## Wednesdays with Warrenton Area Chamber of Commerce

February 3, 2021

#### **UPCOMING CHAMBER EVENTS**

Wednesday, February 3rd 9:00—Noon

Board of Directors Planning Retreat—Warren County R-III

Conference Room

Tuesday, February 9th 11:45 am

General Membership Meeting—Deerfield's on Main

"Leaders can let you fail and yet not let you be a failure."

~Stanley McChrystal

#### WELCOME NEW MEMBERS

#### ART AND SOUL, LLC

Amy Jamison (636) 377-1838 105 North East St., Warrenton

## WELCOME NEW MEMBERS

**WATCH US GROW!** 

#### FJR SOLUTIONS, LLC

Fred Roethler (314) 220-9200 fjrsolutions@gmail.com

#### WELCOME NEW MEMBERS

#### SHELTER INSURANCE— KELLY HILL AGENCY

Sarah Thoroughman (636) 745-2514 201 Northwest Ave., Wright City

#### FRIENDS OF THE CHAMBER

CertainTeed www.certainteed.com

Legacy Drugstores www.legacydrug.com

Ratholland Towing & Automotive Services www.rathollandtowingandauto.com

Farmers Insurance - Nick Skibinski www.agents.farmers.com/mo/warrenton/nick-skibinski

Amy Lombardo Insurance - Amy Lombardo www.myuhcagent.com/Amy.lombardo

Warrenton Office Furniture - Patsy Barteau www.warrentonofficefurniture.com

Town & County Garage, Inc. www.townandountygarage.com

#### WARRENTON AREA CHAMBER MISSION STATEMENT

"To enhance the business climate and quality of life for the Warrenton area through programs that facilitate and stimulate economic and professional growth."



#### BUSINESS SPOTLIGHT OF THE MONTH Lewis-Bade—Bart Korman Professional Surveyors and Engineers

Lewis-Bade, Inc has been in the surveying and civil engineering business since 1964. With more than 50 years of experience in road and bridge design, subdivision layout, water and wastewater systems, design and engineering, construction supervision and



inspection and the preparation of legal documents for property and easement descriptions, we have the capacity and capability to perform the tasks you require for a successful project. 636-456-2615

### Warrenton Area Chamber of Commerce

#### 2021 Community Guide/Directory Advertisement Order Form

Business Name:
Contact Person:
Contact Person e-mail:
Daytime Phone Number:
\$850 Outside Back Cover - 5" x 8" (Previous advertiser has first right of refusal) \$600 Inside Front Cover - 5" x 8" (Previous advertiser has first right of refusal) \$600 Inside Back Cover - 5" x 8" (Previous advertiser has first right of refusal) \$500 Full Page - 5" x 8" (possible choice of placement in Community Guide) \$250 Half Page - 5" x 4" \$125 Quarter Page - 2 ½ " x 4" or 5" x 1 ¾"
Orders must be submitted with payment and art work – business cards will be accepted for ads larger than ¼ page, however, we reserve the right to adjust the design to accommodate directory needs.
2,000 brochures will be printed and available at banks, realtors, title companies, city offices, Chamber members, and distributed throughout the community. Only 2020/2021 Chamber members will have the opportunity to advertise in this directory.
Ads sold on first come basis – ads are four color
Please mail this order form to Warrenton Area Chamber of Commerce, P.O. Box 333, Warrenton, MO 63383 or e-mail (warrentoncoc@socket.net) with ad attachment in pdf or jpeg format. Ads must be submitted by February 12, 2021.
Please make check payable to: Warrenton Area Chamber of Commerce, P.O. Box 333, Warrenton, MO 63383  (Please note address change)  Credit Card  Check
Credit Card # Signature: Signature: Credit Card: Cooks

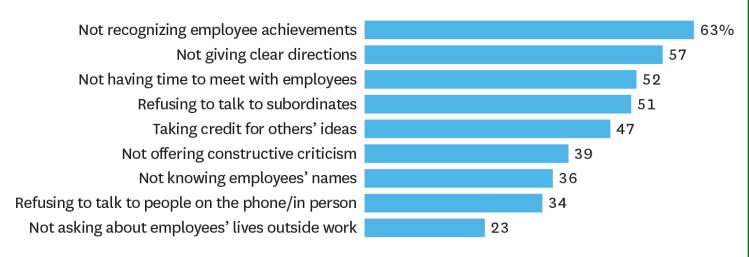
**DIRECTORY AND COMMUNITY GUIDE** 

#### The Top Complaints from Employees About Their Leaders

If you're the kind of boss who fails to make genuine connections with your direct reports, take heed: 91% of employees say communication issues can drag executives down, according to results from our new Interact/Harris Poll, which was conducted online with roughly 1,000 U.S. workers.

In the survey, employees called out the kind of management offenses that point to a striking lack of emotional intelligence among business leaders, including micromanaging, bullying, narcissism, indecisiveness, and more. In rank order, the following were the top communication issues people said were preventing business leaders from being effective:

#### The Communication Issues That Prevent Effective Leadership



**SOURCE INTERACT/HARRIS POLL OF 1,000 U.S. WORKERS** 

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The data shows that the vast majority of leaders are not engaging in crucial moments that could help employees see them as trustworthy. This is startling, considering how much money organizations spend conducting employee surveys and reorganizations, engaging consultants and implementing change initiatives.

