Chamber Hosts Barbeque in Honor of Committee Volunteers

Summer is here! That means it is time again for the Chester County Chamber of Business & Industry’s Annual Barbeque Bash! This event isn’t just an opportunity to connect with the county’s leading professionals while enjoying great food and drink, it’s a chance for the Chamber to acknowledge the dedicated service of our committee volunteers.

Anyone who has seen the Chamber in action—whether at a networking event, a training program, or an advocacy roundtable—knows that the real strength of the Chamber comes from the dedication of our members. Committee involvement is just one way that our members share their time, knowledge, and expertise to help one another succeed professionally and continue to make our region the best possible place to live and work. Simply put, the Chamber would not be possible without your service!

That’s why we’re giving complimentary tickets to the July 10 barbeque to all active committee members! $20 for Chamber members not serving on a committee, $30 future members. With food provided by Purple Picnic People and beverages sponsored by Brite Realty Services, it’s sure to be a blast.

For more information please click here or contact Pat Hayakawa.

What: CCCBI’s Annual Summer Barbeque  
Where: 1600 Paoli Pike, Malvern, PA 19355  
When: Wednesday, July 10, 5:30 – 7:30 p.m.  
Why: To connect, celebrate, and appreciate!
The hot days of summer have arrived but if you really want to feel the heat, put yourselves in the shoes of our elected officials as they discuss and work on huge issues that will impact Pennsylvania for years to come.

June is usually a very stressful time in Harrisburg as all the negotiation of the budget takes place with the anticipation of an “on-time” budget to be approved at the end of the month. As if balancing revenues and expenditures is not hard enough in a challenged budget, throw in a few “small” issues like transportation funding, pension reform and the privatization of the liquor store system.

I have found myself listening to the debate on these issues wondering how so many “facts” can be interpreted in so many different ways by the presenter of the information. I always thought that the facts were indeed the facts! Not so in politics. It is no wonder our legislators are so challenged with making a decision and moving forward on important issues.

We continue to send strong messages on some of our key legislative priorities this year. We know that in some cases this adds to the pressure on our elected officials. We understand that our delegation is often in the direct line of fire for those opposed to “less taxes, less regulation” but we cannot back down on what we believe are necessary steps to level the playing field so businesses can do what they do best...bring jobs and revenues to our community and the state.

We do believe that:

1. The State liquor store system should be **fully** privatized. The State should not be in the liquor business.
2. The Capital Stock and Franchise Tax should be phased out as promised. (period!)
3. State pensions should be transitioned to a defined contribution plan, just like those used in the business world.
4. The CNI needs to be reduced to attract and retain businesses in the Commonwealth.
5. The roads and bridges in the Commonwealth need to be fixed and maintained to ensure safety for our residents and to encourage the transport of goods and products needed for successful commerce.

My guess is that the days and weeks ahead are just going to get hotter! We hope that our advocacy efforts allow you to continue to “go about” your business knowing that we have your back.

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**Let Us Pay You Back**

That’s right! Pay your annual investment prior to the due date and you will be entered into a drawing to win $100 in Chamber dollars to be used within the year for any program, event, sponsorship or advertisement. You will automatically be entered into the drawing when we receive your renewal payment in advance of the due date (we just love those members!). We will also recognize our monthly winners in an issue of *The Voice*, giving your company added exposure to our membership.

The Winner for June is:

Allan A. Myers

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**Save The Date**

**CCCBI Annual Dinner**

The 2013 Annual Dinner takes place on Thursday, October 17 on the breathtaking grounds of Longwood Gardens. This event celebrates the Chamber’s successes of the past year and looks ahead at the future plans of the organization. This year is special because we will feature the passing of the gavel from Chairman Michael DeHaven to Chair-Elect Joel Frank.

This event has received rave reviews! Get your tickets early.

