



“You can observe a lot by watching.”

Yogi Berra

## GREATER CLEVELAND

### MANAGER'S COMMENTS

I've seen some things recently that interest me and I'd like to share them with you. There may be one or two of them that you may want to reflect upon.

First was the trade show at the NECA Convention in Boston. As a Chapter Manager, I don't have the time to spend on the trade show floor like I did when I was a member so I don't get to visit every booth. However, I still got to see and get a sense of the ever changing materials and tools that are driving the change we see in the KSA's (knowledge, skills and abilities) required to serve our customers' needs. We used to use rigid metal conduit raceways in commercial buildings and make up fixture whips in the field. Now it's MC cable and Cat 5 between fixtures. It's obvious everywhere you look that the need for highly skilled people is decreasing. This isn't new. It's been happening for years. Since it will be November 4th or close to it when you read this, take note that the CW/CE classifications were introduced by the IBEW & NECA eleven years ago on this date. Think about that for a moment! My thanks go out to the late Mr. Mark Ayres from the IBEW, Mr. Geary Higgins from NECA and my good friend Mr. A.J. Pearson from the NJATC for they are responsible for drafting the original CW/CE documents.

Also while in Boston, myself and our Assistant Chapter Manager along with some of our contractors in addition to contractors, training directors and the Chapter Manager from our North Central Ohio Chapter neighbors, had the opportunity to tour the IBEW Local Union #103/Boston Chapter NECA's

JATC training facility.

The Boston area JATC program is considering one of the premier programs in the country and it was quite evident that they deserve that distinction. We not only got to see the incredibly diverse and expansive hands-on areas but we also got a feel for the quality of instruction by looking in on some actual hands-on fire alarm training and by being joined by a class that had been learning about motor starters and wanted to physically see and touch the overloads so they came into the motor control lab while we were there. What really hit home was that Boston was not only working hard to acquire their vast amount of physical resources but more importantly they have fostered a culture whereby they could maximize the effectiveness of those resources because of the people who were involved with their program. These words keep going through my mind, enthusiasm, professionalism, focused, dedicated, disciplined and pride. Aren't these words that we associate with success? I want to thank Mr. Jim O'Connell training director, for taking time to meet with us after our tour to answer questions and provide additional information as well as the facilities' engineer Mr. Mike O'Brien, retired Local Union #103 member and program volunteer Mr. Dick Joyce and lastly my dear friends and buddies from our time together long ago in the Republic of Viet Nam and more recently Haiti, Mr. Larry Richmond and Mr. Jim (Animal) Pimental, for setting up everything for us.





## MANAGER'S COMMENTS CONTINUED

Last week I attended the North Central Ohio Chapter Membership meeting where a couple friends of mine gave presentations.

First was Fred Sargent, president of Great Service Forums. Thirty years ago, when I worked for him, he asked me not to call him mister so I won't but it's not because I don't have the utmost respect for him. Fred spoke about effective electrical service departments and the positive financial impact they can have on your company by creating reoccurring revenues.

I know that's probably not earth shattering news to anybody but I bet you haven't done much to improve your service department. What I mean is, does your service department manager or their successor have any training or are they just the best, most customer friendly service person you have? I suspect there are business skills along the line of administration or accounting that may add a few dollars to the departments' profits. We all get complacent or less thoughtful about things that aren't the high profile projects we do. A well run service department can provide revenues year round and be a great hedge against a slowdown in the economy. But, it needs to be in place before the slowdown arrives. That reminder, I thought, was much needed. Thanks to Fred Sargent.

The remainder of the meeting was spent with Michael Callanan, Principal Consultant at his firm mc3, presenting an overview of an eight hour leadership program he has developed for NECA. One of the topics in the program is change management. As

you probably know if you're a regular reader of this newsletter, I'm from the school of thought that believes if you're not changing with the times you better get out of the way because you're damn sure about to get run over. So, learning by using fact based, academically accepted methods of managing or implementing change is right up my alley. Hopefully, we can offer Mike's eight hour class to all of our membership in the near future. He believes that the companies with the best leaders, from the CEO to the managers and foreman in the field will survive and be able to successfully address the changes the market place presents. We shouldn't take the risk of determining who should be in those critical leadership roles by doing it the way that's been the most commonly used method; i.e., trial and error. He can show the way to reduce that risk by being smarter than your competition. Since I've thanked everyone else who has shown me something recently, I want to thank my friend Mike Callanan, not just for developing a program for us but for all that he did as the Executive Director of the NJATC for ten years during the most difficult of economic times and even more for broadening his education by pursuing a doctorate degree then sharing that knowledge with us, never abandoning his passion for the unionized electrical industry.

Old Yogi was correct. You can observe a lot by watching. I like to think he meant that you can learn a lot more by watching and listening than you can by flapping your jaws.

## NEW MEMBER

The Greater Cleveland Chapter, NECA welcomes our newest member, *Mac Installations* to the Cleveland Division.

Please welcome Andrew Jackson, the accredited representative as well as all of the folks over at Mac Installations.

## MANHOURS

Cleveland Division thru September:	2,303,220
Lake Erie Division thru September:	490,271
Northeast Ohio Division thru September:	<u>209,333</u>
<b>Chapter Total:</b>	<b>3,022,824</b>

## ELECTRI RESEARCH MOBILE APP

In an effort to make ELECTRI International Foundation research projects more easily accessible ELECTRI has launched an online mobile app. Each research piece available on the app has a short summary and a short video followed by the entire project report. This will put valuable industry information at your fingertips 24 hours a day no matter where you are.

