Leadership 20 years on

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Jill Doyle, HCLA executive director
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By Jordan Fischer

For two decades, the Hamilton County Leadership Academy has existed as an important step on the path to leadership. Celebrating its 20th anniversary this year, along with graduating its 486th alumni, the HCLA now claims graduates in positions across the county, including the Fishers Town Council, the Noblesville Fire Department, and leadership positions at private firms like St. Vincent Hospital and First Merchants Bank.

“It’s sort of grown into the background you need, or should have, to serve on a board or elected position,” said Jill Doyle, executive director of the HCLA. Despite the name, Doyle says, the academy offers students more than traditional leadership offerings.

“It’s less focused on teambuilding and other traditional leadership activities, and more on all the pieces of Hamilton County and how they fit together,” Doyle said.

The 2011-2012 curriculum, for example, will take students through courses on county and municipal government, planning and development, interacting with the media, the criminal and civil justice systems, human and community services, and business, industry and agriculture, among other subjects.

“HCLA really helped me understand the global perspective of how all the different parts of a community co-exist within the same space,” wrote Sean Keefer, 2010 graduate and former deputy secretary of state and chief of staff, in a testimonial. “It gave me more perspective and appreciation of how public policy decisions truly can affect the quality of life around us.”

“Because of HCLA, now, more than ever, I put in the time needed towards finding acceptable compromises when faced with difficult and important decisions,” Keefer wrote.

A new generation of leaders

Twenty years ago, when the HCLA was founded, Hamilton County was at best only beginning its population boom. In 1991, the population of Carmel was a little over 25,000. In the 2010 census, Carmel’s population was nearly 80,000.

“I think the county leaders at the time knew that Hamilton County was going to experience tremendous growth, and they needed to expand that leadership base,” Doyle said. “I think they also wanted to make sure those people who would be making decisions would be well-educated and knowledgeable.”

The HCLA was modeled after similar programs which sprung up across the country in the 1950s, Doyle said. Today, more than 750 such programs graduate new classes of leaders every year.

The academy has become such an iconic experience for community leaders, that Doyle said even residents who know the material by heart enroll.

“This year, we had people with so much experience that they could have taught every class,” Doyle said. “I think that provides great perspective for other students. It shows even if you’ve been in Hamilton County for all your life, you still have things to learn.

In a testimonial for the academy, Alan Hinds, a 1992 graduate, echoed Doyle’s remarks.

“There’s an apt description about the three stages of life,” Hinds said. “First we learn, then we earn, and then we return. Find the person that does all three at the same time, and you have an exceptional person… that’s the kind of person who goes through the Hamilton County Leadership Academy.”

The academy has become such an iconic experience for community leaders…
On the third anniversary of the founding of her firm, Jocham Harden Dimick Jackson, attorney/mediator, Stephanie S. Jocham, died following a battle with a rare form of cancer. Jocham, age 42, was an innovative attorney who championed the development of litigation alternatives for family law cases. A 2001 graduate of Indiana University School of Law-Indianapolis, Jocham had received numerous awards and recognition for her professional achievements as well as her commitment to community causes and volunteerism.

Jocham was working as a paralegal when she was motivated to return to law school after her own divorce experience with a young child. She felt compelled to pursue a more compassionate process for divorce and family law, with a focus on meeting the emotional needs of clients and providing alternatives to traditional litigation. Soon after law school, she set up her own practice and immediately became a registered mediator. She spent the next several years building a successful practice in family law and mediation.

Subsequently, on June 2, 2008, she opened the doors of JHDJ Law, a firm she developed to further her vision to change the way divorce is practiced in Indiana. She saw the achievement of many goals, including the establishment of the Central Indiana Association of Collaborative Professionals (CIACP), a non-profit organization to promote the practice of collaborative law in Indiana.

Jocham was named a Fellow of the Indiana State Bar Foundation (ISBA) in 2008, and a Fellow of the Indianapolis Bar Foundation (IBA) in 2010. In 2011 she was named a “Rising Star” by Super Lawyers Magazine and also received the Distinguished Barrister award presented by Indiana Lawyer for its Leadership in Law series.

Jocham was renowned for her skills as an experienced negotiator and respected for her professionalism as an attorney, but it was her sharp wit, comedic timing, and genuine warmth and compassion which endeared her to colleagues and clients. Despite the challenges she faced during grueling cancer treatment, her humor, grace, faith and courage did not waiver and continued to inspire members of the Indianapolis legal community.