Contact Danielle Vetter for more information.
## Upcoming Events

<table>
<thead>
<tr>
<th>July</th>
<th>August</th>
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<tr>
<td><strong>Monday, July 1</strong></td>
<td><strong>Tuesday, August 13</strong></td>
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<tr>
<td><strong>Summer Golf League</strong></td>
<td><strong>Summer Golf League</strong></td>
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<td>Hartefeld National Golf Club</td>
<td>Hershey’s Mill Golf Club</td>
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<td>5:00 p.m.</td>
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<td><strong>Tuesday, July 9</strong></td>
<td><strong>Tuesday, August 6</strong></td>
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<tr>
<td><strong>First Connections</strong> - The Hankin Group</td>
<td><strong>Summer Golf League</strong></td>
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<td>Eagleview Town Center</td>
<td>Concord Country Club</td>
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<td>7:30 a.m. - 9:00 a.m.</td>
<td>5:00 p.m.</td>
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<td><strong>Wednesday, July 10</strong></td>
<td><strong>Tuesday, August 13</strong></td>
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<tr>
<td><strong>Annual Chamber BBQ Bash</strong></td>
<td><strong>Summer Golf League</strong></td>
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<tr>
<td>CCCBI Headquarters</td>
<td>Penn Oaks Golf Club</td>
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<td>5:30 p.m. - 7:30 p.m.</td>
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<td><strong>Tuesday, July 16</strong></td>
<td><strong>Tuesday, August 20</strong></td>
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<tr>
<td><strong>Summer Golf League</strong></td>
<td><strong>Penn Liberty Bank—Chester County</strong></td>
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<tr>
<td>Hershey’s Mill Golf Club</td>
<td>Chamber Golf Classic</td>
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<td>5:00 p.m.</td>
<td>Applebrook Golf Club</td>
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<td><strong>Tuesday, July 18</strong></td>
<td><strong>Thursday, August 22</strong></td>
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<td><strong>New Member Orientation Luncheon</strong></td>
<td><strong>In The Loop</strong></td>
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<td>CCCBI Headquarters</td>
<td>CCCBI Headquarters</td>
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<td>12:00 p.m. - 1:15 p.m.</td>
<td>7:30 a.m. - 9:00 a.m.</td>
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<td><strong>Thursday, July 18</strong></td>
<td><strong>Thursday, August 22</strong></td>
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<td><strong>Wine &amp; Wisdom Series</strong></td>
<td><strong>Wine &amp; Wisdom Series</strong></td>
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<td>Black Walnut Winery</td>
<td>Galer Estate Winery</td>
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<td><strong>August</strong></td>
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<td><strong>Tuesday, August 29</strong></td>
<td><strong>Thursday, August 29</strong></td>
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<td><strong>Summer Golf League</strong></td>
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<td>Applecross Country Club</td>
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<td>7:30 a.m. - 9:00 a.m.</td>
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**Click Here** for a full calendar of events. To register online go to [www.cccbi.org](http://www.cccbi.org).

Questions? Please contact the Chamber at 610-725-9100.

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### Wake Up Chester County

**July 25, 2013, 7:30 – 9:30 a.m.**

**Shire Pharmaceutical Conference Center**

The Chester County Chamber of Business & Industry is pleased to once again present **Wake Up Chester County**, the Chamber’s premier economic forum designed to capture key trends, developments, and projections for leading industries in the region.

This year’s theme: “Industries to Watch: Then and Now.” As our nation and county slowly emerge from some of the greatest economic challenges in a generation, certain industries remain at the forefront of national and regional economic development. In a conversation designed to be timely, candid, and informative, we’ll hear from an array of business leaders at the helm of the biomedical, healthcare, retail, and energy industries—some of the key economic engines of our region.

Register today at [www.cccbi.org](http://www.cccbi.org) or contact **Pat Hayakawa** for more information.
Summer is in Full Swing

Mark your calendar for our Annual Penn Liberty Bank-Chester County Chamber Golf Classic

On Tuesday, August 20 the exclusive Applebrook Golf Club will be buzzing with attendees of the Annual Penn Liberty Bank-Chester County Chamber Golf Classic. You won’t want to miss this prestigious event that includes a beautiful day of golf, followed by cocktails, award presentations and a surf-and-turf dinner on the patio.

Event Agenda:
10:45 a.m. – Registration
11:00 a.m. - Golf Clinic (free to registered participants)
12:00 p.m. – Cookout Lunch
1:00 p.m. - Shotgun Start
6:00 p.m. - Cocktails, Awards Presentation, Dinner.

Individual Golfer: $500 Registration includes: Lunch, Greens and Caddie Fees, Awards, Cocktails, Dinner and Golf Clinic (please note that tips for your caddie are suggested).

