



THE NARI RENOVATOR

A Publication of the Ohio Valley Chapter of the National Association of the Remodeling Industry

May 2002

Marsh to host May dinner meeting

Nicole LaRocca with Angie's List to be featured speaker at Marsh in Ft. Thomas

The speaker for the May 9, 2002 Ohio Valley NARI meeting at Marsh Building Products in Fort Thomas will be Nicole LaRocca, from Angie's List. In 1995, a woman named Angie Hicks was tired of lousy service. So she decided to do something about it. She got together with her friends and neighbors and started a list of good and bad service companies. Everytime one of them hired a company, they told Angie how they did. Angie's List became the only source of independent, unbiased service ratings.

Today, Angie's List is active in twelve major markets, including Cincinnati, and has ratings on more than 10,000 service companies. More than 50,000 homeowners use Angie's List to find good service in 250 categories, things like roofing, plumbing, landscape and, of course, auto repair. Angie's List collects reports with grades ranging from A-F (like a school report card). These reports are consolidated into a database, which is then shared with members.

This service is strictly member-driven. A company cannot ask to be listed. Companies get on the list when a member has given a report on them.

Marsh is hosting the meeting, but they do request that all attendees make a \$10 donation to support the educational activities of the chapter. The entire \$10 will go to the chapter.

National CotYs announced

The 2002 Evening of Excellence capped a nearly weeklong event for NARI that also included its Spring board meeting, held in New Orleans, March 20-23.

The Evening of Excellence, culminating with the Contractor of the Year (CotY) Awards ceremony, is widely considered the premier event of the year throughout the remodeling industry. Held Saturday, March 23, the event was attended by more than 250 of the industry's elite and was sponsored by the following NARI National Member companies: Gold Level - James Hardie Building Products; Silver - Andersen Windows, The Home Depot, and Pella Windows; Bronze - Business Networks, DuPont Corian, Remodeling Magazine/Hanley-Wood, LLC, and Juno Lighting; Nickel - Variform.

Seventeen national CotY winners, including one tie, were named at this year's competition. Preliminary judging took place at the Association's national headquarters in DesPlaines in December, where regional winners were announced in each of the

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Call to RSVP

Where: Marsh Building Products
Fort Thomas, Kentucky

When: May 9, 2002

Time: 6:30 p.m.

RSVP: Ohio Valley NARI at (800) 498-NARI

Cost: \$10 (contribution by participants)

2002 MCO open enrollment information

Ohio employers are experiencing rapid increases in group health medical costs, which are spilling over to workers' compensation. As these costs continue to increase in 2002, employers should focus on better managing their medical costs and controlling their workers' compensation premium.

Enrolling with NARI's endorsed CareWorks during the 2002 Managed Care Organization (MCO) Open Enrollment (May 6-31) is a key first step. To enroll with CareWorks, complete and fax the 2002 MCO Open Enrollment form by the May 31 deadline.

CareWorks' exclusive Medical Mutual of Ohio provider network continues to deliver the MCO industry's leading medical cost savings, directly impacting your future workers' compensation premium. In addition, by helping more injured Ohioans recover from workplace injury and return-to-work than any MCO, CareWorks can help you avoid the negative effects lost time can have on your operations.

CareWorks will continue to lead by offering more value-added services and delivering customer service that exceeds expectations. Today, this includes:

- Industry-leading medical cost savings through exclusive Medical Mutual of Ohio network;
- Helping more injured Ohioans return-to-work and exceeding BWC performance benchmarks;
- URAC-accredited case management services and credentialed CareWorks associates;

- Streamlined Transitional Work Program (TWP) development and WorkGRANT\$ funding;
- Internet-based injury reporting and provider searches at www.careworks.com;
- Injury Reporting Packets for effectively reporting and managing new workplace injuries;
- Quarterly and customized claim reports to analyze and implement cost-control measures;
- Customized Initial Treating Physician posters that list your selected providers;
- CareWorks' dedicated Case Management Team contact sheets;
- Written confirmation of all new claim filings including BWC claim number; and,
- An individually assigned Account Executive to coordinate this comprehensive package.

Ohio Valley NARI is proud to continue partnering with CareWorks - Ohio's leader in workers' compensation medical savings.

For those members already enrolled with CareWorks, you need not do anything during this year's Open Enrollment, your re-enrollment is automatic.

Again, please complete the 2002 MCO Open Enrollment form and fax it to CareWorks, toll-free, at 1-888-358-5319 by May 31, 2002.

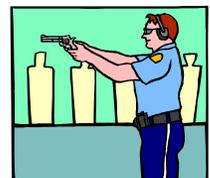
To obtain a copy of the form, contact the Ohio Valley NARI office at 800.498.NARI or download a copy from the website at www.careworks.com/enrollment/forms.

To learn more contact CareWorks' Director of Sales, Scott Vaka, toll-free, at 1-888-627-7586, Ext. 3536. Or, visit CareWorks on the Internet at www.careworkds.com.