Effective leaders know that healthy communication requires the energy of connection — with inclusion, recognition, clear directions, meaningful interaction and feedback as the nerve center of the company.

They know productivity is tied to communication. They are intentional about building a sense of connectedness with their teams and appreciation of their employees by saying and asking things such as:

Here's what I appreciate about you and your contribution... A basic "atta-boy" or "atta-girl" doesn't satisfy people who put their heart and soul into their work. Instead, say something specific to your employees like, "I appreciate the way you pull in people from other departments to reach your team goals — you're a connector." Leaders need to notice employees' unique, specific contributions, and let them know that you notice.

**Thank you (personal and public).** Daily interactions – from the elevator to the parking lot — represent opportunities for leaders to engage in dynamic interactions and show appreciation for their employees' efforts. Public recognition at a staff meeting, or a thoughtful "thank you" in a newsletter or email, are also meaningful. For example, Duke Energy CEO Lynn Good leaves "thank you" notes on yellow sticky notes in employees' offices.

What do you think? Employees will withhold their best ideas from leaders who always have the "right" answer, or take credit for others' ideas. Leaders need to proactively ask their employees: "How do you think we could improve?" "What is keeping us stuck?" and "What do you love about the work that we're doing here?" Establish a safe environment in which people have the opportunity to express themselves and be recognized for their ideas.

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#### The Top Complaints from Employees About Their Leaders

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Here's what's happening and what you can expect... Companies operate in a constant state of change and all too often, information is withheld from team members until the last minute. This is a huge distraction for employees, who need "real speak" about their futures to be present in their work. Leaders often underestimate employees' ability to accept "why" if it is shared in an honest way. Leaders will gain deep respect when they share as much as they know as soon as they can share it. Real explanations are always better than no explanations.

I have some feedback for you... Don't wait for a performance review to tell people how they're doing. A culture of continual feedback is healthy and nimble. In particular, Millennials want more coaching and feedback than previous generations.

Let me tell you about something I learned the hard way... Smart, capable leaders who know their stuff are well respected, but employees like and trust leaders who are not only smart, but can occasionally lean back and laugh at their own mistakes, and who are generous with what life has taught them. Don't be afraid to show that you're human, too.

**Hello, Susan**...Dale Carnegie said, "A person's name is to that person the sweetest and most important sound in any language." Get to know your employees by name. If the company is too big to know everyone's name, start with the people in close proximity. There's no excuse for saying "I'm not good with names." The best among us work at it. Learn the art of association.

Vision that is too heavily weighted toward achievement at the expense of employee experience can exact a toll. Dr. Edward Hallowell, M.D., author and former faculty member at Harvard Medical School, asserts that for most people, the two most powerful experiences in life are achieving and connecting. But if we focus only on achieving, we're not doing well at connecting. Connection is a mindset and an energy exchange between people who are paying attention to one another. I often ask my MBA students this question: Who will influence you more and motivate you toward you best — the brilliant and well-published professor who has no time to connect, or the brilliant but less-well published professor who makes a connection with you as a human being? Hands down, it is always the latter.

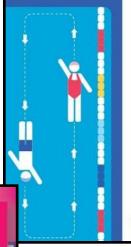
What is all boils down to is that business is about people — it always has been, and always will be. Too often, businesses fall short not because leaders don't understand the business, but because they don't understand what the people who work for them need in order to bring their best effort to work.

Much of a team's success lies in the pattern of connection a leader has with direct reports, and the way he or she empowers them to extend that pattern to his or her direct reports, and so on. In a business environment that is woefully lacking in employee commitment, leaders who aren't actively connecting with people are themselves a liability.

~Lou Solomon

"If you're not helping to make it right, then stop complaining about it being wrong."

#### Chili Cook-Off-Deerfield's on Main



# LAP LANE RESERVATIONS

New Year resolutions create a high demand for lap lane exercise. To best meet the needs of our patrons, we are introducing Lap Lane Reservations.

Lanes are available on a first come first serve basis.

Reservations can only be made one day in advance. Before your desired exercise day, simply go online to make a reservation for an available time slot. You can also call ahead on the desired day to check for availabilities.

www.warrenton-mo.org 636-456-2288

\*Exercise pool hours 6am-Noon are reserved for members only. During Rec Swim hours lanes are open for reservations to members, City residents, & their guests.

#### Fitness Monday through Friday 8:00-8:45am Jeanette \$60 members, \$120 residents, \$180 non-residents 8:00-8:45am Monday & Wednesday Jeanette Monday & Wednesday 9:00-9:45am Sherry Monday & Wednesday 5:45-6:30pm Sherry Tuesday & Thursday 8:00-8:45am Jeanette Tuesday & Friday 9:00-9:45am Linda Tuesday & Friday 10:00-10:45am Linda \$24 members, \$48 residents, \$72 non-residents Friday 8:00-8:45am Jeanette \$12 members, \$24 residents, \$36 non-residents

Register at the Aquatic Center • 751 Warrior Avenue



