

# The Dow Smithsonian

A newsletter for clients, colleagues, and friends of Dow Smith Company, Inc.

Spring 2021

## Introducing Our New Chaplain and Life Coach

Holley Potts is one of the few employees at Dow Smith Company who doesn't wear a hard hat. But she has lots of tools she plans to use to improve the lives and careers of everyone in the company.

Potts was recently hired as Dow Smith Company's new chaplain and life coach.

"I focus on how people are made and how they work together," Potts said. "I want to help people achieve career-oriented goals, but also life goals. I want to help envision the life they want and how to get there. I'll help Dow Smith Company can work together better as a whole."

President Dow Smith said he realizes it's rare for a design-build firm to have a chaplain on staff, but that role is one that has been critical to the company's culture. For five consecutive years, Dow Smith Company has been named a Certified Best Christian Workplace by the Best Christian Workplaces Institute.

"Our mission is to serve Christ in the marketplace," Smith said. "Whether we're designing and building a church or a dental office, we recognize there is a spiritual component to all of our work. Having a chaplain like Holley helps us stay rooted in our mission."

Potts replaces John Key, who held a similar position for 16 years before retiring



in 2020. Key will continue to be a spiritual leader for Dow Smith.

Potts started her career in education before going into ministry. She's been working with churches since 1995. She has a bachelor's degree in education from Martin Methodist College and a master's degree in divinity from The University of The South. She has a Life Coaching certification from New Life University, which is connected with Branches Counseling Center in Murfreesboro. Potts is also an accomplished artist. Dow Smith Company purchased many of her paintings several years ago. Her work hangs

throughout the company's office at 205 Sam Hager Street in Smyrna (see below).

"The best thing I can bring from my church background is understanding how groups can work well together," Potts said.

Potts plans to work with Dow Smith Company leadership to determine how she can help them reach goals and then expand to everyone else in the firm. She will lead group training, share messages of encouragement, work to connect with every member of the team and put together resources for growth.

Potts says she's excited that a position like hers exists, and she believes it speaks volumes about Dow Smith Company's dedication to its employees and clients.

"I was impressed that he even has a role like this," she said. "Who thinks that way? Who thinks forward to take care of his team's needs like that? The fact that he thinks that way is very impressive to me."

Dow Smith Company, a Middle Tennessee design-build firm, specializes in commercial, healthcare and church construction projects, ranging from ground-up construction to renovations and additions. Since the company was founded by Dow Smith in 1992, it has worked with hundreds of businesses and churches in Middle Tennessee.





## Brain Teasers

Q: According to Greek mythology, who was the first woman on Earth?

A: *Pandora*

Q: Which singer's real name is Stefani Joanne Angelina Germanotta?

A: *Lady Gaga*

Q: Where were the Declaration of Independence, the Constitution, and the Bill of Rights stored during World War II?

A: *Fort Knox*

Q: Which two U.S. states don't observe Daylight Savings Time?

A: *Arizona and Hawaii*

Q: Which mammal has no vocal cords?

A: *The giraffe*

Q: What was the first toy to be advertised on television?

A: *Mr. Potato Head*

Q: Which of William Shakespeare's plays is the longest?

A: *Hamlet*

Q: Before the Beatles were formed, John Lennon, Paul McCartney, and George Harrison were originally members of which group?

A: *The Quarrymen*

Q: What country won the very first FIFA World Cup in 1930?

A: *Uruguay*

Q: Which two countries share the longest international border?

A: *The United States and Canada*

Q: How many hearts does an octopus have?

A: *Three*

—*Thought Catalog*

## Manage Performance Reviews Positively

Managers and employees alike tend to dread performance reviews. They don't have to be an ordeal, though. Follow this advice from *Gallup* on how to get positive results from your reviews:

- **Separate pay and performance.** Don't discuss salary and job performance in the same session. Otherwise the employee will likely focus only on what kind of raise he or she is—or isn't—getting, and ignore what you have to say about performance.
- **Open with purpose.** Don't start by telling the employee what he or she is doing wrong or right. Instead, throw the ball into their court. Ask, "What inspires you to do your best every day?" You'll get a better sense of what motivates them. Urge employees to think about the big picture—what they can contribute, as opposed to just what they can get out of their job for themselves.
- **Focus on what the employee can control.** Many factors are beyond an employee's influence—schedules, deadlines, supplies, requirements, and so on. Stick to what the employee can control to improve his or her performance—time management, proper training, etc.
- **Look to the future.** Coach employees on how they can get better at their jobs, not just for the benefit of your organization but for their own career growth. Find out what skills they'd like to learn and work on a plan to provide them with the training and experience they're looking for.
- **Show empathy.** The pandemic has created a lot of stress for employees. You still have to enforce rules and hold people accountable, but remember they're human. Talk about the problems they're dealing with that affect their performance, and look for ways to help them cope with the chaos in everyone's lives.