“Leadership is a potent combination of strategy and character. But if you must be without one, be without the strategy.”

~ Norman Schwarzkopf

Without Oil: Why We Must Shift to a New Energy Future. Monon Community Center, 1235 Central Park Drive, 12 to 1:30 p.m.

13: Arrows YP – Summer Concert at Civic Square Gazebo:
Cool City Swing, 7:30 to 9:30 p.m.

20: Arrows YP – Summer Concert at Civic Square Gazebo:
Blair and Company, 7:30 to 9:30 p.m.

27: Arrows YP – Summer Concert at Civic Square Gazebo:
The Tides, 7:30 to 9:30 p.m.

For more information, visit www.carmelchamber.com.
Happy Birthday to us: Your CBL turns 4

Four years. That’s how long the Carmel Business Leader has been in existence as of this issue. In many respects, it seems as though it were eons ago, when we launched our enterprise with its cover story of race-course architect Paxton Waters. On the other hand, it seems as if it were only “yesterday,” when we waited expectantly for that first issue to roll off the presses. A lot has transpired since July 2007. We have witnessed and dealt with a sagging economy, escaping almost completely unscathed (and we sincerely hope that has been the case for you, as well). We have had some amount of personnel turnover – not uncommon at any small business – and now find your newspaper in the capable hands of managing editors Jordan Fischer and Kevin Kane. We underwent a redesign in order to make the report fresher and the content easier to read, but still you should expect changes on that front as our editor gents find ways to make the reading experience better for you. The end game with this product is to always find a way to make our readers healthier, wealthier and/or wiser. Sit and reflect on what your business has experienced the last four years. Has it been good? Have you tales to tell, ones that will help your fellow small- and medium-sized business owners in the greatest city in Indiana? If you do, drop a line to jord@yousarecurrentcom, and he and Kevin will do their best to make it come to light. As business owners, you and we are “in this thing together,” are we not? Isn’t it a case of, “each of us, together,” that moves the majority of the city’s economy forward? We believe it is. What role do you play? Let us tell your story. Jordan is waiting to hear from you. In the meantime, we wish you every success as we enter our fifth year.

Co-branding revisited: St.V and The Barrington

Last month we waxed about the virtues of co-branding as an opportunity to drive dollars to the bottom line. In the interim, St.Vincent Health and The Barrington announced plans for a multimillion-dollar project wherein the latter provides the older-adult housing and St.V the health care at an affordable price. Perfect! In addition: More than 340 new jobs for the Carmel economy at 116th Street and Guilford Road. The 320,000-square-foot facility is expected to open in 2013. This “one-of-a-kind partnership” is exactly what the doctor called for. The Barrington will have top-flight medical care at its disposal and its residents will have a state-of-the-art facility in which to live and enjoy their golden years. There is no way, in our opinion, this union won’t be a spectacular success. We encourage all businesses to consider this as the new local model for smart collaboration.

A new way to staff your sales operation?

The Young Entrepreneur Council has hit on something that could benefit all of us, owners and staff alike. It goes like this: Bring on a sales staff with a trial period of six weeks, where the members only earn commissions on sales closed. This means you, the business owner, outlays nothing, gets the staff, and then when its members are generating enough income to support their own wages (six weeks later), put those who have become superstars on a salary or a base plus commission. We’re giving it heavy consideration here. Maybe you should, too.

Forget birthdays. We’re celebrating our birth month.

This July 2011 edition marks the fourth anniversary of the Carmel Business Leader. At this time in 2007, this publication was launched to be your best source of information for Carmel business news, local success stories and thought-provoking content intended to help you grow your business. We’ve done what we set out to do, but we can – and want to – be better.

That’s the difference between birthdays in life and business. While many people are suddenly less willing to share their ages once they pass age 29, reaching another birthday in business is a noteworthy achievement. Business birthdays should be a source of pride, as each additional year shows that you know what you’re doing and are achieving at least a certain level of success.

But good business owners aren’t satisfied with simply remaining open for another year. Many are looking to make their businesses a source of pride, as each additional year shows that you know what you’re doing and are achieving at least a certain level of success.

As promised, last month’s inaugural Carmel Marathon brought a significant number of visitors to the city. Officials estimated that the championship weekend could bring up to 10,000 people to the area, and we believe that, if the estimate wasn’t accurate, it at least felt like it was.

