

February 2012



Edwardsville | Glen Carbon Chamber of Commerce

It's everyone's business.

# Common Ground

## *In Bloom*

**Annual Dinner & Auction  
Saturday, March 3, 2012**



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THE  
DATE**

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# connect

## 2012 Executive Directors

- Skip Sponeman**, President  
Walmart
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TheBANK of Edwardsville
- Emily Gates**, Second Vice President  
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BARBERMurphy Group
- Marc Voegele**, Past President  
Express Employment Professionals
- Josh Lowe**, Treasurer  
West & Company

## 2012 Directors

- Danelle Brown**  
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- Barb Burrows**  
The Goddard School
- Christine Craine**  
Hortica Insurance & Employee Benefits
- Joan Frey**  
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- Sam Guarino**  
Bella Milano Restaurants
- Elizabeth Heil**  
The Scheffel Companies
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- Nicole Kline**  
Extra Help, Inc.
- Mike Marshall**  
Anderson Hospital
- Len Scaturro**  
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- Dave Viox**  
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## Ex-Officio

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- Gary Niebur**, Mayor  
City of Edwardsville
- Ed Hightower**, Superintendent  
Edwardsville School District #7

## 2012 Ambassadors

- Rachel Case**, Co-Chair  
First Clover Leaf Bank
- Ryan Matthews**, Co-Chair  
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- Sara Sanderson**  
Liberty Mutual
- Diana Voegele**  
Express Employment Professionals
- Emily Wilson**  
Girl Scouts of Southern Illinois
- Zach Woods**  
Commerce Bank

## Chamber Staff

- Lisa Smith**  
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Accounts Payable & Receivable  
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## Contributors

- Desirée Bennyhoff**  
Editor, Layout & Design, Contributing Writer

## Mission Statement

Through commitment and involvement of its members, the Edwardsville/Glen Carbon Chamber of Commerce provides leadership for the benefit of the business community by promoting economic opportunities, advocating in the interests of business, providing members with education and resources, and encouraging mutual support.

## on the cover

### Annual Community Awards & Auction Dinner: March 3

The Edwardsville/Glen Carbon Chamber of Commerce's Annual Community Awards & Auction Dinner will take place Saturday, March 3 in SIUE's Meridian Ballroom with the theme 'In Bloom.' This annual gala truly is the highlight of the Ed/Glen Chamber's year – an opportunity to celebrate the Chamber's achievements, the communities it serves, and its volunteers. The dinner/auction is one of the two major fundraisers and social events sponsored by the Chamber.

The Ed/Glen Chamber will present awards to members of our community at the dinner: the Albert Cassens Award for Outstanding Community Achievement, the Lifetime Achievement Award, and the Tallerico Leadership Award. The Business of the Year award will also be presented. Cassens, Tallerico & Lifetime Achievement nomination forms are online at [www.edglenchamber.com](http://www.edglenchamber.com) and may also be requested from the Chamber office at 618.656.7600. Deadline to submit nominations is February 7.

Sponsorship & auction item donation forms have been mailed and are also available at [www.edglenchamber.com](http://www.edglenchamber.com).



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Meridian Village  
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Eden Village Retirement Community  
Edwardsville School District #7  
Edwardsville Publishing Company  
First Clover Leaf Bank  
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Royal Office Products, Inc.  
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Southern Illinois University Edwardsville  
West & Company, LLC  
Village of Glen Carbon

## Premier Level

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Ashley Furniture Home Store  
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ESS Data Recovery, Inc.  
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Farmers Insurance District 61  
Fazolli's  
FCB Edwardsville Bank  
First Mid-Illinois Bank & Trust  
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Gateway Grizzlies  
Gerold Moving  
Glik's Department Store  
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Hawthorne Animal Hospital  
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Jan's Hallmark Shop  
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Meridian View Family Dental  
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Thompson Flaherty CPAs  
Tiger Plumbing  
University Nursing & Rehabilitation  
US Bank  
Verizon Wireless  
Wells Fargo Home Mortgage  
Wenzel & Associates

# events

## 2/2 Thursday 5-7pm

Business After Hours  
St. Boniface Catholic School  
110 North Buchanan Street  
Edwardsville, IL 62025

