduate degree at North Georgia College, followed by a master's degree from Troy State University.

During his military career, Smith became an officer in the U.S. Army, where he advanced to the highest levels of the military to work for the U.S. Army Surgeon General as the director of quality and strategic planning. Smith is a recipient of the Legion of Merit from the U.S. Army and the Order of Military Medical Merit.

After the fall of the Berlin Wall, Smith said he played a major role in the "largest organizational transformation in U.S. history," including direct involvement with the "Reinventing Government" efforts led by the vice president of the U.S. As a result, he says, he helped transform the military into a "smaller, less bureaucratic and more customer-focused organization."

Today, as president of Chart Your Course International, Smith continues to work nationally and internationally with the military and with private companies, as well as having authored



Greg Smith, local businessman and management consultant, has just released his fourth book and is pioneering the area's first "Best Boss of the Year" contest. —Photo by Ricky Crumley

more than 350 articles and four books. He is a contributing editor to dozens of national and international journals and is also a syndicated newspaper columnist. His columns appear regularly in the Citizen.

While Conyers is home base, Smith is in demand throughout the world as a keynote speaker, workshop leader and management consultant. Smith, the father of three children, was stationed at Ft. Gillem in Atlanta when he and his family decided to make Conyers their home. He said they were impressed with the schools and quality of life in the community.

Active in the community's business sector, Smith said he talked with leaders of the Conyers-Rockdale Chamber of Commerce and sold them on the idea of recognizing a "Boss of the Year" and now the chamber and the Citizen

are sponsoring what is expected to become an annual competition. Response thus far has been overwhelming, Smith said. Details of the competition are published elsewhere in the Citizen or may be found online at chartcourse.com/bestboss-contest.html. In addition to Smith, other judges include the Chamber's Kenyatta Greer, Conyers Mayor Randy Mills, school board member Ray Ramos, Brian Howe of Think Tank Consulting and Alice Queen, editor-in-chief of the Citizen.

Tickets to attend the awards lunch at the Langford House are available through the Chamber of Commerce. Also at the lunch, Smith will be on hand to autograph copies of his fourth and newest book, "Here Today, Here Tomorrow," which teaches managers what it takes to create

a positive work environment and motivate their workforce to higher levels of performance.

Smith said he decided to write the book because of the growing frustrations businesses have about finding and keeping good employees. He has been writing books since 1996 and his works include "The New Leader: Bringing Creativity and Innovation to the Workplace," "TNT: Dynamic Ideas to Reward, Energize and Motivate Your Teams" and "How to Attract, Keep and Motivate Your Workforce." Smith's company also has a Web site featuring advice, articles and other information on managing businesses.

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HERE TODAY, HERE TOMORROW

Transforming Your Workforce from
High-Turnover to High-Retention



Gregory P. Smith