

The Dow Smithsonian

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

Summer 2021

Bryan Jaynes Joins Dow Smith Company As Director Of Construction Services

After 20 years in the corporate construction world, Bryan Jaynes came to work for Dow Smith Company this year as our new Director of Construction Services. He says the decision came down to his faith, his family, and his future in the industry.



Bryan Jaynes, Director of Construction Services

He will have direct oversight and leadership over project managers and estimators.

Bryan's position is a new one at Dow Smith Company as we continue to grow. He will have direct oversight and leadership over project managers and estimators.

Schedules, budgets, and client satisfaction will fall under his purview.

Previously, Bryan worked as a senior project manager at Al. Neyer, as a project manager at Wylie Steel Fabricators, Inc., and also as a project manager at Lendlease. Living in Murfreesboro for the past 19 years, Bryan said he's always known about Dow Smith Company's reputation but got to see in action how we work during a recent addition at Fellowship Bible Church, where he and his family attend church.

"We treat every single project like it's our own house," Bryan says. "I saw that at the church and I've seen it over and over since I've been here."

Bryan has been married to his wife, Kristie, for 20 years. They have three



Brian Lord, left, of Global Product Sources, LLC, meets with Bryan. Dow Smith Company has recently completed a 9,500-square-foot warehouse and 4,000-square-foot office for GPS at 640 Myatt Drive in Nashville, Tennessee.

children. He believes in putting his family first.

Bryan credits his previous experiences for teaching him top-notch construction management skills. He knows how to drive client satisfaction to the next level, build relationships through trust and an intense focus on the details.

Ultimately, Bryan wanted to work for a company whose values aligned with his.

He said he has found that at Dow Smith Company.

Founded in 1992, Dow Smith Company is a design-build firm that specializes

in church, healthcare and commercial construction. It is also a firm that incorporates faith into its mission. This year, for the sixth consecutive year, Dow Smith Company was named a Certified Best Christian Workplace by the Best Christian Workplaces Institute.

"Coming here has been a breath of fresh air," he says.

"There was a peace that surrounded the process."

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A Missing Cow

A big city lawyer was called in on a case between a farmer and a large railroad company. The farmer's prize cow had gone missing from his field through which the railroad passed. He filed suit against the railroad company for the value of the cow.

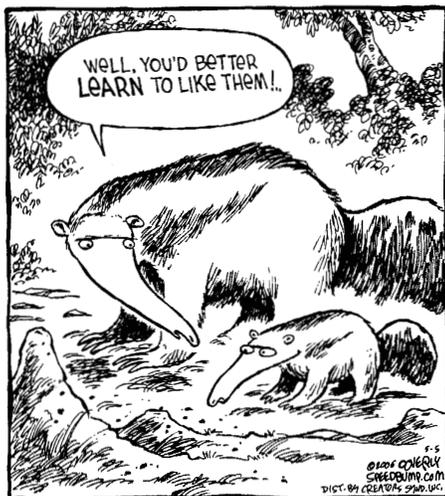
The railroad's attorney went to the farmer and tried to settle out of court. The lawyer was very persuasive, and the farmer finally agreed to take half of what he was asking to settle the case.

After the farmer signed the release and took the check, the young lawyer felt a little bad. He said to the farmer, "You know, I hate to tell you this, but I couldn't have won the case. The engineer was asleep and the fireman was in the caboose when the train went through your farm that morning. I didn't have one witness to put on the stand."

The old farmer nodded. "Well, I'll tell you, young fellow, I was a little worried about winning that case myself, because that darned cow came home this morning."

SPEED BUMP

Dave Coverly



Get Off To The Right Start With Your New Remote Job

These days, your new job may very well be a remote position. Even as workplaces open up, many employers are seeing the benefits of a work-from-home staff. How can you make your mark, though, when you don't have regular personal contact with your boss or your co-workers? The *Make It* website tells you how:

