

the chamber@ WORK

a publication of The Chamber of Commerce of St. Joseph County • summer 2007 • vol 1 • no 3



minds 'n sync

- **BusinessExpo After Hours**
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- **Discover** the art of networking
- **PartnerUp!** with area school children



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cover story

- 12 minds 'n sync**
Lessons learned from an intercity visit to Springfield, Missouri.

features

- 8 partner up!**
Business professionals needed to read to and mentor area students.
- 11 art of networking**
Networking done properly is a powerful tool for any business professional.
- 15 business expo after hours**
The business networking event of the year returns.
- 22 emergency preparedness**
Businesses called upon to help prepare the community for potential disasters.

departments

- 5 president's perspective**
collaboration
- 6 quick hits**
- 9 bright ideas**
Brennan Dental Group
- 9 past present**
Mossberg & Company
- 16 insights**
networking in action
- 17 events calendar**
- 18 member news**
- 19 economic indicators**
- 20 new member investors**
- 22 membership milestone anniversaries**



Chairman of the Board
Todd F. Schurz
Schurz Communications

President and CEO
Mark N. Eagan, CCE
574.234.0051, ext. 331
eagan@sjchamber.org

Editor
Erin Heldstab
574.234.0051, ext. 274
eheldstab@sjchamber.org

News Releases
Erin Heldstab
574.289.0358 (fax)
eheldstab@sjchamber.org

Chair-Elect
Gregory S. Downes
Gibson Insurance Group

Executive Editor
Shari Carroll
574.234.0051, ext. 311
scarroll@sjchamber.org

Designer
Ben Murray-Dates
On Design
bmurray@sjchamber.org

Advertising & Membership
Sheri Miller
574.234.0051, ext. 312
smiller@sjchamber.org

The Chamber@Work is published quarterly by The Chamber of Commerce of St. Joseph County, 401 E. Colfax Ave., Suite 310, South Bend, IN 46617. Not all opinions expressed in this publication necessarily reflect the views of The Chamber. The Chamber@Work is circulated to 3,500 Chamber member contacts.



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shared vision and collaboration open doors to community prosperity



Nearly two years ago, The Chamber sponsored our first-ever Intercity Visit, as a delegation of community leaders visited Louisville, Ky., to learn how another region is addressing its challenges and is taking action to spur economic prosperity.

The trip proved to be a good strategic tool to bring focus, energy and commitment to the future of our community.

As a result of that trip, The Chamber accelerated the development of our Young Professionals Network and commissioned an economic indicators comparison study benchmarking the South Bend/Elkhart Metropolitan Statistical Areas against other communities. We launched the Business Growth Initiative, a collaborative partnership between The Chamber and local government to concentrate on helping existing businesses grow. In less than a year, the proactive initiative has seen measurable

results by connecting businesses to resources to support their growth. Having just completed the second Intercity Visit, this time to Springfield, Mo., trip participants are energized by the opportunities. All remarked on recurring themes they heard from the leaders in Springfield. These themes included collaboration, trust, common vision and a "get it done" mentality.

Our Chamber commits to reaching out to partners to move to action. The board reached consensus that The Chamber will develop a "process" to build stronger trust and collaboration among elected officials and with the business community for the common good. A "structure" is successfully employed in Springfield through their Community Leadership Forum. The second focus area from the visit is to deepen the business community's impact on local decision-making by encouraging more people to seek elected positions.

Your Chamber will serve as a catalyst in the pursuit of these goals. In the spring issue of *The Chamber@Work*, collaboration was the central topic of the cover story, pointing to the need for leaders to work together to build vibrant communities. We know this to be true, but how do we get there?

Perhaps, the leaders of Springfield showed us the pathway, or at least provided us with the opportunity to see what is possible.

Your Chamber is prepared to take ideas from Springfield and transfer them to action – to implement the tools and lessons learned to advance our community. ■

A handwritten signature in black ink that reads "Mark Eagan". The signature is fluid and cursive, with a large initial "M" and "E".

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Chamber President and CEO

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your chamber initiatives at work



◀ **Membership Campaign**

The Chamber thanks all those who volunteered their time to invite prospective members during the recent membership campaign. To date, 58 businesses

joined The Chamber as a result of their efforts. **Jody Freid, corporate support manager for WNIT-TV**, was the top recruiter, bringing in seven new members. To refer a new member, please contact Sheri Miller at 574.234.0051, ext. 312.

Eagan to Lead National Organization

Mark Eagan, president and CEO of The Chamber, has been named chair-elect for the American Chamber of Commerce Executives (ACCE) Board of Directors. ACCE represents more than 7,300 chamber professionals in the U.S. and Canada. Founded in 1914, the association enhances the professional growth, leadership and management effectiveness of chamber staff professionals. Eagan will become chairman in August 2008.

Tourism Award Recipients

The **South Bend/Mishawaka Convention and Visitors Bureau (CVB)** presented their 2007 Tourism Partnership Awards at the May Tourism Week Luncheon. Honorees were recognized for their impact on area hospitality by hosting large groups or conventions in Greater South Bend/Mishawaka. Recipients included Don Cressy, Grubb & Ellis/Cressy & Everett; Kathy Keyworth, World Academy Feis; and Lt. Richard Powers, National Citizens Police Academy Association.