## 2/7 Tuesday 7:30-9am

YPG Learn From A Leader  
Breakfast with Monica Bristow  
at TheBANK of Edwardsville  
330 West Vandalia Street  
Edwardsville, IL 62025  
*breakfast provided by Eden Village Retirement Community*

## 2/10 Friday 12-1pm

networking@noon:  
Small Business Tool Kit  
GC Cuisine  
1230 University Drive  
Edwardsville, IL 62025

## 2/14 Tuesday 7:30-9am

Legislative Summit:  
A Valentine Date with the State  
N.O. Nelson LeClaire Room  
Edwardsville, IL 62025  
*see page 7*

## 2/16 Thursday 5-7pm

Business After Hours  
First Clover Leaf Bank  
& Bella Milano in the  
N.O. Nelson LeClaire Room  
Edwardsville, IL 62025

## 2/29 Wednesday 4pm

Ribbon Cutting  
Wishes Travel Boutique  
at Ed/Glen Chamber Office  
200 University Park Drive  
Suite 260  
Edwardsville, IL 62025

# save the date

## 3/3 Saturday 5:30pm

Ed/Glen Chamber  
Annual Dinner & Auction  
SIUE Meridian Ballroom  
Edwardsville, IL 62026

## 3/8 Thursday 5-7pm

Business After Hours  
Girl Scouts of Southern Illinois  
4 Ginger Creek Parkway  
Glen Carbon, IL 62034

## 3/22 Thursday 5-7pm

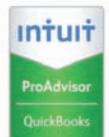
Business After Hours  
Global Brew Tap  
House & Lounge  
112 South Buchanan Street  
Suite 1  
Edwardsville, IL 62025

## 3/27 Tuesday 8-10:30am

Professional Education:  
Work Smarter, Not Harder!  
Managing Unemployment  
Claims, presented by the  
attorneys at Sandberg,  
Phoenix & von Gontard  
*see page 4*  
*networking & breakfast: 8-8:30am*  
*program: 8:30-10:30am*

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January 24: **Fighting Unemployment Claims with IDES\***

*\* Networking at 8am; education program from 8:30-11:30am*

March 27: **Managing Employee Leave**

May 22: **Business Succession Planning**

July 24: **The Employment Relationship in the Age of Social Media**

September 25: **The Do's & Don'ts of Hiring & Firing**

November 27: **Protecting Your Trade Secrets & Business Name**

8am Networking

8:30-10:30am Education Program with Q&A Session

At Glen Carbon Hampton Inn

I will attend:  Session 2  Session 3  Session 4  Session 5  Session 6  
at \$20/person (\$30 non-members) per session

Business Name \_\_\_\_\_

Contact Person \_\_\_\_\_

Business Address \_\_\_\_\_

Business Phone \_\_\_\_\_

Name of Attendee(s) \_\_\_\_\_

I am enclosing a check for \$ \_\_\_\_\_

Edwardsville/Glen Carbon Chamber of Commerce 200 University Park Drive, Suite 260 Edwardsville, IL 62025  
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## the newly connected

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### Wishes Travel Boutique

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618.409.0419  
www.wishes-travelboutique.com

## welcome new YPG

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# Business After Hours Mardi Gras Style

Please Join Us for the  
Finest Party North of  
New Orleans

You are invited to enjoy  
The finest food and drinks in town  
There will be plenty to go around  
You'll have fun trying a new dish  
Wear a mask if you wish  
Dancing is a must in the hall  
We'll celebrate with drinks so tall!