Attracting events like this to the city is a great way to provide an economic boost without the expenses the come with building a new brick-and-mortar structure. At press time, we had yet to hear how much revenue the weekend of events generated, but we’re not certain that the marathon was beneficial to all Carmel businesses across the board.

Hotels and restaurants surely were packed for last month’s event, but what about the businesses that sat on the race route? From our personal experiences, traffic flow was almost nonexistent around the race courses, which was a fairly sizable area. On Saturday during that weekend, a drive from Old Meridian to a store just outside the Arts & Design District on Range Line took about 30 minutes one way – or six to seven times longer than normal.

Weekends are the most important time of the week for retailers. How big of a hit did some Carmel stores take because of some residents’ inability to get around town? We didn’t want to be on the road that day any more than necessary. Maybe the negative impact was minimal, but this may be something to take into consideration when planning next year’s marathon.
BIZ PROFILE

Name: Bob Pliley
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Occupation: Pendergrass Tax Service
Company: Pendergrass Tax Service
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Phone: 402-1625
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Describe your business and value proposition:
We are primarily a tax preparing office; we do business start-ups, bookkeeping, payroll, tax problem resolution. If you get into trouble with the federal government, bring it to us and we’ll help resolve it.

What prompted you to go into business for yourself?
I've always been an entrepreneur since I was a little kid. I went into automotive business in '89 or '90, and what put me in bookkeeping was I had a run in with the fed government, and they put me out of business. So from that I wanted to work with the fed gov and knew when problems were serious or not so I could help people with their tax problems.

What's the most challenging aspect of your business?
The most challenging aspect is keeping the small entrepreneur in business. In the last 36 months, it's been a horrible atmosphere for small business, and we try to keep them in business and keep them valuable.

What was your last corporate job?
I was an engineer at the Jenn-Air company.

How do you (or will you) measure success?
I actually measure success through the respect I get from the small businessman. I don't make a whole lot of money, so I get thank you's from my clients. I'd rather make them happy.

What are your “words to live by”? I have two very strong words: ethics and honesty. I believe in treating people ethically, and I do believe in honesty.

rpliley@indy.rr.com

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The Chambers of Commerce in Hamilton County have partnered with ADVANTAGE Health Solutions, Inc. (ADVANTAGE) to offer a unique group health insurance product to our members.

As a business member of a Hamilton County Chamber of Commerce, you are eligible to participate in the group health insurance offered through ADVANTAGE as long as you have at least two or more employees. The group health insurance is offered exclusively through ADVANTAGE at a discounted rate.

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• Proprietary network of quality healthcare providers

“Not only did we save a lot of money, but the benefits were richer than what we had...” — Kristen Huff, CSI Signs

For additional information, please contact your Hamilton County Chamber of Commerce, your insurance agent or Steve James at ADVANTAGE at sjames@advantageplan.com or (317) 573-2835.

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July 2015
Follow these steps to prevent delayed success

By Tom Plake

Being on the creative edge implies actually creating or producing something that makes a difference in this world—it’s an active endeavor. But there is one huge obstacle to being creative that many professionals face: delay...or as I refer to it “The Black Hole of Lag”...as in, possibilities go in, but never come out.

You know how it goes: you have all kinds of great ideas of ways to improve your business or solutions that you could implement for yourself or your customers. And, on a regular basis, opportunities come your way that you could take advantage of and improve your bottom line.

But you don’t do anything with them right away...or maybe never.

Why not?

Abundance is one reason— we are surrounded by too much. We have too many ideas to implement, in too many projects working in too many systems. We are already at overload, so it’s just not likely that we’re going to add yet another “great” idea.

Perfectionism is another reason we delay. We can’t start or take a next step until things are “just right”—at time that will realistically never come.

Finally, the same reason why you don’t do any number of things that require risk comes into play—fear. Seeing an opportunity is safe and alluring. Taking advantage of it usually involves some measure of risk. It’s best just to let the idea sit instead of chasing something.

So, if smart people everywhere, are victims of delay in their life, how can you outsmart yourself and actually make a lot more happen? Let me suggest a structure, a skill and a habit to eliminate delay:

1) Impose a deadline on your ideas. Instead of letting some of your best strategy, ideas and opportunities die a slow death from inattention, make your first step putting them on your to-do list with a 48-hour deadline: either move it forward or drop it. This applied urgency will often help your best stuff get implemented, and the not-so-good stuff...fall away. You might even start a countdown clock on every idea—how long it has to live before it gets dropped.