Young Professionals Network

YPN played an integral role in Michiana's first Forty Under 40 recognition program. The Chamber and YPN were coordinating partners with the Greater Elkhart Chamber, Bethel College, *South Bend Tribune* and the *Elkhart Truth* in honoring 40 of the region's top community and business leaders, all under

the age of 40. Catherine Raven (Crowe Chizek), YPN liaison, addressed the audience of 450 at the June recognition luncheon. Congratulations to Tania Bengtsson (Gibson Insurance Group), YPN advisory council member and civic engagement team leader, for her inclusion in the Class of 2007. Greg Ayers, executive director of the South Bend/Mishawaka Convention and Visitors Bureau, an initiative of The Chamber, was also included in this year's class.

Ambassador Kudos

The Chamber recognizes **Jerry Frost of Frost Engineering** for his achievement as ambassador of the month in April and May. Ambassadors are member volunteers who provide outreach to members and reinforce the benefits of Chamber membership while gaining recognition for their own companies.



Switzer Recognized ▲

Dave Switzer, community relations manager for Indiana Michigan Power, was recognized at the Capitol Connection Luncheon for his years of service to **The Chamber's Legislative Affairs Council**. Switzer has led the council as chairman since 2003. Chamber President Mark Eagan made the presentation in front of more than 100 people gathered at Morris Park Country Club and thanked Switzer for his leadership and dedication to The Chamber.

Visiting Conventions/Events

Please join the **Convention and Visitors Bureau (CVB)** and the **Regional Sports Commission** in welcoming visitors attending these upcoming conventions and events:

- **July 6-8**
Game Day USA Indiana Summer Slam Baseball Tournament
- **July 6-8**
College Football Hall of Fame Enshrinement Festival Softball Tournament
- **July 13-15**
Monster of the Midwest Championships Baseball Tournament

- **July 13-15**
Indiana Amateur Softball Association Junior Olympic Girls Class B 14 & under Fast Pitch Northern State Tournament
- **July 13-15**
United States Tennis Association Knollwood Junior Open
- **July 14-22**
National Baton Twirling Association America's Youth on Parade (AYOP)
- **July 19-21**
College Football Hall of Fame Enshrinement Festival
- **July 20-22**
Game Day USA Best of the Midwest Shootout Baseball Tournament
- **July 27-29**
Game Day USA End of Summer Bash Baseball Tournament
- **July 27-29**
Rotary International Zones 27-28 Presidential Conference
- **July 27-31**
Little League Central Regional Senior Softball Championships
- **July 28**
7th Annual Teachers Credit Union Kids Triathlon
- **July 28-29**
3rd Annual Wiffle Ballin' for Kids
- **August 2-5**
Amateur Softball Association Men's Major Fast Pitch National Championships
- **August 2-7**
Smoker Craft Dealer Show
- **August 2-7**
Babe Ruth Ohio Valley 14 & under Baseball Tournament
- **August 3-5**
United States Tennis Association Leeper Park Junior Novice
- **August 4-7**
Amateur Softball Association Women's Major Fast Pitch National Championships
- **August 15-19**
Bennington Marine Dealer Show
- **August 19-24**
Odyssey Pontoon Manufacturer Show
- **August 24-26**
University of Notre Dame and Saint Mary's College Freshman Orientation Weekend
- **August 31-Sept 2**
Home Football Weekend: Georgia Tech vs. Notre Dame
- **September 6-9**
GLACE Michiana Extravaganza Cat Show
- **September 12-14**
Indiana Association of Chamber Executives Annual Summer Conference
- **September 13-16**
28th Special U.S. Naval Construction Battalion Reunion
- **September 20-21**
Indiana Dental Association Regional Meeting
- **September 21-23**
Home Football Weekend: Michigan State vs. Notre Dame
- **September 26-28**
American Association of Christian Schools Great Lakes Regional Association Annual Convention

For more information on any of these events, visit www.exploresouthbend.org.

Leadership South Bend/Mishawaka Welcomes Its Newest Alumni

Leadership South Bend/Mishawaka, a program of The Chamber, recently celebrated its 33rd commencement ceremony. The 43 adults who comprised this year's class completed the nine month program which focused on servant leadership, community and civic involvement. Graduates include: ▼



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City of Mishawaka

Kelly Ball
Pathfinders Advertising & Marketing

Theresa Bode
Teachers Credit Union

Doranna Byrd
Covering Kids & Families/
United Way

Sharon Calahan
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Indiana Security Systems, Inc.

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Calvary Baptist Church

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John Pinter
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Karen Shirk
Northern Indiana Center
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Michael Stack
Saint Joseph Regional
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partner up!

New school year brings added reading & mentoring opportunities



In August, thousands of area children will make their way back to the classroom. The new school year brings new opportunities for growth, learning and a bright future.

Once again, the South Bend Community School Corporation and The Chamber of Commerce are linking area businesses with schools through the Partner Up! program.

Partner Up! pairs a participating business with a South Bend primary school and for less than one hour a week, employees of that company volunteer to mentor or read to a child. Last school year, 42 area businesses and organizations participated in the program, bringing in over 900 volunteers to work with children.

Positive effects are felt on both sides of the partnership. Greg Downes, president of Gibson Insurance Group, has gotten his company involved in Partner Up! "Currently about one third of our employees in the South Bend office read with children at Muessel Primary Center on a weekly basis. Interacting with the students and teachers has been such a positive experience for all of us and we definitely look forward to participating again this coming school year," he said.

