

July 2002

## Ohio Valley NARI keeps busy in the summer months

### Take some time this busy season to continue networking and learning

The chapter will be hosting a Picnic Dinner and Tool Swap on Thursday, July 11, 2002 at the Cardinal Crest Shelter at Sharon Woods Park. The event begins at 6:30 p.m. (to keep folks on the job site as long as possible) and includes burgers, brats, soft drinks and a whole lot of networking.

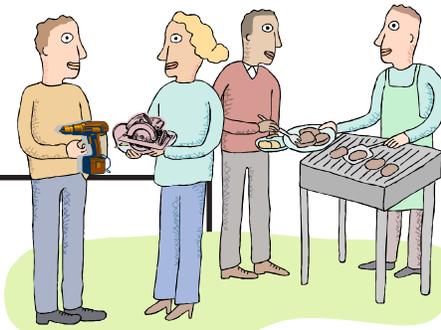
Members and guests are encouraged to bring families and crews along with your old, unwanted tools (to swap with your NARI buddies for something you can use)! Contact the OVNARI office at 800.498.NARI for reservations.

The chapter is also finalizing plans for the 2002 Golf Tournament. It's now just over a month until the biggest social/recreational event of the summer in the Cincinnati area - the Ohio Valley NARI Golf Tournament. It's time to organize your foursomes and send in your entry forms. Don't have a foursome? No

problem. Just register one, two or three individual golfers and the tournament chairman will put together pairings.

It's also time, if you have not already done so, to sign up to sponsor a hole at the tournament. You will receive signage recognition on your hole, at the awards dinner following the tournament, and in the OVNARI newsletter. You are also encouraged to have some type of a activity or promotion on our hole. It's a great way to put your name before the leading members of the remodeling industry in the Cincinnati area. Remember, it's not just for suppliers. Contractors can sponsor holes, to. It's a good way to show your industry colleagues that you support NARI and the remodeling industry in our area.

For registration forms, contact the OVNARI office.



## Call to RSVP

**What:** Picnic & Tool Swap  
Cardinal Crest Shelter  
Sharon Woods Park

**When:** Thursday, July 11, 2002

**Time:** 6:30 p.m.

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

**Cost:** \$10 per person

## Statewide newsletter

The long-awaited statewide NARI publication is almost ready for launch. The only thing we need now is advertising to support the publication. We sent flyers back on June 12th (call if you need another) describing the publication. Members will get a call from Carol Shellberg in the near future. Please be assured that she is working with NARI PRO (Professional Remodelers of Ohio) and the Ohio NARI chapters to make this publication happen. When she calls, please give serious consideration to advertising in our new all-Ohio NARI publication.

# Are emotions holding your company back?

We are in an economic downturn and still healing from a great national tragedy. Your business may be hurting and your team may be as well. Memorial Day, our upcoming Independence Day, and regular air travel are all poignant reminders that we are still dealing with the effects of September 11th. The natural reaction is pain and fear; but this is business and we don't make room for emotions in business. The problem with that is, unless we allow ourselves and our teams to release the emotions, it is very difficult to move on and re-create our business and our lives. Emotions need to be processed so they can be released. If not, any situation that remotely resembles something hurtful or even worrisome can bring back the unhealed feelings. Emotions of this type can slow you and your business down and make it difficult, if not impossible, to succeed.

It's a psychological fact that unreleased and unhealed emotions continue to effect us in a negative way. In business, we are used to dealing with the numbers and if they aren't good, then waiting for the next quarter to be better. We do our best to make our company look good, but neglect the importance of having a company that feels good. Ignoring feelings is a sure-fire way to end up in trouble. This isn't some touchy-feely excuse for a company sensitivity session, it's a hard core fact.

An example can be seen in the way Cantor Fitzgerald is dealing with the aftermath of the September 11th tragedy. They lost about ninety percent of their workforce on that fateful day. The CEO was on numerous news shows

sharing his pain with the world. With tears in his eyes he offered a percentage of the entire company to the families of the victims and begged for support from the financial community. The remaining staff were supported with therapy and encouraged to do whatever they needed to deal with their emotions. The subject was never barred from discussion, and a deeper connection can be felt throughout the company. They could have easily closed their doors, and the principals could have done nicely on the insurance. Instead, they dealt with their fear and pain together. From their ashes a Phoenix is rising.

When people are in fear or pain, they use most of their energy to deal with it. Their creative and implementation abilities are minimized because they can not focus. Without processing, their feelings begin to run their life, and so the life of your company. Everyone feels what's going on, but no one communicates because this is business and there is zero tolerance for feelings. If we don't create a change in how this is currently handled we will not survive the current economic downturn or any crisis in the future.

The hard part isn't getting started, it's finding the willingness within yourself to allow it to happen. If you're concerned about entering into the process correctly, that is appropriate. Most leaders are not schooled in dealing with emotions, regardless of how much we think we do on a daily basis. Your best bet in this case is to bring in a professional. Your insurance may cover the cost, and good counselor can be hired for as little as \$100 per hour.