2) Delegate or assign follow-up on opportunities. Place possibilities on someone else’s plate with a deadline for follow-up. It saves good ideas from the black hole and ensures that someone is going to take a first step. If it doesn’t go anywhere, you’ll know it’s not because of inattention. And remember, you don’t have to have employees to delegate. You have friends, colleagues, and partners, don’t you?

3) Do it now. The ultimate way to eliminate delay, and the cost it has on your business is to adopt the habit of doing things—as best as possible—immediately and in the moment.

Have an idea?—take action on it now. Hear about an opportunity with Phil?—pick up the phone now. Realize you should be expanding your client base in a certain area?—email your manager with a new goal in that area. Replace “that goes on my list of things to do” with the habit of “I’ll just make that happen right now.”

Bottom Line: For people who have good ideas, attract opportunities and understand investing in their business, delay is the biggest obstacle to being more successful, sooner. Do something now!
This would represent a major victory for retailers capped at around 12 cents for every transaction. and current speculation is that the fees will be have little choice but to pay the fees. have received heavy criticism from retailers that have the right to issue credit cards brands, including MasterCard and Visa, to their credit cards to pay for goods and services, but retailers have stated they would pass these lower interchange fees to consumers in the form of lower prices. As such, it could help offset rising commodity costs that have been resulting in higher gasoline, food, and clothing costs. It will take some time for consumers to see these lower costs and remains to be seen if retailers will follow through on lowering costs. It could also mean higher bank fees, such as on free checking accounts and new debit card costs as they look to recover lost revenue. Most consumers still use credit cards to pay for goods and services, but those that rely on debit cards for their purchases should keep a lookout for potential changes as a result of interchange fees that remain hidden from plain view for the underlying card users.

Ryan C. Fuhrmann, CFA, is a financial writer and investment manager based in Carmel. He has no positions in any company mentioned above. Feel free to contact him at ryan@fuhrmanncapital.com or visit his website at www.RationalAnalyst.com.
You Get Paid To Do That?

Name: Roxanne Parriott
Title: Owner
Business: In Vogue
Time at In Vogue: 5 years

How did you get started with the consignment shop? It was just a different type of business opportunity and it combined well with my experience in retail. My aunt (in Chicago) was an interior decorator and she took me around to the better establishments in town, like Marshall Field’s, at the time. She introduced me to fabrics, textures and color schemes that would work well.

What do you do at In Vogue? Consignors come in and consign their clothes every day except Sunday. We take in what we think we can sell for them. I price and tag them and hopefully they’ll sell. Anything that doesn’t sell, the girls can take back or donate to the Julian Center (for domestic abuse) and they get the tax benefit. So it always works somewhere.

Who are your customers? Everyone. Our consignors are daughters going away to college, moms, career women, people cleaning out their closets. Everyone buys. Every day I have someone say ‘I didn’t even know you were here.’ It’s fun to introduce people to consignment. Everyone should do it to help the environment and cut costs.

What types of things do you sell? We have a range of different pieces for all ages. Our prices range from $1 to thousands, because during the winter season, we sell furs. Gals bring things in from the runway and people bring things in they’ve collected from travelling the world. I’m always amazed that people bring in brand new things. I look at the price tags and think ‘I hope you didn’t pay that for it.’ We have Hermes, Max Mara and select boutique pieces, high-end, one-of-a-kind items. It really opens up another perspective of shopping. We also have jewelry, everything from mom’s vintage jewelry to fashion jewelry. We have nice pieces like pearls and brands like David Yurman, Barbara Bixby and Tiffany. Beautiful pieces.

What do you like best about your job? There are so many good things. It’s the personal satisfaction of seeing other people happy. You’re inspiring other people to recycle in a better way and find their own style. A lot of people don’t know their style and how they can look good. It’s exciting seeing them walk out of the dressing room! We’ve had people going out on their first job interview after being unemployed. There’s satisfaction in helping them build their self-esteem with a wardrobe. It helps make them feel confident and successful. We’ve had clients going to the prom, on dates, or to events at the Palladium. Every day we hear their stories and it is wonderful.

What is the most challenging aspect of your job? There are space constraints sometimes because our growth has happened so quickly.