Businesses that become involved demonstrate their interest in public education and desire to make a difference. With reading levels improving, they certainly are making a difference. "In 2006, children who read with Partner Up! volunteers showed

improvements in their reading by almost one full level above students who had been reading below targeted reading levels but didn't have a volunteer reader," notes Connie Moore, community liaison for the South Bend Community School Corp.

As the program enters its third year, organizers hope to more than double the number of volunteers for Partner Up!. This would allow for more than 3,000 students to have a mentor or reading partner and build upon the success the program has already experienced. ■

Companies and individuals wishing to participate in Partner Up! should call **574.283.8088** or e-mail partnerup@sbcsk12.in.us. To learn more about the program, log on to www.sbcsk12.in.us.



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Imagine a visit to your dentist where a cavity filling doesn't include any pain, numbness or the high-pitched sound of a drill. One local dentist is part of a group helping to lead the way.

Dr. Matthew Brennan of Brennan Dental Group is one of only two dentists in Indiana and 200 nationwide currently using a procedure known as Ozone Dentistry. As part of an Institutional Review Board approved by the federal government, Dr. Brennan has been testing the use of ozone in his practice for one year.

While many people think of ozone negatively in reference to pollution of the Earth's atmosphere, ozone occurs naturally in things such as ocean waves, lightning and waterfalls. The use of ozone in dentistry is made possible by artificially producing it by combining oxygen (O₂) and the electrical discharges of an ozone generator. All of the ozone used by Dr. Brennan is of a medical grade.



Chemically, the ozone molecule (O₃) is nothing more than three oxygen atoms packed together which carry a negative charge. Germs found in the human body carry a positive charge. "When ozone is applied to a cavity in the tooth, the ozone molecule is attracted to the germ like a heat-seeking missile," explains Dr. Brennan. "Once the ozone attacks the germ, it activates your own body's immune system to finish off any bacteria that may have been left behind." It does such a good job, in fact, that there is zero re-infection of the treated area. The entire process is non-invasive, quick, requires no anesthetics and is a fraction of the cost of traditional treatments.

Dr. Brennan's work could lead to a new wave in dentistry if approved by the Food and Drug Administration. ■

Brennan Dental Group (Chamber member since 2003)
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past present

A look back to a company's beginnings and where they are today.

rough start - bright future



The Great Depression is certainly not an era known for booming business and entrepreneurial spirit, but that is exactly when Herman Mossberg and friend Robert Bodell set out to found a new printing business called Mossberg & Bodell.

In 1930 they oversaw the construction of a 12,000 square-foot printing facility in South Bend and opened their doors for business. The young company not only weathered the Depression but also World War II and a recession in the '70s. Through it all, Mossberg never wavered on his belief that high quality work and service were more important than profits.

Seventy-five years later, the small printing business now known as Mossberg & Company is a leader in the printing industry, specializing in fine lithography, precision labels, digital printing, fulfillment and marketing services, direct mail and contract packaging. James Hillman, Mossberg's grandson, oversees operations of the company and has been instrumental in carrying on the work of his grandfather.

Over the years, the firm has built a reputation of excellence. "We place a special focus on two areas for the end product – both of which are equally important," Hillman says. "Our number one concern is product integrity and right behind it is quality." That commitment is underscored by Mossberg's ISO certification and their adherence to current Good Manufacturing Practices (cGMP).

Mossberg & Company continues to advance by implementing the latest technology tools, including a Web-based print-on-demand program, online inventory management and fulfillment, digital image archiving and the best printing technologies on the market. Their future certainly looks bright. ■