Dinner Only: $100

Special thanks to our 2013 Sponsors:

Proudly Presented by:
Penn Liberty Bank

Birdie Sponsors:
Aqua, Buckley, Brion, McGuire, Morris & Sommer, LLP, Comcast, DNB First, Exelon Generation, Independence Blue Cross

Tee Sponsors:
JAECO Fluid Systems, Lamb McErlane, PC

 Interested in participating, donating a raffle prize or sponsoring this leading event?
Contact Danielle Vetter, 610-725-9100 ext. 12 or visit our website.

*Reservations will be limited this year to only 100 golfers in order to preserve the pace of the game.

Reservations will be confirmed on a first come first serve basis and are going fast.

Don't be left out, register today!

“Green Business” Award Nominees Wanted

Retail, manufacturing, small business, corporations and institutions are invited to participate in the “Green Business” award program. The Chester County Board of Commissioners, through the Chester County Solid Waste Authority, recognize businesses that implement efficient resource conservation, pollution prevention, waste reduction, recycling and/or “buying recycled” business practices. The award is presented at the Chester County Chamber’s Annual Small Business Awards Dinner.

If you would like your company’s program recognized at the chamber’s annual awards dinner, call 610-273-3771 x 228 or email nfromnick@chestercswa.org to request a 2013 Green Business Award application form.
<table>
<thead>
<tr>
<th>Company</th>
<th>Contact Name</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Belfint, Lyons &amp; Shuman P.A.</td>
<td>Jenni Fleck Jones</td>
<td>(610)-537-5200</td>
</tr>
<tr>
<td>Corbett Search</td>
<td>Kevin Corbett</td>
<td>(610)-585-8462</td>
</tr>
<tr>
<td>Crocodile Enterprises Inc.</td>
<td>Kurt Linneman</td>
<td>(610)-971-9993</td>
</tr>
<tr>
<td>Food Marketing And Strategies</td>
<td>Ted Boehm</td>
<td>(484)-868-8428</td>
</tr>
<tr>
<td>Gateway Funding Diversified Mortgage Services, L.P.</td>
<td>Greg Watson</td>
<td>(610)-834-3128</td>
</tr>
<tr>
<td>Giannascoli &amp; Associates, P.C.</td>
<td>Anthony Giannascoli, Esq</td>
<td>(610)-363-9333</td>
</tr>
<tr>
<td>Heaven Sent Courier &amp; Legal Services</td>
<td>Steve Rosner</td>
<td>(215)-545-9100</td>
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<tr>
<td>Historic Sugartwon</td>
<td>Heather Reiffer</td>
<td>(610)-640-2667</td>
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<tr>
<td>Iron Hill Brewery</td>
<td>Doris A. Kerr</td>
<td>(610)-738-9600</td>
</tr>
<tr>
<td>JD Printwear</td>
<td>Diane DiGiacomo</td>
<td>(610)-384-2389</td>
</tr>
<tr>
<td>Kerr Law, LLC</td>
<td>Scott H. Kerr</td>
<td>(610)-696-1075</td>
</tr>
<tr>
<td>TransAmerican Office Furniture, Inc.</td>
<td>Gene Kriebel</td>
<td>(610)-939-1201</td>
</tr>
<tr>
<td>UGI Energy Services, Inc.</td>
<td>Chuck Hurchalla</td>
<td>(610)-373-7999</td>
</tr>
<tr>
<td>MeEO Profile</td>
<td>Matthew Gorman</td>
<td>(855)-633-6776</td>
</tr>
<tr>
<td>National Kidney Foundation</td>
<td>Christin Naab</td>
<td>(215)-923-8611</td>
</tr>
<tr>
<td>Performance Catalyst</td>
<td>Kirt Barden</td>
<td>(717)-222-9213</td>
</tr>
<tr>
<td>Sprouting Solutions, Inc</td>
<td>Erin Zyblewski - Selfe</td>
<td>(610)-287-4530</td>
</tr>
<tr>
<td>Stratus Interactive</td>
<td>Lisa McDermott</td>
<td>(610)-692-6229</td>
</tr>
<tr>
<td>Walmart - Kennett Square</td>
<td>Stanley Morgan</td>
<td>(610)-444-2268</td>
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</table>
What Do You mean It’s Due Tomorrow?