The ELECTRI Mobile App can be downloaded from the iTunes or Google Play simply by searching for ELECTRI mobile.

## NECA CONVENTION & TRADE SHOW REPORT—JEREMY RYAN

October 7-10 was the NECA Annual Convention and Trade Show in Boston, MA. The Convention and Trade show offered the same recipe for success as it has in many years past. An enormous and impressive trade show featuring cutting edge technology in tools, materials, lighting and more; dozens in classes from a myriad of topics, a beautiful venue for the opening ceremony at the Museum of Science, and a world renowned musical group, the Boston Pop Symphony for the closing. In addition, the 6,800 registered attendees makes this a great networking event.

The big takeaway for me from the convention is the emphasis on evolving technologies. Net-zero buildings popping up around the country, there are big pushes for renewable energy, battery storage, and the usage of the internet of things. NECA has bought into this at the National level and hired a Director of Research, Joey Shorter, to keep an eye on the state of the industry with regards to technological advancements.

## WINNING CULTURE—JEREMY RYAN

Winning is contagious. Our city is definitely proving that to be true. A few years ago Cleveland was down and out. The city and the sports were the butt of countless jokes.

Fast forward to this week, the Cavaliers are the NBA Champions, the Republican Convention was safe, successful and the city received rave reviews. The Cleveland Clinic was just rated the #2 hospital in the nation by the Princeton Review and now the Cleveland Indians are one game away from a World Series Title. Forbes just named Cleveland “The Hottest City in America.”

An excerpt from the Forbes’ article even describes the nightlife “every Saturday night along East 4th Street, just north of Quicken Loans Arena looks more like SoHo or South Beach than the “Rust Belt’ strip one might conjure up in the mind.”

But winning isn't a factor of luck. Organizations need to build and maintain a culture of success otherwise they are doomed for mediocracy. The Harvard Busi-

ness Review identified a number of factors in building a culture.

These include:

- 1.) Building a unique personality based on shared values.
- 2.) Norms and behaviors that allow for the unique personality to translate into actions and results.
- 3.) Set expectation.
- 4.) Align the team.
- 5.) Focus on results and accountability.
- 6.) Celebrate success.

Looking at these factors, it is clear how Cleveland utilized these to create a culture that could attain and sustain success. More importantly, these culture building strategies can be used in your firms to continue increasing your bottom line.

## GENERAL MEMBERSHIP MEETING

There will be a General Membership Meeting on November 9th, at 6:00 PM at the Fahrenheit Restaurant located at 2417 Professor Avenue, Cleveland.

Start Safety Consultants will be speaking at the meeting about the updates in safety and safety services in the industry.

## UPCOMING EVENTS

- 1.) **Code Class**-Saturday, November 5, 2016  
8:00 AM-Crowne Plaza Hotel, Rockside Road, Independence.
- 2.) **General Membership Meeting** –November 9, 2016 at 6:00 PM-Fahrenheit Restaurant.
- 3.) **Chapter Holiday Party** - December 3, 2016 - 6:00 P.M.- at the Hilton Convention Center Hotel.
- 4.) **NECA NOW** - March 27-29, 2017- JW Marriott Hill Country, San Antonio, Texas.
- 5.) **Lake Erie Division Meeting** –January 3, 2017 – 6:00PM –Location TBD.
- 6.) **Northeast Ohio Division Meeting** –January 4, 2017 –Noon at Red Hawk Grille.
- 7.) **Cleveland Division Meeting**-January 5, 2017, 6:00PM –Morton’s Steak House.



**SET YOUR CLOCKS BACK ONE HOUR ON NOVEMBER 6TH**

**GO TRIBE!!!**



**LOOK FOR THE NEXT REVIEW IN DECEMBER 2016!**

## IT'S GOOD BUSINESS TO DO BUSINESS WITH THOSE FIRMS WHO SUPPORT OUR ASSCIATION

### CHAPTER ASSOCIATE MEMBERS

1-888-Ohio Comp	Leff Electric
BMA Media Group	Mars Electric
Ciuni & Panichi, Inc.	Milwaukee Tool
CompManagement, Inc.	NES Rentals
Eaton Corporation	PEPCO
Ericson Manufacturing	Riffle and Associates
G.E. Energy Management	United Rentals
Graybar Electric Co.	

### NECA PREMIER PARTNERS

3M	Philips Lighting
Federated Insurance	Schneider Electric
Graybar	Southwire Corporation
Milwaukee Tool	Thomas and Betts Corporation

### ELECTRICAL TRAINING ALLIANCE PARTNERS

#### PLATINUM LEVEL:

Milwaukee Electric Tool Corporation
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Thomas & Betts Corporation
3M Company Electrical Markets Division
Salisbury by Honeywell
Harger Lighting and Grounding
Fluke Corporation
Lutron Electronics, Inc.
Eaton's Bussman Business
Schneider Electric
Southwire Company
Prysmian Power Cables and Systems
Graybar
Greenslee by Textron Corporation

#### GOLD LEVEL:

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Alexander Publications
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#### SILVER LEVEL:

Ann Arbor Area Convention & Visitors Bureau
Rubin Brothers, Inc.
American Technical Publishers, Inc.
Ypsilanti Area Convention & Visitors Bureau
Legrand, North America

#### BRONZE LEVEL:

TE Connectivity
MOSAIC
Stark Safety Consultants
Coyne First Aid
Ripley