



“Train people well enough so they can leave, treat them well enough so they won’t want to.”

Richard Branson

## GREATER CLEVELAND

### TWOFER MANAGER’S COMMENTS (BO)

Have you ever drug up a job? I’ll bet there are some of you who are reading this and wondering what the heck is he talking about now. In this context “drug” is being used as the incorrect past tense of the verb “drag.” Obviously if you had an old aunt or english teacher you still channel, they would probably have a fit over my blatantly intentional display of ignorance.

Now, if you are familiar at all with the lexicon used by the folks who work on jobs that our NECA members do, you know that when someone says they “drug up”, it means they quit their job.

So I ask, have you ever wanted to drag up? I would probably have to argue with anyone who said no. There are many reasons why people drag. Opportunity to make more money is a common one but one that is a calculated thought out decision. I don’t want to talk about that. I want to talk about the emotional decision to drag. What causes that? Why do people do that and doesn’t it usually come out of left field when it actually happens. Boom, “I quit.” If you’re the employer you may be oblivious to what is going on emotionally with an employee. You as the employer may think everything is hunky-dory but it isn’t.

Knowing and being intuitive enough to know just what the emotional state of your employee’s is, is nearly impossible.

However; if the retention of the workforce you developed is important to you, and in this period of extreme difficulty in finding highly qualified people, you may want to pause to take stock of the emotional environment you’ve created or tolerate in your organization.

I love this month's quote at the top of the page.

Words can be hurtful. If it’s your intention to be hurtful then let ‘er rip. But be careful with your words and the audience if it’s not your intent to insult or create an emotion that would lead a valued employee to think about dragging up. That Boom moment when someone pulls the trigger and drags usually is the culmination of a lot of drip, drip, drip episodes. Don’t rain on your organization. Here’s a good management approach to avoid unintentional drips, “Praise in public, criticize in private.”

OK, for those of you out there that may be asking, is this old fart finally going to drag? Well, you just never know. I have feelings too.

Anyway, seriously, I listen. I’ve considered dragging at times. But contrary to popular belief, I weigh those words carefully and consider whether they outweigh being able to work for a great trade association like NECA.

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## MANAGERS COMMENTS— (BO) CONTINUED

Truthfully, after taking a deep breath and weighing the hurtfulness of words and actions over the years, the scale moves but it's rarely been enough for me to have "drug up."

I hope everyone, whether as the employer or employee, think before they act.

## MANAGERS COMMENTS— (GO)

Well, I'm in the air again. This time I'm flying the new Air NECA. It looks like this is shaping up to be a great ride, unlike the July flight on Air NORA. Damn, that one got bumpy. I had to do a survey/recap afterwards to demonstrate that I support the Airline but wanted to let future customers know they are free to explore other options.

This Air NECA flight is off the ground and promises to meet and exceed the customers expectations. I'm looking forward to this journey, glad it's going to be a long ride. That bodes well for all of us who are onboard. I feel badly for those who are not.

The top management at the airline has a background that uniquely qualifies him to lead the employees. He has begun to put the right pilots in place and is assigning them routes to fly.

I encourage all the airports/chapters to introduce the customers/members to the pilots/departments leaders and the crew/regional staffs in an effort to use this familiarization as a marketing tool to retain existing customers and recruit new ones. Please take time to think about that.

This plane may not always fly in smooth air but I'm

not worried. A little turbulence is to be expected but not feared. Headwinds happen, as we were reminded by the closing speaker at our annual convention & trade show, Colonel Nicole Malachowski, the first female Air Force Thunderbird pilot. As a matter of fact, she let us know they're useful in taking off and landing. So get on the plane, buckle up, and know that all of us at the airline are there to make this a pleasant flying experience.

The new Air NECA's future obviously depends on every one of us who receives compensation, in the form of customer fees, doing their jobs exceptionally. I see Air NECA's goal as to be the best trade association, to be the organization that members and potential members want to belong to, and to be the organization that speaks for the employers in the electrical construction industry. Simply put customer satisfaction is the new mantra.

Man, I hope I don't have to explain this article next month.

By the way, are you wondering about the (BO) and (GO?) Buy One Get One. It was twofer today.