That sentence has been heard in every household in Chester County from a frustrated parent to a tardy child. Deadlines are necessary boundaries and hard stops to force decisions and require action.

Well, the end of June brings a deadline important to the future function of Pennsylvania’s government. The annual budget session begins with the Governor’s address to the full legislature in early February. That address is followed by weeks of Appropriations hearings in the House and Senate usually concluding in March. One major factor in this year’s budget was the introduction of three separate policy issues by Governor Tom Corbett. In his address, he pressed for the privatization of the state liquor store system, new spending on the Commonwealth’s infrastructure and reform of public pensions.

Privatization
The House took up the privatization issue and passed its bill in late March and sent HB 790 to the Senate. The Senate held three hearings on the privatization issue and in June introduced and passed a different version which replaced the language of the House bill. This new legislation does not sell off the system as envisioned by the Administration and House leadership, but would slowly close stores as the market system makes the LCB stores unsustainable.

Transportation
The Senate introduced SB 1 on May 3 and moved quickly to an overwhelming 45 to 5 vote on June 5. This legislation would increase annual spending on roads, bridges and mass transit to the tune of $2.5 billion after 5 years. Fueling this new investment is money raised by a proposed uncapping the Oil Company Franchise Tax and new fees and penalties. The Senate bill is currently in the House. The revenue increases are meeting resistance and a proposal with less spending and a slower increase in the investment is expected in the House.

Pension
And finally on pension reform, the joint House and Senate effort began in late April at a press conference with the Governor, Senator Brubaker and Representative Chris Ross. This issue and the unfunded liability estimated at $41 billion for the public pensions moved slowly. Several votes this week have advanced the 401K style pension reform supported by the Chamber.

Fast forward a few more weeks and the crucial element has finally arrived – a deadline coupled with the complex desires of all parties involved. From the Governor’s perspective, all three of these issues form a basis for his agenda for 2013 and for his strategy for re-election in 2014. The legislature has its favorites in this budget season. The House leadership views privatization as a key issue and the Senate has focused on transportation.

So the give and take at the end of June focuses on the competing agendas of the leaders in the legislature and the goals of the Administration. Behind these complex issues in the Capitol is the budget and the deadline of June 30.

Let me close where I began, deadlines get things accomplished. Of course, the budget is the only thing required to be done by the end of the month. What, if any, of the other issues are accomplished lies squarely on the negotiating skills of the legislative leaders and the Governor.

Like the student rushing into class, the final product may be wrinkled and tattered, but it will get done and hopefully by the deadline.
On The Scene…
View, like and share our photos on our facebook page!

L to R-CCCBI Chairman of the Board Mike DeHaven, Executive VP of Aqua America Inc, Chris Franklin, Director of Government Affairs at Exelon Generation Thom Chiomento, House Majority Leader Mike Turzai, CCCBI Chair Elect Joel Frank, CCCBI President & CEO Nancy Keefer, Chairman of the LCB Skip Brion

Lunch & Conversation with Mike Turzai

House Majority Leader Mike Turzai answers a question proposed by CCCBI Chairman of the Board Mike DeHaven.

Emerging Leaders: Obstacles & Opportunities Seminar

Panelist answered anonymously submitted questions and provided discussion in this Emerging Leaders Workshop.

Business After Hours at AVE Downingtown

Networking and refreshments are always a great combination

L to R - Jim Selken, Derek Fiorenza, Kathy Hanick and Carol Richards
Emerging Leaders Business After Hours BBQ

Networking at the Emerging Leaders BBQ

KC Trost and Mike Kelly play the bean bag toss

Prospective Member Luncheon

Eating lunch before we got our presentation underway

Tim O’Connor, Katie Mack and Kate O’Donnell of AdGlobal360

Members of the Chester County Chamber of Business & Industry and the Western Chester County Chamber join Representative John Lawrence in Harrisburg as part of Chamber Day when chamber members and professionals from across the state visit the Capital and participate in meetings regarding business issues.
Meet Your Board

Name: Thomas V. Chiomento, III
Title: Director, State Government Affairs
Company: Exelon Generation

50 Word Description of Company:
Exelon Generation is one of the largest competitive U.S. power generators, with approximately 34,700 megawatts of owned capacity comprising one of the nation’s cleanest and lowest-cost power generation fleets. Its Constellation business unit provides energy products and services to approximately 100,000 business and public sector customers and approximately 1 million residential customers.