*"It's the job that's never started that takes longest to finish."*

—J.R.R. Tolkien

## Keep Your Career Growth On Track

Whether working from the office or remotely from home, your career growth can stay on track. Try these tips from the *Ladders* website to stay on the path to success:

- **Find a group or a mentor.** You can still network, even if it's through Zoom or email. Find a group of like-minded professionals to exchange ideas with and share support. A mentor can also offer valuable advice as you navigate your career when times are challenging.
- **Read success stories.** Don't get mired in gloom and doom. Even in the midst of the pandemic, you can still find stories of people who've survived and thrived. Use these stories to keep your spirits up and remind yourself that success is possible no matter how dark the times appear to be.
- **Talk to your boss.** Your boss may know you're doing a great job, but he or she is probably too stressed and busy to think much about your career development. Be proactive. Talk to your boss about your ambitions, goals, and vision. Ask about projects you can contribute to or promotions you may be eligible for.
- **Take up a new hobby.** Don't let work define your existence, especially if you're stuck at home. An active hobby can help your mind and body relax and recharge. Yoga or meditation may offer an escape from the stresses you're feeling now. Even getting out for a socially distanced walk every day can help you maintain a healthy equilibrium.
- **Find virtual conferences.** In-person professional events aren't likely to come back anytime soon, but that doesn't mean you have to miss out on opportunities to learn from your peers and network with them. Set aside some time to attend an online seminar or conference once or twice a month. It's a good way to unwind and meet new people while keeping your skills sharp.

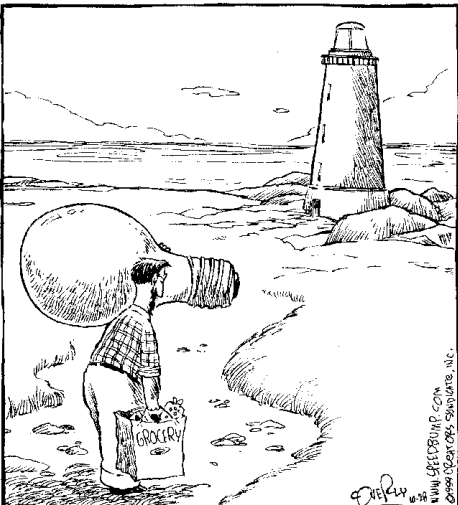
## When Did We Start Doing That?!

You cross your fingers for good luck or to excuse yourself from lying, but do you ever wonder how customs like that originated? The *Cracked* website explains the beginnings of everyday behavior we take for granted:

- **Painting your fingernails.** Babylonian warriors in 3,200 B.C. would paint their nails before heading off to battle to signify their social class.
- **Giving the thumbs up.** English archers in the Middle Ages would use the gesture, which was the correct brace height of a longbow, as a signal that they were ready to shoot.
- **Yawning.** Covering your mouth while yawning developed from an ancient belief that evil spirits could enter your mouth during a yawn.
- **Blowing out candles.** Making a wish while blowing out birthday candles derives from cultures which thought that smoke delivered prayers to the heavens.
- **High-fiving.** The first recorded high-five occurred on October 2, 1977, when Glenn Burke of the LA Dodgers reached up to slap the hand of teammate Dusty Baker, who had just hit a home run, and Baker slapped his hand in return.
- **Crossing your fingers.** Crossing fingers to catch good luck originated in ancient pagan cultures. The practice for lying came from early Christians who wanted to absolve themselves from lies they told their persecutors.

SPEED BUMP

Dave Coverly



## Give Yourself Permission To Succeed

Many of us don't succeed in our goals because we don't allow ourselves to. You need to consciously give yourself permission to succeed. That way, you can overcome subconscious self-sabotage. Here's how to open your life up to greater success:

- **Spend time with people who support you unconditionally.** We often have a distorted view of ourselves and are blind to many of our assets. Being with people who believe in you helps give you a clearer view of your strengths and weaknesses.
- **Don't cling to the past.** Most of us have long-established patterns of behavior and thinking that have helped us in life—at one time. But people and circumstances change. Bringing an apple to the teacher may have worked in first grade, but your manager isn't Mrs. Smith. Adapt your behavior and thought processes to the present situation. Otherwise, old habits may just impede your success.
- **Devote some time each day to nothing.** Ironically, you can get in the way of your own success by being addicted to ceaseless activity. It's important to give yourself space to do nothing without feeling guilty. This allows you to step back and assess where you're heading and how you're doing it.