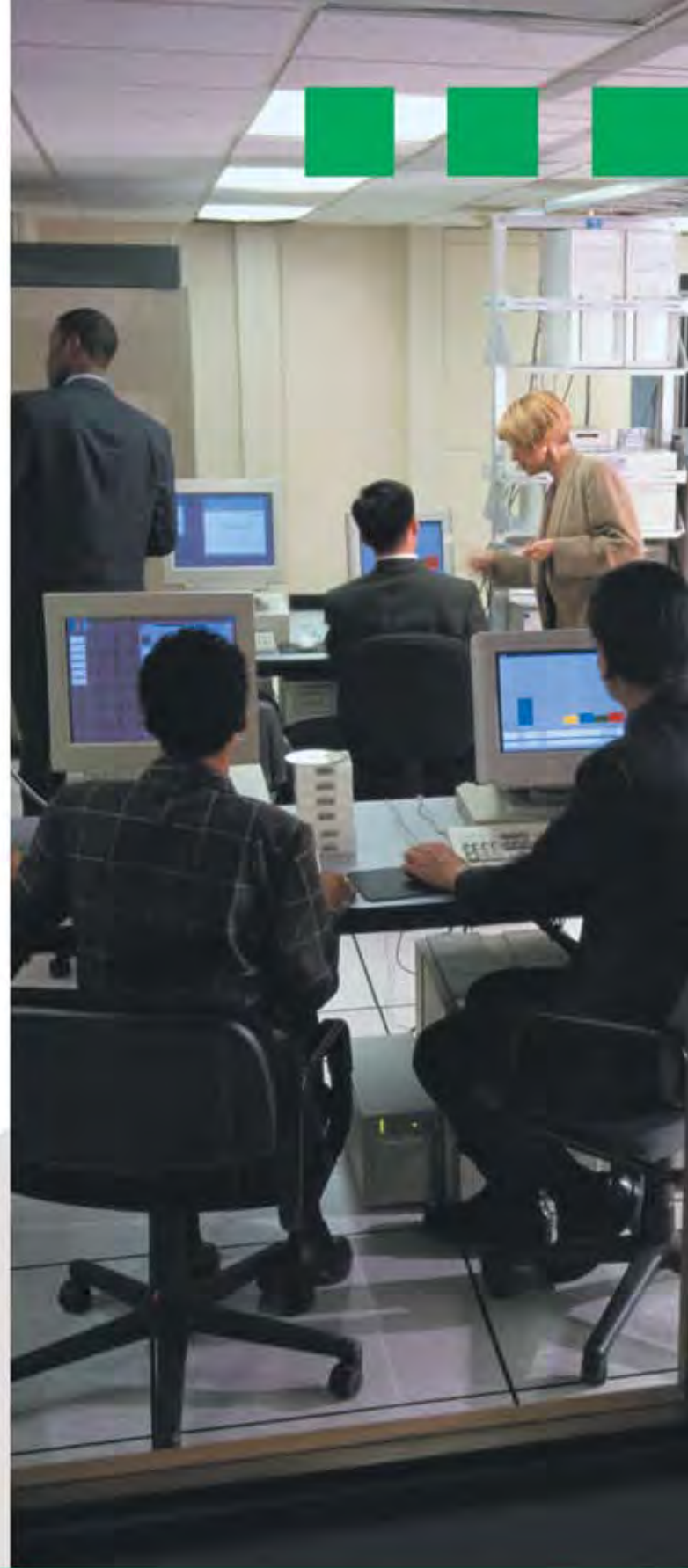
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Networking. It's that overused word but necessary concept business people must grasp in order to be successful. The ability to network is one of the most important skills a business professional can have in his/her arsenal.



Denise Roberts
D.A. Roberts & Associates

spent 20 years in sales, she understands the difficulty of networking and prospecting for new business. That's why she created the Painless Prospecting System and the reason her Michigan firm specializes in custom training to take the pain and discomfort out of networking.

Her clients have included Fifth Third Bank, UPS and the National Association of Women Business Owners.

According to Roberts, participants will be in for a "raucous good time." Not only is the workshop educational and informative, but it's also fun, lively and very interactive. "Candy throwing and whistle blowing may be involved," says Roberts.

Tony Rubleski, a popular Chamber speaker on marketing and sales and owner of The Mind Capture Group, says of Roberts, "Denise is the master at teaching proven, real-world networking strategies that produce great bottom-line relationships and profits for business professionals. Her programs are fun, engaging and truly beneficial. I highly recommend her live session to anyone serious about solving the mystery of successful networking once and for all." ■

A special workshop, The Art of Networking, is being presented by The Chamber and sponsored by Barnes & Thornburg, LLP to teach business owners, managers, salespeople, customer service reps, among others the skills and tools that improve interpersonal relationships, both in business and in life.

"Building a successful relationship takes practice. Whether you are a salesperson or not, networking skills are crucial to your success in the business world," says workshop presenter Denise Roberts. "The more people you know, the more successful you will be in developing new business."

For a decade, Roberts, owner of D.A. Roberts & Associates, has been helping clients achieve improved sales results by making prospecting and networking painless. Having

the art of **networking**

- **Friday, September 7**
- **Registration & Continental Breakfast 7:45 – 8:15 a.m.**
- **Workshop 8:15 – 11:15 a.m.**
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minds 4n sync

collaboration Springfield: *the intercity visit*

Destination: Springfield, Mo., U.S.A.

That's exactly what the plane ticket read as a delegation of 30 community and business leaders embarked on the third-largest and fastest-growing city in Missouri.

The Chamber's strategic plan outlines the need to learn best practices from other communities with like qualities and parallel issues in order to discover new methods to accelerate business growth and economic prosperity.

Springfield was the chosen destination for The Chamber's 2007 Intercity Visit.

Why Springfield?

Expansion magazine has described Springfield as one of the 50 hottest cities in America for business expansion and relocation, and the metro city has been recognized by *Forbes* magazine as one of the top 25 places for

doing low-cost business. Its largest employers are health care and higher education. The mid-size city incorporates five counties in the metro area and possesses a strong spirit of regional cooperation and collaboration. Sprint Business, Inc. recognized Springfield as one of the 50 most productive cities in the United States.

With the "buzz" surrounding Springfield, members of the delegation were anxious to gain insight from Springfield's top leaders. Intercity Visit topics focused on community prosperity, including economic development and partnerships, city/county collaboration and advocacy.

Economic Development and Partnerships

A structure is in place in Springfield to foster economic development. Their community has established an inclusive process, one of collaboration built on trust and respect, to align interests to support overall goals.



Springfield's view has business leading economic development supported by government.

Seventy members strong, its Ozarks Regional Economic Partnership, a program of the Springfield Area Chamber, is comprised of cities, counties and chambers of commerce from a 10-county region. Partners of the voluntary organization are committed to regional economic development, believing that mutual benefits can be derived by sharing resources and developing opportunities together that are critical to the long-term economic and social well-being of their region.

The philosophy of "considering and helping your neighbor" is the cornerstone to the partnership's success. Acting as a single voice allows the effective utilization of resources and talents. Alignment of roles, responsibilities and accountability for the participating partner organizations are outlined in an agreement among all parties.