Considering the value to your company and

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Find CotY entry forms at [www.naricincinnati.org](http://www.naricincinnati.org)

The chapter has worked hard to develop one of the best resources and lead generation systems for professional remodelers in the Cincinnati area. Visit [www.naricincinnati.org](http://www.naricincinnati.org) for information, a listing of members, information for homeowners on how to select a profes-

sional and information about chapter activities.

Complete entry information, rules and guidelines for the 2003 Ohio Valley NARI Contractor of the Year contest is available on the chapter's website. Think about those jobs now and begin taking pictures. Visit often or email the office at [cincinnati@naripro.org](mailto:cincinnati@naripro.org).

the devastating effects that fear and pain can have on your workforce, it's worth it – whatever the price.

Giving your people money or even time off isn't the answer. What they need, and may be unable to ask for, is help in dealing with their emotions. With the highest unemployment in the last six years, they may also be in fear of their jobs. If you have had recent lay-offs, this is a definite concern. They are talking about it around the water cooler and at home, so you'd better let them deal with it at work. If you choose to ignore it, their productivity will suffer and so will your bottom line.

Even if you haven't got a pressing issue that you can see, some kind of debriefing session, just to clear the air, will motivate your staff. This is the kind of support that builds lifelong loyalty in your workforce. Letting your people know that they are being supported emotionally as well as financially will help you create a winning team.

Encourage your people to talk about the pain they are feeling. If they are still concerned with September 11th (and who isn't), that may be a good place to start. Sharing feelings about the tragedy will lead them to releasing fear and pain about other work related issues. If you have had a major downturn and had to resort to lay-offs, that's another good place to start. Just opening the door and letting the team know that you support them in this way will help your company prosper.

## Vote is short on tax limitation amendment

In another critical vote, the U.S. House came up short of the two-thirds majority needed to pass a constitutional amendment requiring a two-thirds "supermajority" vote of Congress to increase taxes. The proposal offered a major constitutional projection for small businesses that are particularly vulnerable to tax hikes. The amendment received 227 votes for and 178 votes against, with a large 29 members not voting. The vote fell largely along partisan lines with Republicans generally supporting taxpayers and Democrats opposing the amendment.

## Office ergonomics

Ergonomics is the science of arranging and adjusting the work environment to fit each worker. Employers can improve employee comfort and reduce injuries by applying ergonomic principles to each workstation.

Here are some items to check at each employee's workstation:

- Monitor - the top should be at or below eye level, slightly lower for those wearing bifocals. The screen should be 18 to 24 inches from the eyes.
- Document holder - place at the same height and distance as the monitor to reduce head movement and eyestrain.
- Chair height and back - adjust so that feet are flat on the floor.
- Keyboard - place directly in front of the monitor at the proper height to keep wrists straight and relaxed on a padded wrists rest. Forearms should be parallel to the floor.
- Lighting - use indirect lighting to avoid screen glare and use a glare shield if necessary. Place monitor at a right angle to the window and use shades to block sunlight.
- Other equipment - place phone, notepad and mouse in easy reach.
- Under desk provide enough room to stretch and/or change leg positions.

Most of the recommended changes require simple adjustments to existing equipment and work areas. A new or different chair may be required but the expense will be worthwhile if you can avoid injuries and improve productivity.



## Coming Events

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

Picnic and Tool Swap at Sharon Woods

**August 8, 2002** - All Day

Ohio Valley NARI Golf Outing



## Ohio Valley NARI

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### John Hester returns

John Hester, chief plan examiner for Hamilton County, will make his annual appearance at the September 2002 Ohio Valley NARI meeting. The tentative date is the second Wednesday of September, but we'll let you know the confirmed date in upcoming weeks.

John has asked OVNARI to ask the members and prospects what they would like from him. You have the opportunity to talk with and question the chief plan examiner for Hamilton County - what would you like to hear? Fax, mail or email your "wish list" to the Ohio Valley NARI office now! John will put his thoughts in outline form and his topics will be announced in the next issue of the newsletter.

### Easing back to work after vacation

How's the best way for busy workers, business owners, and other professionals to take a vacation, get the rest that's needed, the fun that's needed, the re-energization that's needed, the re-focus that's needed and then come back to the same old business? It can be difficult going back to the job and keeping the good feelings, the relaxed state, the new focus that you received on the vacation.

Here're some tips on how to transition:

#### **The week before the vacation:**

1. Don't slow down.

2. Finish as many projects as possible.
3. Complete projects that may not be due till after you return from vacation.
4. Keep telling yourself that you have more than enough time.
5. Stay focused on work vs. vacation.

#### **The week you come back from vacation:**

1. Get to work 30 minutes early.
2. Limit personal phone calls/vacation picture "show and tell."
3. Get to bed 30 minutes early.
4. Underpromise on everything!
5. Stay focused during the day

### NARI THE NARI RENOVATOR

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

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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