- **Set up your space.** Take a look around the room where you do your work. What does it say about you? People who see you in virtual meetings will notice the pictures on your wall, the books on your shelves, the clutter on your desk, and more. Clean up your work area to ensure you make a neat, professional first impression.
- **Communicate with your manager.** Make a point of communicating with your manager often. Don't bug him or her, but talk in depth about your role, your manager's expectations, how you'll be evaluated, and other crucial elements of doing your job well. Learn his or her priorities and get a solid idea of the organization's big-picture goals.
- **Learn how to communicate with everyone.** You can't peek over a cubicle or stroll down the hall to talk with a co-worker or manager, so you have to know how best to contact them. Does your boss prefer phone calls or emails? Are team meetings held via Zoom? How quickly do people expect responses to emails or texts? Figure out the best way to communicate with each person on your team to avoid misunderstandings.
- **Get to know people.** Your boss probably won't take you to lunch with the team so you can all get to know each other, so you've got to take a different approach. Reach out to team members one by one to introduce yourself and find out what makes them tick.
- **Understand the pandemic's impact on your organization.** Chances are your employer has been through some big changes in the past year—layoffs, new products, shifting priorities, adjusting to remote work, and many other issues. As you talk to people, find out what's changed and what has stayed intact. This will give you a good idea of the organization's values and priorities.

"Don't give up trying to do what you really want to do. Where there is love and inspiration, I don't think you can go wrong."

—Ella Fitzgerald

Jump Start Your Mind In The Morning

Whether you're working from home or you're back in the office, you have to be mentally sharp to do your job well. The *Ladders* website offers this advice for helping you do your best work every day:

- **Activate your brain.** Drink a glass of water for hydration. Go for a walk or do some light exercise to get your blood pumping through your body and into your brain. Read something engaging and inspirational, or listen to a podcast. Try to eat a healthy breakfast.
- **Avoid tedium.** Don't start your day with a mindless routine. Instead of going on social media or answering emails that could be saved for later, start on a challenging project right away. Your mind will get going faster, and you'll accomplish more.
- **Review your priorities.** Don't obsess over your daily to-do list. Develop a short list of your top priorities—customers, employees, vendors, etc.—and plan your day around tasks that support those objectives. Be disciplined about sticking to them. Say no to requests that don't address them. You'll have to be flexible, but a firm focus will help you accomplish what you need to that day.

Get To The Root Of Your Problem

When you can't solve a seemingly impossible problem, do you just throw your hands high in frustration and walk away? Most of the time that's not an option. Try reframing the problem with these suggestions from Tina Seeling, author of *Inside Out: Get Ideas Out of Your Head and Into the World* (HarperOne):

- **Revise your question.** Turn the problem around by re-examining your real goal. Instead of "What new product will make lots of money?" ask, "What do our customers buy and what do they avoid?" or "How can we offer more of what already works?"
- **Look for bad ideas.** You can unleash your creativity by flipping the process. Try to identify what doesn't work, what's failed in the past, or what would completely capsize any solution. You may be able to adapt a seemingly impractical solution or eliminate a factor that's holding you back.
- **Question your assumptions.** Many of us fall into the trap of assuming that the answer we're seeking will look like solutions that have always worked. Take a close look at the problem, your organization, or your industry and identify practices that have never been questioned. Ask, "Why are we doing it this way?" You'll often find a new approach by going against the conventional wisdom.

"Money can buy you a fine dog, but only love can make him wag his tail."

—Kinky Friedman

Don't Forget Age In Your Company's Diversity Strategy

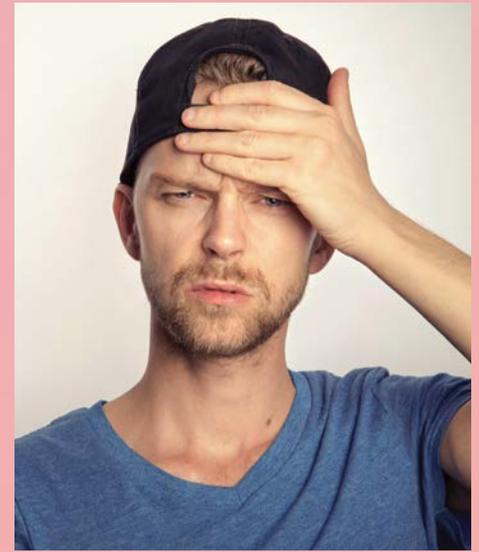
Diversity is about more than race and gender. It also includes ageism—you don't want to exclude people based on how old they are. AARP offers this advice on making sure age is part of your diversity and inclusion efforts:

