Is there really no such thing as a dumb question?

“R-E-S-P-E-C-T”
“Find out what it means to me.”
“Or you might walk in and find I’m gone.”

Those first two lines are unmistakably from the 1967 hit song by the Queen of Soul, Aretha Franklin. The third line is actually the last one in the song.

Those three lines sum up the message to me, which is if you take me for granted or disrespect me don’t be surprised if I walk away. Now that is MY interpretation of the song. Was that what Aretha meant? Obviously I think so. If you had a different interpretation and you could ask her to explain, would that be a dumb question?

So, is there really no such thing as a dumb question? To me the answer is, yes, there is no such thing as a dumb question when asked in search of knowledge.

If I’m correct about the message of the song, is it any wonder why people walk away when you think they’re dumb for asking a question in search of knowledge.

Respect is a tenant of customer relations. Disrespecting customers is a sure way of losing them. Don’t customers have questions all the time? And doesn’t answering them in a timely respectful manner give you a leg up on retaining their loyalty?

Now that NECA has a new CEO, the message I hear is let’s concentrate on making NECA an organization that is focused on its members needs. Oh how I’ve longed for this day.

The culture in NECA, the message I’ve heard prior to now, has been one of disrespect in many cases. Here’s just a few examples over the years.

I once had a member ask me to find out about American National Standards Institute documents related to labeling. You see, back then NFPA 70E was relatively new and he was going to make the required labels for switches and panels after he completed arc flash studies. Being the conscientious businessman he is, he wanted to comply with those ANSI rules. After asking the NECA safety and standards expert at the time, the answer I got was No Answer. I got this question instead, “Why does he want to know?” Deep breath….whew. That was a head shaker.

Then there’s the one about asking if Cleveland could host a NECA Convention & Trade Show. I won’t go into all the reasons that seemed like a reasonable question, but the answer was a flat “No, not as long as I’m in charge.” That wasn’t even the worst part because I had an answer back for that one.

Continued on Page Two.
MANAGERS COMMENTS—CONTINUED

The worst part was every chance there was to hu-
miliate and embarrass me, my city and my chapter
it was not missed by him.

And fairly recently I asked NECA that a Category I
Collective Bargaining Agreement clause be ex-
plained because a number of people, including my-
self were unsure and quite frankly in disagreement
as to its meaning and intent. The response was that
it is simple. That’s not an answer where I come
from. It should have been obvious that it wasn’t
simple when so many had so many differing views.
No help from NECA. Just disrespect and arrogance
because we shouldn’t be asking NECA stupid ques-
tions.

I could go on and on with examples and I could get
testimonials from my fellow members and chapter
staffs.

Those are some of the reasons the main office in
Bethesda, Md earned the nickname “Ivory Tower”
among members and chapter staff. I’m more than
happy to say that name does not apply now!

In all fairness, I must also say that the departments
of Convention & Exposition and Government Af-
fairs have always performed over and above expec-
tations and I believe I can speak for a vast majority
of my counterparts in saying so.

There’s a funny thing about increasing and retain-
ing membership in our organization, you don’t have
to hire a fancy marketing firm to tell Chapter man-
gers how to do it. NECA actually did that. Really.
It’s as easy as providing a better service, beginning
with treating the people who sign the front of the
check (the Members and their Chapter Staffs) with
a little R-E-S-P-E-C-T. I truly believe that NE-
CA is going in the right direction now, thanks to
our new leader.

As an aside, writing this month’s comments re-
minds me of every first night of apprenticeship
school I taught in Steubenville, Ohio. My brother
would come into my classroom and say “Hello, my
name is Tony Shreve. I’m your Training Director.
I can be your best friend or I can be your worst
enemy. Respect this program, respect this building
and respect our industry and we will get along just
fine.”

JOINT INDUSTRY NIGHT

On August 15th the Greater Cleveland and North
Central Ohio Chapters hosted their first ever Joint
Industry Night at the Hilton Doubletree Hotel in
Independence, Ohio.

Approximately one hundred people that included
members retired members, associate members and
NECA Staff attended to network and hear from
NECA’s Beth Ellis, Executive Director of
Convention & Exposition Department, Marco
Giamberardino, ice President Government and
Public Affairs Department and feature speaker
Jeffrey Gitomer, New York Times Best Selling
Author.

Also, as with all of our NECA functions we en-
joyed dinner and cocktails while we networked
and met new contacts and friends.

Beth announced that the Convention registration
was going extremely well and the Convention App
sponsored by Graybar was now available. Now
that our Chapters have affiliated Student Chapters
at Kent State and the University of Cincinnati she
encouraged everyone to attend the various func-
tions during the Convention featuring the Student
Chapters such as the Green Energy Challenge and
the NECA/Student Meet and Greet.

Marco informed the attendees about the Depart-
ment of Labor’s Notice of Proposed Rulemaking
that would establish an Industry Recognized Ap-
prenticeship Program. He stated that while we
courage the use of an apprenticeship model in
general, we need to protect the Construction Indus-
try’s tried and true apprenticeship programs and
it’s for that reason NECA and our Industry Part-
ners are working to permanently exempt our pro-
grams from the DOL’s IRAP proposal.