## EDUCATION DIRECTOR'S REPORT - A.K. FULLMER

Both of our Student Chapters attended the NECA National Convention. Danny Holstein, Dominic Dea and Faculty Advisor Jason Mack attended from the University of Cincinnati. Matt Faust, Kyle Hennosey and Faculty Advisor Lameck Onsarigo attended from Kent State. While at the convention, students attended both educational and general sessions as well as events tailored specifically for students. One such event NECA put on was a

student chapter meet and greet at the local Top Golf. Students met and networked with other student chapters from around the nation and Canada. The annual Green Energy Challenge was a favorite of both the Kent State and University of Cincinnati students. Watching the presentations of the three final teams encouraged and motivated both student chapters to be prepared for next years challenge.

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## EDUCATION DIRECTOR'S REPORT - CONTINUED

I have not doubt that they will do their absolute best to make their Universities and the Greater Cleveland Chapter proud in the future as Student Chapter members.

As September ended, Kent State held it's annual Fall Career Fair. 150 plus eager students attended and connected with contractors. Many students secured interviews and a few even left with job offers. If you were unable to attend, do not worry, there will be another Career Fair in spring. The spring career fair will be once again held at the Kent State Student Center in the second floor ballroom. The Career Fair will be held on February 7th. The following link will allow you to sign up for the spring Career Fair.

[https://docs.google.com/forms/d/e/1FAIpQLSdchk7i5UcztrPHbKg9LwRk6S7qhoEjU3GiA\\_xV8TUINvB6Dg/viewform](https://docs.google.com/forms/d/e/1FAIpQLSdchk7i5UcztrPHbKg9LwRk6S7qhoEjU3GiA_xV8TUINvB6Dg/viewform)

Also, on Thursday, September 26th the night

before the Career Fair, the Greater Cleveland and North Central Ohio Chapters held a Student Networking event. The event brought 13 students to an intimate setting with some of our contractors and allowed both parties a chance to meet and greet outside of the hustle and bustle of the career fair. Many students attending had specific interest in entering the electrical construction industry. Positive feedback was received from those in attendance. I encourage all who are able, to attend these events in the future. Getting to meet the students outside of the career fair allows you to see their personalities more than just at a traditional career fair.

October brings with it our two big education events, Change Order Management and Managing Cash Flow. I look forward to seeing those of you attending these events and providing a full report in our November review.

## 2019 NECA CONVENTION & TRADE SHOW

The Annual NECA Convention & Trade Show always showcases just what a great organization NECA is and this year was no different.

When you say "Bang for your buck" you've summed up why nearly 10,000 people attend. From extraordinary speakers with motivational and moving stories to a plethora of educational programs to a trade show that words can't describe to the numerous social events and the invaluable networking opportunities....now that's a lot of bang for a few bucks worth of your time.

Today is the day you should put next year's Convention & Trade Show into your hand held calendar. It takes less than a minute. The dates are OCTOBER 3-6, 2020.

Our chapter was represented by President Mike Joyce as he participated in a video taped educational class entitled "Contractor's Challenges and Successes in Energy Storage." Mike shared his experience in the energy storage market and expertise in the design build aspect of selling energy storage and micro grids. This video will be used to help encourage other contractors from around the country to realize energy storage work is happening now and will grow as renewable energy sources grow and the need to store that energy becomes obvious.

## MANHOURS

Cleveland Division thru August :	2,282,021
Lake Erie Division thru August:	324,591
Northeast Ohio Division thru August:	<u>296,109</u>
<b>Chapter Total:</b>	<b>2,902,721</b>

## UPCOMING EVENTS

- 1.) **Change Orders Seminar** - October 1 & 2, 2019 8:30AM—11:30 AM at the Hilton Fairlawn.
- 2.) **Managing the Lifeblood of Construction—Cash Flow**-October 1 & 2, 2019—12:30 PM—3:30 PM at the Hilton Fairlawn.
- 3.) **Lake Erie Division Meeting**-October 1, 2019-6:00 PM at Marconi's.
- 4.) **Northeast Ohio Division Meeting** –October 2, 2019-Noon at Red Hawke Grill.
- 5.) **Cleveland Division Meeting**-October 3, 2019-5:30-Ritz Carlton Hotel, Downtown Cleveland.
- 6.) **Code Class**– November 9, 2019—7:30AM-1:00 PM—Doubletree Hotel, Independence.
- 7.) **Annual Holiday Party** - December 7, 2019 –6:00 PM –Ritz Carlton Hotel, Downtown Cleveland.



**GO BROWNS!**

**LOOK FOR THE NEXT REVIEW IN NOVEMBER 2019!!**

**IT'S GOOD BUSINESS TO DO BUSINESS WITH THOSE FIRMS  
WHO SUPPORT OUR ASSOCIATION**

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