What is the best leadership/management tip you have received?
Never get out worked by the competition.

If you were not in the position you currently hold, what would you be doing?
Looking for a job.

What is one thing that you are willing to share that one might not know about you?
I love zombie movies.

What is your favorite quote?
“Damn the torpedoes...full speed!” – Rear Admiral David Glasgow Farragut at the Battle of Mobile Bay in 1864. I love this quote. Sometimes you have to accept that outcomes are uncertain, and waiting for the “perfect” opportunity can be riskier than taking advantage of a less optimal opportunity.

PAC Fundraiser Planned

Were you aware that the Chamber has an official Political Action Committee (PAC) and that we distributed nearly $25,000 to business-friendly candidates during last year’s state-wide elections?

The Chamber’s PAC (CCCBI PAC) provides the Chamber with another instrument in the advocacy tool box that allows us to direct support to state and local pro-business candidates. This in turn benefits the community by improving the business atmosphere in Chester County and Pennsylvania as a whole.

We will be hosting our annual PAC Fundraiser on Tuesday, July 16 from 5:00-7:30 p.m. at the home of Tom Petro and Kris Messner. Joining us at this event will be several elected officials in addition to Chester County’s top business leaders. To attend there is a minimum PAC contribution of $250. Currently serving on the host committee for this event are Chairmen Hosts, Thom Chiomento, Joel Frank, Chris Franklin and Tom Petro. Committee hosts are Robert Adams, Susan Brandt, Kim Brumbaugh, Mike DeHaven, Dallas Krapf, Lou Kupperman, David Moser and Timmy Nelson.

If you believe in the power of a PAC and would like to join us for the evening, contact Chamber President, Nancy Keefer at nkeefer@cccbi.org or call 610-725-9100. Please note that contributions to the CCCBI PAC are NOT tax deductible contributions for federal income tax purposes. Donations can only be accepted from personal or partnership accounts. Corporate contributions are not permitted.
Six Steps to Avoid Making Bad Hiring Decisions

By Will Harley

In thirty years instruction, CEOs and owners have shared with me one of the most difficult decisions they face is how to make an objective evaluation of current and future employees. With rare exceptions, the CEO or owner has expressed these four hiring frustrations:

- “How can I minimize the cost of hiring the wrong person for the job opening”?
- “I don’t know if the people I have are the people who can take my company to the next level”.
- “How can I determine, objectively, if I have the right employees in the right positions”?
- “How do I evaluate competencies”?

The typical hiring process is: 1) place an advertisement and receive resumes, 2) cull through the resumes and make some reference calls. Confirm the candidate did work in the position and for those company’s listed, 3) assuming steps 1 and 2 look good, call the candidate in for an interview. If the CEO gets a “good feeling” about the candidate, the hiring process is complete. Unfortunately, when it comes to hiring, many CEOs rely on “gut instinct”. A Michigan State University study revealed that these hiring steps provide a 14-percent likelihood of a successful job hire. In other words, without behavior assessments 86% of the time this hiring process will not be effective. By comparison, the card game Blackjack has a 40% effective rate!

One CEO of a major organization told me it cost him over $50,000 to hire, train a new employee who, after 8 months on the job, quit. Both the CEO and the VP of human resources were frustrated with the investment costs and, since they had no other alternatives at the time, were fearful they would repeat this costly exercise again.

If you have been experiencing some of the above situations, you are not alone. Here are a few strategic steps you can go through to improve your hiring process and minimize your risk:

- **Have a well-defined job description:** Begin with a clear understanding of the characteristics, responsibilities and skills the candidate needs to possess to be successful.

- **Learn about their behavior styles:** Some of your employees may struggle with communicating or being understood by others. Opposing behavioral styles will actually engender resentment. This difficulty may lead to misunderstandings or, worse, distrust. Whatever the reason, poor employee communication will have a negative impact on your business. I prefer the Extended DISC training program which increases self-awareness, creates an improved understanding of other styles and, with encouragement, help to modify one’s own behavior to improve communication with employees and clients alike.