Continued on page three.
JOINT INDUSTRY NIGHT—CONTINUED

Jeffrey Gitomer had a strong but simple message about sales...concentrate on the customer’s experience after the sale. He wove that message in and out of other sales tips by using his experiences over the past 45 years. His entertaining and colorful style made for an enjoyable and educational evening.

If you would like to know more about Jeffrey’s tips and techniques on sales he has written these and other best sellers:

Little Red of Selling
Little Gold Book of Yes
Little Black Book of Connections
Little Green Book of Getting Your Way
Sales Bible

FUN FACTS AND ADVICE

If you’re an employer of apprentices it’s important to remember they are the responsibility of the JATC and its staff. Therefore, questions, issues, complaints about them etc. should be communicated in a timely manner to the JATC staff.

Apprentices can only work in the jurisdiction in which their program is located; except when their program’s Training Director is notified and he gets approval from the program where the apprentice is being requested to go. Since apprentices are under the purview of the local JATC, it is imperative that they know what jurisdiction their apprentices are working in.

Once again, when a contractor has a job in a jurisdiction other than his home jurisdiction he must sign a Letter of Assent to the Collective Bargaining Agreement for the jurisdiction where the work is being performed. That means, all the terms and conditions in that CBA apply. “All” would include but isn’t limited to, referral language (Article IV,) apprenticeship language (Article V) and local benefit fund reporting and contributing as well as, other fund payments that must be made in the out of town jurisdiction, not your home jurisdiction. Some examples would be JATC, local LMCC, Contract Administrative Funds and Union Dues.

Knowing an abiding by these couple of fun facts will save you time and trouble.

NECA SERVICE NETWORK ANNOUNCEMENT

If your firm is participating in the NECA Service Network, a new benefit is being offered to you.

On August 23rd you received an email from the NSN detailing how you can have the web casts and pod casts sent directly to the employees you now have to forward them to.

There is a link to fill out those names and addresses in that email.

This should make the NSN much more user friendly.
CHAPTER NOTES

1.) Chapter President, Mike Joyce has been chosen to be a member of the Council on Industrial Relations (CIR) for the second time. He will be hearing cases dealing with Voice, Data, Video disputes.

2.) Education Director, A.K. Fullmer attended Army Training during the last two weeks of August.

3.) Chapter Governor, David Haines and President, Mike Joyce attended the NECA District II Council Meeting in Pittsburgh, PA in August hosted by our friends at the Western Pennsylvania Chapter.

MANHOURS

<table>
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<tr>
<th>Division</th>
<th>Total</th>
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<tr>
<td>Cleveland Division thru July:</td>
<td>1,992,119</td>
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<tr>
<td>Lake Erie Division thru July:</td>
<td>285,453</td>
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<tr>
<td>Northeast Ohio Division thru July:</td>
<td>260,860</td>
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<tr>
<td>Chapter Total:</td>
<td>2,538,432</td>
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UPCOMING EVENTS

1.) NECA Convention & Trade Show-September 14-17, 2019-Mandalay Bay Resort—Las Vegas, NV.
2.) Change Orders Seminar - October 1 & 2, 2019 8:30AM—11:30 AM at the Hilton Fairlawn.
4.) Lake Erie Division Meeting-October 1, 2019-6:00 PM at Marconi’s.
5.) Northeast Ohio Division Meeting –October 2, 2019-Noon at Red Hawke Grill.
6.) Cleveland Division Meeting-October 3, 2019-5:30-Ritz Carlton Hotel, Downtown Cleveland.

GO TRIBE!

GO BROWNS!

LOOK FOR THE NEXT REVIEW IN OCTOBER 2019!!
IT'S GOOD BUSINESS TO DO BUSINESS WITH THOSE FIRMS WHO SUPPORT OUR ASSCIATION

CHAPTER ASSOCIATE MEMBERS

1-888-Ohio Comp
ABB Industrial Solutions
Admar Supply Company
BMA Media Group
Ciuni & Panichi, Inc.
CompManagement, Inc.
Eaton Corporation
ENESPRO PPE
Ericson Manufacturing

Graybar Electric Co.
Leff Electric
Mars Electric
Milwaukee Tool
PEPCO
Riffle and Associates
Simplex Grinnell
United Rentals

NECA PREMIER PARTNERS

3M
Federated Insurance
Graybar
Greenlee
Milwaukee Tool

Schneider Electric
Southwire Corporation
Thomas and Betts Corporation
United Rentals
Westex by Milliken

ELECTRICAL TRAINING ALLIANCE PARTNERS

PLATINUM LEVEL:
Milwaukee Electric Tool Corporation
Klein Tools, Inc.
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

GOLD LEVEL:
Buckingham Manufacturing Company, Inc.
Alexander Publications

SILVER LEVEL:
Ann Arbor Area Convention & Visitors Bureau
Rubin Brothers, Inc.
American Technical Publishers, Inc.
Ypsilanti Area Convention & Visitors Bureau
Legrand, North America
E2E Summit

BRONZE LEVEL:
MOSAIC
Stark Safety Consultants
Coyne First Aid
Wellshade

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