Developing Springfield's downtown is served by an umbrella organization known as the Urban Districts Alliance. This single

cooperative effort is composed of representatives from its downtown association, arts council, colleges and universities, health systems, its city council and city utilities. Downtown economic development emphasizes quality of life, presenting a mix of local retail, restaurants, art galleries, entertainment and housing.

Health care and higher education represent the two largest employer groups in Springfield. CEOs and senior staffs from these organizations are part of a task

group to encourage dialogue and solve issues pertinent to their industries and economic growth. This coalition has resulted in the creation of a research center and summer camp programs for high school students interested in health care careers. The task group envisions further development of growth businesses by encouraging expansion in the nanotechnology, biomedical, computer technology and engineering areas.


| STATISTICS | SOUTH BEND MSA | SPRINGFIELD MSA |
|-------------------------------|----------------|-----------------|
| Population – July 1, 2006 | 318,007 | 407,092 |
| Growth – prior year | 0.10 % | 2.30 % |
| Ethnicity: <i>White</i> | 84% | 96% |
| <i>Black</i> | 12% | 2% |
| <i>Asian</i> | 1.6% | 1% |
| <i>Hispanic</i> | 5.8% | 2% |
| Median age | 34.5 | 35.5 |
| Median Family Income | 41,101 | 41,028 |
| Cost of Living Index | 91.3 | 89.4 |
| Median Home Price, 2006 | \$92,700 | \$118,647 |
| Civilian Workforce, 2006 | 164,000 | 222,400 |
| Employment in Manufacturing | 11.9% | 12% |
| Employment in Services | 34% | 33% |
| Unemployment Rate, March 2007 | 5.5% | 4% |
| Avg. Daily Round Trip Commute | 20.3 min. | 21.5 min. |
| High School Graduates | 86.8% | 87.2% |
| College Graduates | 23.5% | 22.1% |

Cont., next page ▶

minds 'n sync, cont.

"Springfield's definition of economic development was compelling and easily accessible," said Todd Schurz, board chair of The Chamber and president and CEO of Schurz Communications. "Their city council defined economic development as taking the steps necessary so that local children can find jobs and careers that commensurate with their education and skills. In other words, economic development is about having the opportunities in the community that allow people to pursue their dreams in their own hometown," said Schurz.

City/County Collaboration



Leaders in Springfield seek opportunities where city and county governments can complement, not duplicate, one another. Where practical, they have orchestrated functional consolidation of local governments and departments.



Members of their Community Leadership Forum convene monthly in "can't-miss" meetings to discuss strategic issues impacting prosperity. The forum has been successful by exhibiting a high level of trust between elected officials and business. Community leaders adhere to a structure or process of development by keeping disagreements out of the media spotlight. Continuity of leadership, consistent policies built on a foundation of trust, drive decisions that are in the best long-term interest of the community.



"Regardless of roles or position, collaboration was the consistent message heard from all of the leaders in Springfield," said Jacqueline Barton, president of Specialized Staffing. "I believe collaboration starts with communication. We must build a community of leaders that are willing to communicate. Only through communication can you build understanding."



Advocacy

The Springfield Area Chamber is both an advocate for business and a community partner. More than a decade ago, it recognized the need to be strongly

involved in the area of public policy and advocacy in general. Their chamber began to encourage experienced individuals to run for public office. Recognizing how critical public education is to the future of the community, they made the decision that their first priority would be the local school board. They now have a year-round recruiting process for school board members and a distinct group that considers candidates and issues endorsements. They endorse the same number of candidates equal to open seats on the school board. This effort has brought measurable differences in the conduct of the school board and quality of education.

City and county governments, education, the chamber, the arts community, among others collaborate to annually identify and jointly support legislative priorities. This effort helps identify and solidify local issues and priorities needing state or federal assistance.

Springfield does not rely on property taxes to fund local governments. A great deal of their funding comes from local sales tax. Their chamber has managed a number of issue campaigns to promote ballot questions for targeted priority projects.

What Next?

"The Intercity Visit was a chance for us [participants] to get outside the parameters of our daily work and gain a fresh perspective," said South Bend Mayor Steve Luecke. "I was impressed with the partnership that they have developed. I especially like the involvement of the business community. On some issues business would take the lead, on others the city led the charge. I expect positive new developments from this trip."

With renewed energy, trip participants suggested their desire for action in a post-visit debriefing session.

"The Chamber can be a catalyst to bring together informally leaders from government, education and business to strengthen relationships among them so they can build trust, take a long-term view, and really get things done," said Chris Murphy, chairman and CEO of 1st Source Bank.

"I came away [from the Intercity Visit] excited about many of the ideas we heard and confident about our community and the opportunities ahead of us," said Mishawaka Mayor Jeff Rea. "The collective brainpower and dialogue of those on the trip have me convinced that, if we all can work together, we will accomplish great things for our region." ■



THE BUSINESS NETWORKING EVENT OF THE YEAR RETURNS!

the place for brand building, visibility, contacts, referrals and networking!

In just five short years, Business Expo After Hours has become known as **THE business networking event of the year**. Any business professional in the area knows that if referrals and exposure are important, they must be present – either as an attendee or an exhibitor.