- **Match Competencies and Behaviors to the position requirements:** Imagine having an assessment tool, which the candidate takes prior to hiring, that will objectively provide a match or a mismatch of success predictors before you commit. This assessment is called Devine. It measures 33 behaviors and 19 competencies of the candidate and matches (or highlights a mismatch) to the known competencies for success.

- **Team Analysis:** Let’s say your manager has an idea of what’s important and what his team is effective at accomplishing and so does his staff. But what if they are miles apart! What would the impact be on revenue? The Sandler Team Analysis tool measures the alignment or “gaps” of importance and effectiveness of your teams.

- **Evaluate your team’s strengths and weaknesses:** This ranking assessment tool, created at Sandler, provides a four part evaluation of a team’s strengths and weaknesses in Skills, Staffing, Structure and Strategy.

- **Find a trusted advisor:** I recommend seeking out a trusted advisor, business or leadership coach. Someone who you can connect with on a regular basis who will listen, whose opinion your respect and someone you trust.

Having the tools to objectively evaluate new and existing employees before hiring or before an important promotion makes good economic sense. You now know there are tools available to you to lower costs and improve upon your hiring and promoting process. To learn more about Sandler and the benefits of leadership training adopt a business coach, receive sales tips or attend my next workshop in the Philadelphia area, click on www.harley.sandler.com.
The previous two articles identified the five generations that make up today’s workforce and addressed the influences on each of the generations.

This third and final article will concentrate on the three generations that make up over 90% of the modern workforce – Baby Boomers, Generation X and Generation Y (Millennials).

A study by NAS Recruitment Communications found the following employment characteristics within these generations.

Baby Boomers:
- Believe in career paths.
- Put a high priority on career.
- Do not understand job-hopping.
- Are generally loyal to their companies.
- Are concerned with saving for retirement.
- Are willing to sacrifice family for advancement.
- Have already achieved many of their career goals.
- Equate hard work with the amount of time spent at work.

Generation X:
- Want some fun in the workplace.
- Prefer cash and salary to options.
- Used to working with technology.
- Expect to work hard and be paid well.
- Skeptical of long-term commitments.
- Expect immediate and ongoing feedback.
- Comfortable giving feedback to others.
- Want the promise of future promotions.
- Concerned with maintaining a fulfilling personal life.
- Not opposed to switching jobs for more money.
- More loyal to their profession than to their employer.

Generation Y:
- Want to give input.
- Expect full disclosure.
- Want to be challenged.
- Like working in teams.
- Want clearly stated goals.
- Want state-of-the-art technology.
- Don’t expect to stay in a job too long.
- Want to be at top of chain right away.
- Require frequent feedback and training.
- Need to see how work makes a difference.
- Expect close and frequent contact with a supervisor

Continued on pg. 12
What does all this mean for companies?

First, the wonderful thing about all this information is that we are dealing with humans who have the capacity to change. Yes, this information reflects commonly exhibited behaviors and attitudes. However, with solid recruiting techniques and workforce engagement strategies, we can find and develop the individuals within these generational groups that have the work ethic that we need in our places of business.

Second, companies need to clearly identify their organizational culture and recruit individuals who can work within that culture. When one looks at the dominant characteristics of the Gen Y group, it is easy to see that it is only the rare Gen Y person who will be a successful worker in a bureaucratic environment such as government. As such, knowing how to interview candidates who can work well within a specific organizational culture becomes a critical skill for managers.

Third, everyone wants to feel that the work they do is valuable. As such, a company needs to identify the social good that it provides to its customers. Research has shown that employees who identify with the mission of a company are more passionate than and outperform all other workers, regardless of generational differences.

Fourth, we need to look at to the reasons people leave companies, despite their generational influences. According to the Saratoga Institute, these reasons are:

- 39% Supervisory factors (e.g., lack of respect, lack of leadership, skills of supervisor, favoritism, lack of recognition, etc.)
- 16% Limited career and growth opportunities
- 12% Compensation
- 11% Job was boring and unchallenging
- 6% Hours of work
- 6% Other factors.

These statistics point out what we have known about workers for decades – people are people and if you treat them with respect and pay attention to intangible rewards such as recognition, the vast majority will respond in kind and be productive members of companies.