Anything else you’d like people to know about In Vogue? People should just check us out. It’s amazing. The savings are incredible. Everyone has something – why not profit from it? Sacrifice (give up) something good to get something better is what my mother always says.

Do you or someone you know have an interesting job? Or is there an occupation you would like to know a little more about? Send your story ideas to lcbandym@yahoo.com and we might feature you in an upcoming issue of The Carmel Business Leader.
**Leadership**

**The dangerous drawer**

By Daniel Miller

We know that a person’s character is a cornerstone of their leadership. We might not know, however, that character will play a large part in how they use information as a leader. One of the most fascinating examples of the link between character, information, and leadership comes from a nightmarish event in Boston during the summer of 1721. Let’s explore the actions of a significant leader in Boston, Dr. William Douglass.

Douglass was one of eleven doctors in Boston in 1721 and was in many ways a compelling leader. Nearly everyone in Boston acknowledged Douglass as the community’s outstanding medical figure. But he was far from perfect. Douglass was arrogant. He knew he was talented and dedicated, and he knew he was viewed as a leader. Douglass also spent much of his time currying the favor of wealthy patients. He wanted to be wealthy himself and took great care in owning fashionable clothes, a big house, and a fancy team of carriage and horses.

When smallpox broke out in Boston in 1721, another local leader, Reverend Cotton Mather, had borrowed a copy of an influential scientific magazine from Douglass. In this particular edition was an article about an amazing new way of coping with smallpox— inoculation, the way of coping with smallpox—inoculation, the admission that there wasn’t anything he could do to stop the epidemic. Mather returned the magazine in his desk drawer. He locked the drawer. From Douglass’s perspective, the problem at hand wasn’t smallpox, but rather an innovation he hadn’t approved of and a fellow leader for which he felt total disdain. His solution was the seizure, control, and stifling of information that he deemed to be threatening.

The information leaked out anyway. Unknown to Douglass, Mather had made a copy of the article. A great controversy was unleashed over the value of inoculation but not before one-third of Boston’s population had died from smallpox by early 1722.

Don’t be Douglass with information. Don’t use information to further your leadership at the expense of others.

All the best, Dan

**Hiring sales superstars**

By Karen Casey

A common complaint often voiced among business owners and sales managers is how difficult it is to hire salespeople. They have always had success hiring for other areas of their business, but for some reason, when it comes to hiring salespeople, they can’t seem to get it right.

Hiring salespeople is a unique challenge. They are different, unique. And for some reason, most business owners and sales managers use the same hiring process to find their sales superstars that they use to hire other positions within their business. To them it makes sense. They tell me, “It worked for the office manager, so why wouldn’t it work for sales?” Yet, I consistently hear the disappointment in my clients’ voices when, six months into their new sales hires, they realize the only person they sold in the interview was themselves. Despite this costly mistake, many business owners and sales managers still don’t change their ways.

Salespeople must be attracted, recruited, interviewed and treated differently from other positions that you hire. Salespeople have to deal with competition, rejection, hostility and lack of control. This makes them special. Does your office staff routinely deal with these kinds of challenges? I am guessing you answered no, so why do we convince ourselves that the same hiring process works?

Most companies write a job description to attract a candidate. Applicants read it and say to themselves, “I can do that!” However, that is not the correct answer. A sales candidate should read the job description and say, “That’s me.” You want to identify talent, not attract it. This will help you get more quality applicants. The second thing you need to change is what you are looking for. Typically, business owners and sales managers search for experience, not talent.

And the way to discover whether your candidate has true talent is to first evaluate him or her during your hiring process. Turn the subjective into the objective and blow through the smoke of your interviewee before he or she even has the opportunity to blow you smoke. This gives you no chance to get emotionally involved and fall in love with a candidate who makes a good impression, yet does not measure up with sales skills.

Hiring good salespeople is a very important aspect of every business, yet so many business owners and sales managers wing it. They have efficient and effective processes for the operational side of their business, but somehow they continue to make the same mistakes repeatedly when it comes to hiring salespeople.

If you want to change your sales culture, first you must change your hiring process. Are you ready to break the mold?