Expo combines the visibility of a trade show with the social aspects and interaction of a Chamber Business After Hours event. Attendees will enjoy visiting booths from 140 companies, live music, food and drinks from the area's best restaurants and caterers. With over 1,000 people expected to attend, there will be no shortage of networking opportunities.

Booth space is almost sold out. If you want to exhibit at this regional business event, log on to www.sjchamber.org and download a booth reservation form. Payment must be sent in with reservation to ensure a spot. Space is based on a first-come, first-served basis. We'll see you there! ■

This year's Business Expo is sponsored by IOI/Interlogic Outsourcing Inc., and will take place on **Wednesday, September 19 from 4:00 to 7:30 p.m.** at the Century Center in downtown South Bend. Admission is complimentary by presenting your business card at the door. There is no better way to spend three-and-a-half hours of your day than to attend the Business Expo. Contacts and introductions made at this event often lead to lasting business relationships.

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What Chamber members are saying

Q: In what ways do you use networking to enhance your business relationships?



Networking with the right people is a significant key to success. The power of networking will often get you from the doorstep of an opportunity to the inner office. You are usually welcomed

with open arms as a knowledgeable resource, or a trusted consultant rather than a suspicious salesperson there to waste your time. Networking breaks down barriers that often cripple a salesperson attempting the very uncomfortable task of cold calling. The old school of prospecting for business relies on contacting large numbers of cold contacts. Networking supersedes this notion by replacing quantity with quality. The quality referral from a networking contact results in a much higher chance of a successful follow-up sales call. ■

Wayne Shirk
Branch Manager
Penske Truck Leasing Company



Networking not only creates a method of meeting new people, but it also has a repetitive side. In other words, new acquaintances are always welcome, but a true relationship actually

develops when I'm with former first-timers again and again. These are the people who, once we relate to each other, discover they

may have need for the services my company has to offer. In turn, they are not reluctant to refer me other names of companies or individuals who are in need of my services. At this point, the net begins to grow, and grow and grow! ■

Larry Draper
Sales Representative
Bailey & Kastner



"Out of sight, out of mind" might be an old saying but it pretty much sums up the importance of networking. When a decision maker in a business poses the question to themselves,

"Who should I call?", I want that person to think of me first. I want to be that person they run into to ask business questions, not the one that needs to be tracked down. People do business with people, not businesses. I strive to be the smiling, friendly face representing a large, worldwide corporation. ■

Judy Jankowski
Director-External Affairs
AT&T Indiana



In order to get to the next level, whether it's in our personal or professional life, we need to actively engage ourselves in those opportunities that afford us the

chance to build relationships. Events like Business Before or After Hours are perfect examples. For a long time I tried to connect with a firm through phone calls and e-mails to try and set up a meeting with no luck. Then, one day at a Chamber networking event, I ran into the decision maker for the company. After some discussion and subsequent meetings, we are now doing business together! That's networking, and I know it works. ■

Jerry Frost
President
Frost Engineering & Consulting

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July

■ **Monday, July 16**
Hackers' Golf Tournament
 Knollwood Country Club
\$700/golfers' aid foursome
\$600/foursome
\$150/individuals
 Each year business people choose Hackers' over other golf tournaments in the area because of its great reputation for networking and a professional atmosphere. Log on to www.sjchamber.org to learn more about why this tournament is so popular and to register.

■ **Thursday, July 19**
Business Seminar
The Data Deluge: Is it Killing You?
 Chamber Briefing Center
 8:00 – 10:00 a.m.
\$25/members
\$50/non-members
 Presenters A.J. Walters and Gil Laware, principals of the IT firm Information by Design, will share their knowledge on how to organize the mass amounts of data crossing your desk each day.

■ **Tuesday, July 24**
Exhibitor Tips for Trade Show Success
 Chamber Briefing Center
 8:00 – 9:00 a.m.
Complimentary/Business Expo exhibitors
\$20/non-Expo exhibitors
 Ron Nelson of Skyline Exhibits will share his insight on how to make your Business Expo After Hours trade show experience a positive one. As an exhibitor, gain helpful tips on staffing, etiquette and booth layout that will help for the Business Expo and future trade shows.

■ **Wednesday, July 25**
Business Before Hours
 Ziker Cleaners
 (Sample Street Location)
 7:30 – 9:00 a.m.
Complimentary/members
\$10/non-members

August

■ **Wednesday, August 22**
Business Before Hours
 The Pinnacle Group of Indiana
 7:30 – 9:00 a.m.
Complimentary/members
\$10/non-members

■ **Thursday, August 23**
Michiana World Trade Council Golf Outing
 Juday Creek Golf Course
 11 a.m. registration, Noon shotgun start
\$95 per player
 The MWTC Golf Outing is presented by DHL Global Forwarding, NIPSCO and Phoenix International. There will be cash awards for teams finishing first through third as well as longest drive and longest putt winners. Payments due by August 13. Contact Paul Laskowski at 574.234.0051, ext. 313 for more details.

■ **Friday, August 31**
Notre Dame Football Kick-Off Luncheon
 Joyce Center, Notre Dame
 12:00 – 1:30 p.m.
\$20/ticket (tables of 10)
 The Chamber teams up with the University of Notre Dame to celebrate the massive economic impact of Notre Dame football at the Kick-Off Luncheon held the day prior to the first home game against Georgia Tech. Head coach Charlie Weis and players will provide insight into the 2007 season. Deadline is August 3. Contact The Chamber for a registration form.

