



“I speak to everyone the same way, whether he is the garbage man or the president of the university .”

Albert Einstein

GREATER CLEVELAND

MANAGER'S COMMENTS

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 humiliate 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 explained because a number of people, including myself 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 questions.

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 Affairs have always performed over and above expectations and I believe I can speak for a vast majority of my counterparts in saying so.

There's a funny thing about increasing and retaining membership in our organization, you don't have to hire a fancy marketing firm to tell Chapter managers 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 NECA is going in the right direction now, thanks to our new leader.

As an aside, writing this month's comments reminds 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 enjoyed 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 functions 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 Department of Labor's Notice of Proposed Rulemaking that would establish an Industry Recognized Apprenticeship Program. He stated that while we encourage the use of an apprenticeship model in general, we need to protect the Construction Industry's tried and true apprenticeship programs and it's for that reason NECA and our Industry Partners are working to permanently exempt our programs 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 get's 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 juris-

diction 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

Cleveland Division thru July :	1,992,119
Lake Erie Division thru July:	285,453
Northeast Ohio Division thru July:	260,860
Chapter Total:	2,538,432

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.
- 3.) **Managing the Lifeblood of Construction—Cash Flow**-October 1 & 2, 2019—12:30 PM—3:30 PM 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	Graybar Electric Co.
ABB Industrial Solutions	Leff Electric
Admar Supply Company	Mars Electric
BMA Media Group	Milwaukee Tool
Ciuni & Panichi, Inc.	PEPCO
CompManagement, Inc.	Riffle and Associates
Eaton Corporation	Simplex Grinnell
ENESPRO PPE	United Rentals
Ericson Manufacturing	

NECA PREMIER PARTNERS

3M	Schneider Electric
Federated Insurance	Southwire Corporation
Graybar	Thomas and Betts Corporation
Greenlee	United Rentals
Milwaukee Tool	Westex by <i>Milliken</i>

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
Graybar
Greenslee by Textron Corporation
Ideal Industries, Inc.
Westex by Milliken

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