**Carmel’s Kaehr receives highest Allstate honor**

Allstate Insurance Company recently recognized David Kaehr of Carmel with the Spirit of the Eagle designation, the highest honor an Allstate sales leader can attain in the Allstate Awards Program. As a Territorial Sales Leader, Kaehr is responsible for leading approximately 400 Indiana-based agency owners and staff. The national award recognizes top sales leaders for their outstanding sales performance and leadership. The designation epitomizes the value Allstate places on professionalism and reflects the standard of excellence the company holds for its leaders. Under Kaehr’s leadership, Indiana ended 2010 as the most successful Allstate territory in the nation.

“I am so proud to receive this award,” said Kaehr. “It’s a reflection of the attention our Indiana agency owners and staff place on serving our customers.”

Kaehr joined Allstate in 1998 as an agency manager and through several promotions was appointed the Allstate Territorial Sales Leader in Indiana in 2006. Kaehr has more than 21 years of insurance experience and has served as a board member of Central Indiana Junior Achievement for five years. Kaehr earned a Bachelor of Science degree in marketing and a minor in economics from the University of Indianapolis in 1990. He also earned a Masters of Business degree from Indiana Wesleyan University in 1997.

**Marketing**

**When excuses don’t matter**

By David Cain

Kids don’t know everything and they certainly don’t always have access to all the resources needed to make the best decision or understand the correct path. That’s why parents have such a large role. Parents are responsible for the child’s safety, security, and to help them going on their path to being a productive member of the community.

The same could be said in business. Not everyone has access to the resources they need to make the best decision or understand the correct path. Their supervisor might. That’s why the boss has such a large role, as they are ultimately responsible for the efficiency, profitability and accountability for other people being a productive employee of the company.

Whether a child or someone you are responsible for at work, there is a place where excuses don’t matter anymore. As your child grows up, their ability to access information and make informed decisions grows too. There is a point where excuses stop mattering. What matters are the outcomes and how you responsibly achieve those results.

That person at work, the same applies. As your career grows and you find yourself to be the person in charge, excuses stop mattering. The only things that matter are the outcomes and the ethical attainment of them. At some point you have no excuse for failure. You are accountable and it doesn’t matter why a misstep occurred. You might accept excuses from others, but from you there are none that matter. There are only learning points along the way.

If your title is parent or vice president or if you’re referred to as mom or chief executive, you know you have a great responsibility to help other people grow. Leadership doesn’t mean you can’t make mistakes; it does, however, mean you should have few excuses.

David Cain works at MediaSauce, a full-service marketing agency that believes online media is at the center of communications. Contact David at David.Cain@MediaSauce.com.
Study: Meritocracies are shams

A new study from Emilio J. Castilla, of Massachusetts Institute of Technology, and Stephen Benard of Indiana University, suggests that the whole idea of meritocracy might not work as well as we'd like to think. The study found that managers are more likely to discriminate in a meritocracy. If managers believed the employees worked in a meritocracy, they gave men bigger bonuses than the women, even though the two (fictional) employees had identical experience and qualifications. If managers knew nothing about how employees were being judged or paid, they tended to give men and women the same amount of money as a bonus.

More temps being hired

Many companies are still intent on doing more with less. Of the 28,000 jobs added to the U.S. economy in September, the majority of the gain was temporary help. Though they are considered a leading indicator of future hiring, temp workers are like a faucet companies can turn on and off to control fixed costs. Seeing them rise can just as easily be interpreted as a sign of unease rather than hope.

CEO pay rises

Average CEO pay fell in 2008 and 2009, ending 2009 at a little over $10 million. This year, median CEO compensation rose an impressive 35 percent, according to a preliminary survey from Governance Metrics International. Average CEO pay rose 18 percent, indicating that the raises were widespread rather than being restricted to just a few lucky CEOs.

Monetize social media efforts

Companies don't always need to use social media as a sales tool or to acquire new customers, says Turner; they can use it as a customer retention tool. If someone likes or follows your business, it's because they're interested in hearing from you on some regular basis. It's important that you have a routine schedule for your blogs, tweets, and postings. Keeping your fans and followers up to date on what's new and happening with your business or industry will keep them engaged with you and keep your brand top-of-mind.
LET US HELP YOUR BUSINESS GROW

We’re local, strong and committed to lending.

To grow a business in today’s marketplace, you need a financial partner who understands your needs and is committed to helping you succeed. First Merchants can provide you with a unique blend of banking expertise, local market knowledge and competitive products to help you achieve your business goals. Our business solutions will help you save time and money. For personal attention and individualized solutions, call First Merchants today.