September

■ **Friday, September 7**
Business Workshop: The Art of Networking
 Juday Creek Golf Course
 8:00 – 11:15 a.m.
\$65/members
\$95/non-members

The ability to network is one of the most important skills any business professional can have in his/her arsenal. The Art of Networking focuses on improving one's interpersonal business skills and will show you how to build those crucial business relationships. Participants will: Gain the tools needed to increase their opportunity for business success, discover what networking is and isn't, understand the proper way to interact with others - networking etiquette, learn self-introductions that get noticed, the four simple steps to make connections and how to get in and out of conversations.

■ **Wednesday, September 19**
Business Expo After Hours
 Century Center
 4:00 – 7:30 p.m.
Attendance is complimentary
 This is THE networking event of the year – you won't want to miss it. Attendance is complimentary, just present your business card at the door. Want to have a booth at the Business Expo? There are still a few spaces left. For complete pricing information and to download a booth reservation form, log on to www.sjchamber.org/events and click on Business Expo After Hours.

To register for events: E-mail: events@sjchamber.org or visit us at: www.sjchamber.org/events or call: 574.234.0051, ext. 274

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2007 SAMARITAN FAMILY VALUES IN BUSINESS AWARD WINNER

updates from Chamber member businesses

Multicultural Law, a national diversity publication, has ranked **Barnes & Thornburg LLP** in its annual "Top 100 Law Firms for Diversity" ranking. Magazine publishers selected the top 100 from more than 200 law firms surveyed. Barnes & Thornburg began its diversity program more than three decades ago when the firm first promoted a woman to partner. Today, women and minority attorneys participate at all levels of the organization, including in leadership positions and on operating committees.

Holy Cross College is the recipient of a grant from Alertify, a Florida-based technology company. The grant will provide one year of emergency notification services at no charge to the college. The system will allow for campus officials to send out emergency alerts to staff and students through a variety of devices such as cell phones, traditional phones, Blackberry or e-mail accounts. The college began researching various technology resources following the tragedy at Virginia Tech.



Indiana University South Bend ▲ held a ceremonial groundbreaking June 12 for its new student housing construction project which will begin this summer for opening in fall 2008. The first phase will include eight buildings housing 400 students and a community building which will sit on 26.5 acres south of the St. Joseph River. IU President Adam Herbert, State Senators Robert L. Meeks and Joseph Zakas and South Bend Mayor Stephen Luecke joined Chancellor Una Mae Reck for the ceremony.

Kruggel, Lawton & Company recently received the highest opinion possible from the American Institute of Certified Public Accountants (AICPA) Peer

Review Program. As a public accounting firm, Kruggel, Lawton & Company, LLC must undergo an independent peer review every three years to ensure that the firm is adhering the quality control standards issued by the AICPA. The firm received an "unqualified opinion with no comments" – the highest result possible from the Peer Review Program.



▲ **LaSalle Grill** presented a check for \$3,173 to Feed The Children founder Larry Jones. The money is enough to buy 22,750 pounds of food which will feed about 390 impoverished Michiana children for an entire month. As a result of its success and commitment to the community, LaSalle Grill has become a major philanthropic benefactor, contributing more than \$750,000 in donations to area organizations over the past 15 years. Founder Mark McDonnell hopes to make this first donation to Feed The Children an annual tradition.

McCormick Electric was enshrined in the Home Services Hall of Fame at a recent Electricians' Success International (ESI) Expo in Los Angeles for being the Training Company of the Year for 2006. In receiving this award, McCormick Electric distinguished itself as one of the top electrical service companies in all of ESI and North America.

Memorial Hospital of South Bend was selected for the first annual "Hospital Innovators Award" given by *FierceHealthcare*, an internationally renowned digital daily newsletter published by FierceMarkets. The hospital's collaboration with experts at companies such as Motorola, 3M, DuPont, Whirlpool and other major corporations was a factor

in the selection. Memorial has been working with these and other companies to determine how innovation could impact the health care industry in terms of quality, safety and new revenue streams.

The Center for Hospice and Palliative Care, Inc. has announced the new officers for its board of directors: Catherine Hiler - community volunteer, Chairman; Drew P. Wilson - Martin Capital Management, Chairman-Elect; Federico Thon - community volunteer, Treasurer; Patricia Cressy - community volunteer, Secretary; and Michael J. Wargo - Wargo Enterprises, Inc., Immediate Past Chairman. In addition, the following individuals have joined the agency's board: Dennis Beville - Centier Bank; Julie Englert - community volunteer; and Terry Rodino - Recycled New Pallets.

The Elkhart office of **Wells Fargo Insurance Services** recently achieved Platinum-level status from Westfield Insurance for their top performance among the company's more than 1,200 insurance agencies throughout the country. This is the fifth consecutive year that Wells Fargo Insurance Services has achieved this prestigious award.