### One Form Of Exercise

A man visited his doctor for a checkup. At the end of the exam, the doctor commented, "You certainly seem to get a lot of exercise."

"Oh, yeah," the man said. "Just the other day I walked five miles in rugged terrain and climbed over rocks and trees. I waded along the edge of a lake, pushed through tall thistles, and even got sand in my clothes sliding down slopes."

The doctor was impressed. "You seem to be quite the avid outdoor enthusiast."

"Not really," the man replied. "I'm just a lousy golfer."

### The Value Of Giving

Katharine Hepburn is said to have told this story about her childhood:

"Once when I was a teenager, my father and I were standing in line to buy tickets for the circus. Finally, there was only one other family between us and the ticket counter. There were eight children, all probably under the age of 12. The way they were dressed, you could tell they didn't have a lot of money, but their clothes were neat and clean."

When the family reached the front of the line, the ticket seller asked how many tickets they wanted. He proudly responded, "I'd like to buy eight children's tickets and two adult tickets, so I can take my family to the circus."

The ticket lady stated the price.

The man's lip began to quiver. "How much did you say?" The ticket lady again stated the price. The man didn't have enough money. How was he supposed to turn and tell his eight kids that he didn't have enough money to take them to the circus?

"Seeing what was going on," Hepburn continues, "my dad reached into his pocket, pulled out a \$20 bill, and then dropped it on the ground. We were not wealthy in any sense of the word! My father bent down, picked up the \$20 bill, tapped the man on the shoulder, and said, 'Excuse me, sir, this fell out of your pocket.'"

The man took Hepburn's father's hand in both of his, squeezed the \$20 bill tightly, and with his lip quivering and a tear streaming down his cheek, he replied; "Thank you, thank you, sir. This really means a lot to me and my family."

"Although we didn't get to see the circus that night," Hepburn concludes, "we both felt a joy inside us that was far greater than seeing the circus could ever provide. That day I learnt the value of giving."

# Who's On First?

In this issue of The Dow Smithsonian, we introduce you to Trey King, our Field Operations Manager.

In a lot of ways, the field operations manager is the voice from the field to the office and from the office to the field. Some companies don't have field operations managers, but at Dow Smith Company we believe they serve a key role.

On the jobsite, the field operations manager does all of the labor planning. He goes from job-to-job to find out who needs what. Because superintendents use a lot of the same subcontractors, the field operations manager coordinates them to make sure they're always working on the most critical parts of the job. He's responsible for quality. He works with vendors and



Trey King, Field Operations Manager, at the New Vision Baptist Church project.

orders materials—and then makes sure those materials are put in the proper place on the jobsite. He works with the safety coordinator.

"It can be tricky," Trey said. "The main thing is communicating with everyone. I have to think about the big picture of everything. I have to think weeks out and forecast."

But Trey said it's all worth it when he sees the finished product for our clients.

"We get caught in the trenches day-to-day and sometimes we don't think about how many people it will help.

Whether it's a church or a dentist office or a law office, the most rewarding thing is how we affect our clients and the people who are involved with them."



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## Currently Under Construction

Despite the curve ball 2020 threw our way, the Dow Smith Team has been busier than we can remember. This year is shaping up to be one of our best, and we owe it all to our loyal clients, our hard-working employees and our construction partners who help us achieve our clients' goals. Projects currently under construction include:

- Greenhouse Ministries, Murfreesboro - 25,000-square-foot mixed use office and transitional housing facility
- Global Product Sources, Nashville - New 13,520-square-foot pre-engineered metal building
- MMC Weight Loss & Wellness, Murfreesboro - 700-square-foot interior remodel
- Moody Excavating, Murfreesboro - New 3,000-square-foot two-story office building
- Premier Land Title & Escrow, Smyrna - 3,000-square-foot tenant build-out
- Premier Martial Arts, Murfreesboro - Tenant build-out of a new martial arts studio
- Dr. Helton Aesthetics & Wellness, Murfreesboro - 2,800-square-foot tenant build-out
- Mulch & More, Murfreesboro - New 11,590-square-foot pre-engineered metal building to include office space and a maintenance facility.



Greenhouse Ministries, Murfreesboro



Global Product Sources, Nashville