The fact that 39% of voluntary turnover is related to supervision should be no surprise. There is an old saying that this statistic validates and that is, “People don’t leave companies, they leave managers.”

As such, the information displayed in these three articles on the Generational Divide is actually more valuable as it relates to managers rather than employees. Managers, regardless of their generational influences, must develop the skills to work with all generations and have the skills to get all generations working with each other.

It is up to the executives within our businesses to recognize the need to train managers and monitor managerial performance to ensure that we capture the unique talents that workers from all generations bring to our organizations.

Richard Lukesh is a Managing Partner of Your Part-Time HR Manager, LLC. Your Part-Time HR Manager provides on-call and part-time on-site Human Resource services to organizations that do not need a full-time HR Manager.

Do you need to hold a meeting away from the office?

The Chester County Chamber’s boardroom and executive boardroom are officially open for your business. Our facilities are located in the midst of historic Chester County, offering a pleasant venue for any event, and conveniently located near the 202 corridor. It is the perfect spot for your company’s off-site needs. Reasonable rates are offered for members, non-members, and non-profit organizations.

Please call Joan Crouse at 610-725-9100 for more information.

For all of your presentation needs, we offer reliable advanced technology equipment and resources. Ranging from essential items, such as meeting aids to state-of-the-art video conferencing capabilities, our equipment allows you to conduct your business easily.

- Meeting Aids
- Flip chart (with pad) and White Board
- Easel
- Audio Visual Equipment
- Overhead Projector
- TV/ VCR
- DVD/CD Player
- Wireless
- Closed Circuit TV
- Teleconferencing
- Video Conferencing
- NEC Screens
- 61” Plasma Screen (Board Room)
- 42” Plasma Screen (Executive Board Room)
- Phone Line

Chester County Chamber of Business & Industry
1600 Paoli Pike, Malvern, PA 19355
p 610-725-9100 • www.cccbi.org
**Member Spotlight**

Steve Groening  
Penn Liberty Bank

Description of your company:
Penn Liberty Bank (PLB) was founded in 2004 to fill a need for a locally owned and managed community bank in Southeastern Pennsylvania. The bank was established on the principle that a well-capitalized, locally owned and operated bank has the capability to offer exceptionally personalized service, responsiveness, and commitment to the community.

Why did you join the chamber?
PLB has been a member of this fine organization for the past several years. This has afforded me the opportunity to take advantage of the various programs and activities that the Chamber has to offer. Meeting a wide range of businesses, has allowed me to better understand the businesses community that I live and work in.

If you were not in the position you are currently in what would you be doing?
One of my passions is golf. Even though I don’t have a game like Tiger (Woods) or Rory (Mcilroy), I could certainly see myself being involved with one of the local golf courses.

What is the most important lesson you have learned in business?
The expression “don’t burn your bridges” comes to mind. Over the length of your career you realize that you often see people several times as they evolve in their professional careers. These ongoing professional relationships allows me to perform at a more creative and efficient level.

Are there any other community activities that you are involved in?
Penn Liberty Bank works toward improving the communities where we live and work. The bank donates monetarily and through employee volunteerism for such projects as:

- Food Bank Collections
- Collections for the Troops
- Local Sports Team Sponsorships
- Teach Your Children to Save Presentations
- Hosting Local Fund Raisers
- Hosting free Shred Events

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**Nominating Committee Formed**

As indicated in the bylaws, the Chamber Board as named a Nominating Committee to develop a slate of candidates for consideration for service on the Board.

Chairing the Nominating Committee is Joel Frank, *Lamb McErlane, PC* who is Chair-Elect of the Chamber. Joining Frank are Mike DeHaven, *Rainer & Company, Certified Public Accountants*; William Latoff, *DNB First*; Claudia Hellebush, *United Way of Chester County* and Timmy Nelson, *UPS*.

The Nominating Committee will review the demographics of the Chamber and will suggest new Board members to replace those that have completed their terms on the Board while looking at diversity of business size, location and type to serve as our leadership team.

The Chamber maintains a list of those who have expressed interest in serving on the Board and looks at those actively involved through our committee structure when considering candidates for the Board. The committee will meet on July 9 to begin discussions.
The 2013 VIP Open House Membership Campaign Is Right Around the Corner!