Violence in the workplace

One out of every 10 workers' compensation death claims filed in Ohio in 1997 was attributed to workplace violence. In a typical week, 18,000 Americans are assaulted and 20 die due to violent acts at work. Nationally, most assaults, 64 percent, occur in the service

industry, while 21 percent of assaults occur in retail trades. Medical workers are also the targets of violence some 160,000 times a year. Training is available by calling 1-800-OHIOBWC.



National CotY winners (continued from page 1)

categories. These regional winners advanced as finalists at the national level.

Contractors from seven regions around the country vie for the awards on an annual basis. All projects submitted for judging must be an improvement or an addition to an existing structure in order to be considered. In addition, competing projects must have been completed between July 1 of the previous year and November 30 of the current year and cannot have been submitted in prior contests. An impartial panel of judges, who are considered experts within the industry and associated fields, selected winners based on each entrant's "Before and After" photography and project description. Judging was based on problem solving, functionality, aesthetics, craftsmanship, innovation, degree of difficulty and entry presentation.

2002 NARI National CotY Winners

Residential Kitchen Under \$30,000

Star Construction Company, West Newbury, MA

Residential Kitchen \$30,000 to \$60,000

Custom Kitchenz by Ron, Inc., Oceanside, NY

Residential Kitchen \$60,000 and Over

Stronghold Construction, Inc., Boise, ID

Residential Bath Under \$25,000

Bath & Kitchen Creations, Inc., Fairfax, VA

Residential Bath \$25,000 and Over

Master Plan Remodeling, Portland, OR

Residential Interior

Glass Construction, Inc., Washington, DC and

CVC, Inc., San Francisco, CA (tie)

Residential Addition \$100,000 and Under

Stronghold Construction, Inc., Boise, ID

Residential Addition \$100,000 to \$250,000

The Design Principle, Inc., Sacramento, CA

Residential Addition \$250,000 and Over

Thomas Buckborough & Associates, Acton, MA

Residential Exterior – SEI Design/Build, Vienna, VA

Residential Specialty

Neil Kelly Designers/Remodelers, Portland, OR

Entire House

M.A. Peterson Designbuild, Inc., Edina, MN

Residential Historical Renovation/Restoration

Bartelt Filo Design*Build*Remodel, Menomonee Falls, WI

Residential Universal Design

Mark IV Builders, Inc., Cabin John, MD

Commercial Interior

Gehman Custom Builder, Inc., Harleysville, PA

Commercial Exterior

Calfayan Construction Associates, Huntingdon Valley, PA

Presentation skills

The objective of presentations is always to influence people in some way. In construction, a typical aim of a presentation is to influence a customer to purchase services. However, many professionals in the construction industry don't have the necessary presentation tools to accomplish the goals of their presentations.

Fortunately, there are numerous tools and techniques to help people become better presenters. Following are 10 guidelines to continuously improve the effectiveness of your presentations.

1. Clearly define the objective you are trying to accomplish.
2. Answer the "what's in it for me?" question for the audience.
3. Use body language to make a good first impression.
4. Speak to the audience's ear.
5. "Hit" the audience to keep their attention.
6. It's all in the tone.
7. Speak to the "common man".
8. Clothes tie the bow on the presentation.
9. End with action.
10. Do your own postmortem

Most Americans fear public speaking. Being an effective presenter hinges on your ability to overcome that fear and channel your nervous-

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Coming Events

May 9, 2002 - 6:30 p.m.

Supplier Night at Marsh Building Products

June 13, 2002 - 6:30 p.m.

Meeting at The Design Center

July 11, 2002 - 6:30 p.m.

TBD

August 8, 2002 - All Day

Ohio Valley NARI Golf Outing

Presentation skills (continued from page 3)

ness into positive energy for the presentation. Remember that just being able to stand up in front of a group and talk puts you ahead of many people. Following these ten guidelines will help you gain confidence in your ability to communicate your message and influence people to take the actions you want. When you have confidence and are enjoying the process of delivering your message to the audience, it comes across.

Preparing the environment

No matter how good your presentation skills are, an environmental factor - such as a malfunctioning overhead projector or a crashed computer - can ruin your presentation.

Whenever possible, check out the room where you'll be presenting ahead of time. Test the equipment you'll be using and have a back up. Do whatever you need to do to get comfortable presenting in that specific environment.

You might be expected to present in a variety of places, such as a personal office, a boardroom, or a restaurant. Build the talking portion of your presentation according to the environment in which you will be presenting.

If you are presenting in someone's office or home, it's hard to minimize interruptions. Find a space where people walking by or interrupt-



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The Ohio Valley NARI newsletter, *The NARI Renovator*, is produced by Ohio Valley NARI as a service and benefit to its membership. The organization's office is located at 136 South Keowee Street, Dayton, Ohio 45402; (800) 498-NARI or fax (937) 222-5794.

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ing won't distract you. If possible, see if you can move to a secluded environment. A great excuse to use is that you brought along plans or other big documents that need to be spread out. You can easily get the client actively involved in your presentation when there are lots of audiovisuals spread across the table such as pictures and/or portfolios.

For planning purposes, the maximum number of people you should bring is one less than the client's team. But make sure that everyone in attendance from your team has a productive role to play. Clients do not like to have people tag along with no apparent role.



Ohio Valley NARI

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