- **Target age as part of D&I.** Make sure to specifically mention age in your official statements on diversity. Review your hiring and management policies to ensure they address language and issues related to ageism.
- **Include ageism in anti-bias training.** If your organization educates employees on bias, include age issues in the training. Remove labels like "boomer" or "millennial" that may reinforce stereotypes. Acknowledge that people can be discriminated against whether they're too old or too young. Address myths, like the belief that older people can't learn new technology.
- **Review your hiring process.** Check job descriptions for coded language, like "high-energy individual" or "digital native," that could screen out older candidates. Use your employer branding to reflect a mix of ages on careers pages, employee profiles, and the like. Don't require birthdates or college graduation dates of candidates unless you have a clear business need for them.
- **Help employees collaborate.** Create teams with a mix of younger and older employees. Encourage mentorship in both directions so all generations have the opportunity to learn from each other.

Music...For Houseplants?

How much do you love your houseplants? Enough to play music for them? A British survey reported by *The Herald* found that almost 50% of plant owners play music for their leafy friends in a variety of genres, from folk to rock to classical and everything in between.

The most popular artist choice? Scottish pop singer Lewis Capaldi was shared by 62% of the survey's 1,150 respondents. The Korean pop band BTS came in second, with 55%, followed by America's Taylor Swift, at 51%. Elton John, David Bowie, and Fleetwood Mac also ranked in the Top 10.



Riddle Me This

1. You bought me for dinner but never eat me. What am I?
2. What kind of room has no windows or doors?
3. I'm tall when I'm young, and I'm short when I'm old. What am I?
4. Which month of the year has 28 days?
5. What has to be broken before you can use it?
6. I have branches but no fruit, trunk, or leaves. What am I?
7. What has many keys but can never open a lock?
8. What can you hold in your left hand but not in your right?
9. It belongs to you but others use it more than you do. What is it?
10. If two's a company and three's a crowd, what are four and five?
11. You see me once in June, twice in November, and not at all in May. What am I?
12. I have hands but I can't clap. What am I?

1. Silverware. 2. A mushroom. 3. A candle. 4. All of them. 5. An egg. 6. A bank. 7. A piano. 8. Your right elbow. 9. Your name. 10. Nine. 11. The letter "e." 12. A clock.

—Thought Catalog

From Hardhats to Headsets

Put on your hard hat and plug in your headphones. Dow Smith Company has launched a podcast!

From the Ground Up is our new podcast, which features people we're interested in, projects we're working on and all the nuts and bolts of the design-build business. Episodes will be released every other Tuesday on Apple Podcasts and Spotify.

In the debut episode, which is available now, President & Owner Dow Smith and Partner & Design-Builder Joey Rhyne discuss the origins of the company and some of its early projects.

Dow recalls the company's very first job in January of 1992. It was the renovation of Building 661 at the Smyrna Airport.

"I was working out of a red Chevy S-10," Dow remembers. "That was my office and my sole piece of equipment."

After he completed that job, Dow decided to upgrade his office from the pickup truck to the building he'd just renovated.

Since then, the Dow and Joey have continued to grow the company, taking on hundreds of religious, medical and commercial projects. The company has built a solid reputation that is known throughout the region and the industry.

As they reminisce during the first episode, there are lots of laughs and even a moment or two when Dow gets choked up. With 30 years of experience, Dow also offers some wisdom and advice.

In future episodes—released every other Tuesday—Dow and Joey will discuss the process Dow Smith Company uses to work with clients, and they'll bring in

guests to dig deeper into topics related to the company, construction and Middle Tennessee.



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Permit No. 20

Currently Under Construction

Thanks to our clients and team members, we continue to be busier than ever. Projects currently under construction include:

- **Seven Oaks, Building G** - New 13,500-square-foot pre-engineered metal building designed for seven tenants.
- **New Vision Baptist, Phase 2** - Renovation of the church's main exterior entrance to include an artificial turf gathering field with concrete seat walls and a steel pergola.
- **Puckett Creek Station** - 6,000-square-foot wood-framed structure for future tenant space.
- **Premier Vet Care Addition** - Two-story addition onto the existing facility built by Dow Smith Company in 2010.
- **First Presbyterian Church Upgrades** - Restroom, kitchen and gymnasium upgrades.
- **Greenhouse Ministries** - 25,000-square-foot mixed use office and transitional housing facility.
- **Mulch & More** - New 11,590-square-foot pre-engineered metal building to include office space and a maintenance facility.



Greenhouse Ministries, Murfreesboro



Mulch & More, Murfreesboro