September is Membership Month at the Chamber and we need your help in growing the membership in 2013! Throughout the month, we will be hosting a series of open houses, September 17th-19th to promote the Chamber and its members to the business community. Prospective Members (VIP) will have the opportunity to meet directly with board members, Chamber staff and member volunteers while exploring the benefits of membership. These events are designed to not only grow the Chamber’s membership, but to provide both future and current members the opportunity to connect, strengthen their business relationships and promote their business to the Chamber community.

In order to attend, members must refer or bring a VIP as their guest to one or more of the open houses. It is important that the Chamber is a strong representation of the industries and businesses that you want to connect with. It is our membership that directs the Chamber’s future planning and advocacy efforts. Growing the membership helps strengthen our voice in government and helps us continue to promote the economic growth and prosperity of the region. Help contribute to the growth of our collective voice and help create a network that strengthens your business by supporting this event.

This year we have some great incentives to support this year’s campaign. If a member refers a business to the Chamber during Membership Month and that business joins by September 30th, both the new and current member will receive additional incentives, recognition and prizes for joining. The more members you refer to the Chamber, the more you can win.

Volunteers and Sponsors are needed. If you are interested in attending one of the VIP Open Houses, becoming a Membership Campaign Volunteer, or learning more about the various levels of sponsorship available to your business; please contact Lauren Magee at Lmagee@cccbi.org or at 610-725-9100 ext.35. Space is limited at each of these exclusive events; and pre-registration is mandatory to ensure your space. Last year, everyone involved walked away with something: valuable connections, business recognition, a new member door prize or incentive package. Don’t miss out on these great events that will help our Chamber grow in the upcoming year!

Back by Popular Demand...

If you liked Made in Chester County and Behind the Scenes, you’ll love First Connections, the new hybrid series that takes the best of both, highlighting exciting business operations in our own back yard while giving attendees excellent morning networking opportunities. This program, brought to you by the Small Business Advisory Group, includes refreshments, networking, and a behind-the-scenes tour where appropriate.

Join us for our next installment on July 9, 7:30 a.m. – 9:00 a.m. hosted by The Hankin Group at their LiveWork Unit at Eagleview Town Center. Come see this cutting-edge combination of luxurious living space and a practical, modern commercial center.

Tuesday, July 9, from 7:30 – 9:00 a.m. Only $10 for Chamber members, $20 for future members. Register here or contact phayakawa@cccbi.org for more information.
# Meet Your Board

## Officers
Chairperson of the Board, **Michael DeHaven**, CPA  
Rainer & Company, Certified Public Accountants  
Chairperson Elect, **Joel Frank**, Esq.  
Lamb McErlane, PC  
First Vice-Chairperson, **Timmy T. Nelson**, UPS  
Treasurer, **Ken Goddu**, Fulton Bank  
Immediate Past Chairperson, **Brian DiSabatino**,  
EDiS Construction  
Foundation Chairperson, **Joe Viscuso**, PE, LS*  
Pennoni Associates, Inc.

## Vice Chairpersons
Business Development Division  
**Kristen LaDow**, M&T Bank  
Membership Development Division  
**Kevin Morgan**, Blue Moon Florist  
Public Policy Division  
**Timmy T. Nelson**, UPS  
Special Events Division  
**Louis Kupperman**, Esq.,  
Obermayer Rebmann Maxwell & Hippel, LLP  
Strategic Planning Division  
**Bill Belknap**, aEoNRG, LLC

## Directors
- **Theodore J. DelGaizo**, Mainline Engineering, Inc.  
- **Michael Filli**, Aqua  
- **Thomas Filippio***, Devault Foods  
- **Dennis Fisher**, Longwood Gardens  
- **Chris Franklin***, Aqua  
- **Stacey Fuller**, Gawthrop Greenwood, PC  
- **Sassan Hejazi**, Kreischer Miller  
- **Buzz Hannum Jr.**, Lyons Companies  
- **Dr. Robert Jennings**, Lincoln University  
- **Scott Kerr**, Reger Rizzo & Darnall, LLP  
- **Blake Krapf**, Krapf Bus Companies  
- **Dale Krapf***, Krapf Bus Companies  

*Director Emeritus/Past Chairman of the Board

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