▲ In recognition of **Indiana's Small Business Week**, The Chamber visited 200 of its small business members and thanked them for their support and commitment to the area business community. Chamber ambassadors delivered a total of 200 dozen cookies and donuts to businesses of 50 or fewer employees. Food was donated by all three area Wal-Mart stores, Martin's Super Markets and GFS Marketplace.



| National | APRIL 2007 | APRIL 2006 |
|-----------------------------------------------|----------------------|----------------------|
| (CPI): <i>Consumer Price Index</i> | 205.9 | 200.8 |
| Unemployment Rate: | 4.5% | 4.7% |
| Payroll Employment: | +80,000(p) | +144,000 |
| Avg. Hourly Earnings: | \$17.24(p) | \$16.63 |
| (PPI): <i>Producer Price Index</i> | +0.7(p). | +0.7 |
| (ECI): <i>Employment Cost Index</i> | +0.8% – 1st qtr 2007 | +0.9% – 4th qtr 2006 |
| Productivity: | +1.0% – 1st qtr 2007 | +1.6% – 4th qtr 2006 |
| U.S. Import Price Index: | +1.3 | +2.1 |
| Indiana | | |
| Unemployment Rate: | 4.7% | 4.9% |
| St. Joseph County | | |
| Labor Force: | 134,931 | 134,845 |
| Employed: | 128,015 | 128,091 |
| Unemployed: | 6,916 | 6,754 |
| Unemployment Rate: | 5.1% | 5.0% |

(p) Preliminary stats

Sources: Bureau of Labor Statistics and the Indiana Department of Workforce Development

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Chamber Trustee is a membership category composed of businesses that annually invest at a higher level to support Chamber initiatives that accelerate business growth and community prosperity. For a complete listing of all Trustees, visit www.sjchamber.org and click Chamber Info.

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member investor milestone anniversaries

5 YEARS

- Adams Remco, Inc.
- Allied Physicians of Michiana, LLC
- American Red Cross/St. Joseph County Chapter
- Great Lakes Cleaning, Inc.
- JS Specialty Painting, Inc.
- Phoenix Bar & Grill
- Quality Inn & Suites

10 YEARS

- C.E. Lee & Company
- Darr & Associates, Inc.
- DFA Financial Services, Inc.
- Drive & Shine, Inc.
- Hair Crafters Day Spa Salon
- Indiana Tech
- JMS Plastics, Inc.
- Lake City Bank
- Lauren Davis & Company, PC
- Leadership Evolution, Inc.
- Miracle Ear Center
- Mito-Craft, Inc.
- PRI Audit & Control
- Prudential One Realty
- The Hamstra Group
- The Pinnacle Group of Indiana
- U.S. Signcrafters, Inc.

15 YEARS

- A.G. Edwards & Sons, Inc.
- Deb Childs State Farm Insurance
- Eye Care Associates of Michiana, LLC
- Homes & Lifestyles Magazine, Inc.
- McDonald Physical Therapy & Rehabilitation
- Mendoza College of Business
- Mid-City Supply Co., Inc.
- Plastic Solutions, Inc.
- The Inn at Saint Mary's
- YMCA of Michiana, Inc.

20 YEARS

- Abonmarche Consultants, LLC
- Cardiothoracic Surgery of South Bend
- Everett Corporation
- Kruggel, Lawton & Company, LLC CPAs
- Oliver Estate, Inc.
- Queen Ann Inn
- South Bend Modern Molding, Inc.
- Stephen Mitros, M.D.
- The Healy Group

25 YEARS

- Notre Dame Federal Credit Union
- Villing & Company, Inc.

30 YEARS

- Comcast
- Nimet Industries, Inc.
- Unifrax Corporation

40 YEARS

- Louie's Tux Shop

50 YEARS

- South Bend Orthopaedic Associates

80 YEARS

- Citigroup



your business makes a difference in community emergency response

None of us can predict whether or not the community will ever be faced with a catastrophic and prolonged disaster like Hurricane Katrina. The countywide emergency response plan developed by the St. Joseph County Emergency Management Agency (SJCEMA) can address 99 percent of the type of disasters this community might experience. However, it's that one percent window event, such as tornados, a terrorist attack or pandemic, that could devastate our region.

In the event of a catastrophic disaster, our community's recovery can't begin or be sustained until the local business community is revitalized first. The business community working together, in a well-coordinated response with SJCEMA and citizens, can make a huge difference in overall recovery. Studies reveal that up to 65 percent of businesses will fail if they don't reopen within two weeks of a disaster.

The Business Continuity Group (BCG) has been established in conjunction with SJCEMA to train and develop a cooperative group of businesses to support our county's emergency services during and following a catastrophic event by:

- Securing individual business commitments for mutual aid if called upon.
- Categorizing businesses into similar groups according to products/

services provided.

- Identifying a team leader for each business category to coordinate that group's response based on the needs of SJCEMA.

In the event of a disaster, the SJCEMA Command Center would communicate needs to the BCG, who would in turn, activate the correct business/industry group response. Indiana Governor Mitch Daniels, senators Evan Bayh and Richard Lugar, congressman Joe Donnelly, the county board commissioners, mayors Steve Luecke and Jeff Rea, The Chamber and area businesses are in full support of the efforts of the BCG.

The BCG is seeking additional commitments and active participation from local businesses to provide aid when called upon. The SJCEMA Web site, www.sjcema.com, contains a BCG link to register your company's name and vital information about the products and services your company can provide and the names of the emergency representatives for your company who would serve as contacts. In the event of a disaster, the emergency reps for your company will be contacted by the BCG and given instructions on what kind of help the county needs. For additional information, contact BCG co-chairs Larry Schumacher, Wal-Mart, at llschum@comcast.net or Kelly Bailey, Memorial Hospital, at kbailey@memorialsb.org.

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