Thursday, February 16  
5pm - 7pm

Leclaire Room  
N.O. Nelson Campus  
Edwardsville, IL

Event Presented by:



# In Bloom

Edwardsville/Glen Carbon Chamber of Commerce  
Annual Community Awards Dinner Auction

**Saturday, March 3, 2012**

Morris University Center Meridian Ballroom  
Southern Illinois University Edwardsville

**5:30pm**

Social Hour &  
Silent Auction

**7:00pm**

Dinner & Welcome

**8:30pm**

Awards Program



## Sponsorship Opportunities

### Orchid Sponsor: \$1,500

One reserved table for eight (8) in Premier location  
Company provided with copy of attendee list  
Company recognized from the podium & in PowerPoint presentation  
Full page color ad in Annual Dinner Program & in Chamber newsletter

### Lily Sponsor: \$1,000

Six (6) complimentary tickets to attend Annual Dinner & Auction  
Company provided with copy of attendee list  
Company recognized from the podium & in PowerPoint presentation  
Half page color ad in Annual Dinner Program & in Chamber newsletter

### Rose Sponsor: \$500

Four (4) complimentary tickets to attend Annual Dinner & Auction  
Company provided with copy of attendee list  
Recognition in PowerPoint presentation & Annual Dinner Program  
Quarter page color ad in Annual Dinner Program & in Chamber newsletter

### Tulip Sponsor: \$250

Two (2) complimentary tickets to attend Annual Dinner & Auction  
Recognition in Annual Dinner Program  
Eighth page color ad in Annual Dinner Program & in Chamber newsletter

### Daffodil Sponsor: \$100

Recognition in Annual Dinner Program

## 2012 Annual Community Awards & Dinner Auction

Please call the Chamber office at  
618.656.7600 to donate an auction  
item and secure your sponsorship.

edoglen

Edwardsville | Glen Carbon  
Chamber of Commerce



# 2012 Legislative Summit

*A Valentine Date  
With the State*

**February 14, 2012**

**7:30-9am in the LeClaire Room**  
at Lewis and Clark Community College's N.O. Nelson Campus



The Edwardsville/Glen Carbon Chamber of Commerce Government Affairs Committee invites you to attend the **1st Annual Legislative Summit**. This is an opportunity to interact with your State of Illinois legislators in a panel discussion format, complete with Q&A session.

*Buffet breakfast included in event cost.*

Please reserve \_\_\_\_\_ tickets at \$20 each.

Business Name \_\_\_\_\_

Contact Person \_\_\_\_\_

Business Address \_\_\_\_\_

Business Phone \_\_\_\_\_

E-mail \_\_\_\_\_

I am enclosing a check for \$ \_\_\_\_\_

## Breakfast With Illinois Legislators: February 14

*Please return response card with payment to  
the Chamber office by **February 6, 2012**.*

Edwardsville/Glen Carbon Chamber of Commerce  
200 University Park Drive, Suite 260  
Edwardsville, IL 62025

p: 618.656.7600 f: 618.656.7611

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## 3. Illinois Savings Opportunities

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for some Illinois tax tips, visit  
[www.bswllc.com/state-tax-services-illinois](http://www.bswllc.com/state-tax-services-illinois).



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## Business of the Month:



Jan's Hallmark in Edwardsville is owned by Don L. and Rosemarie L. Tschannen, Jr., and managed by Pam Wallace. Don's father and grandfather were variety store retailers, and he was brought up in retail, but wasn't interested in that particular segment of retail service. Don and Rosemarie purchased their first Hallmark Gold Crown store in 1983. The Edwardsville store was purchased in 1995 and relocated to its current address in 1997.

In 2012, Jan's Hallmark is a family owned business with over 100 associates serving 10 stores in the Metro East and West County areas of St. Louis. Their 11,000 square foot office and distribution center is located in Maryville, IL.

Jan's Hallmark is exclusively in the social expressions and gift business; as such they have larger selections of social expression products and the expertise to support it at the point of sale. As a Hallmark Gold Crown retailer,

Jan's Hallmark is part of a network of over 3,000 Gold Crown stores that have exclusive products and national recognition. Jan's Hallmark serves any person who cares for another human being.

"We are a wonderful resource for emotional communication. I've always enjoyed that we help people celebrate and express their deepest feelings and relationships," said Don.

Don feels strongly about Chamber membership and community involvement, "For as long as I can remember we've supported the Chamber in the communities our stores are located in. Any organization that strengthens the local business climate benefits not only its members but its community."

The owners and staff of Jan's Hallmark look forward to being part of the Edwardsville/Glen Carbon retail landscape for decades to come, and a store remodel is on the drawing board but has yet to be finalized.

When asked for a favorite quote or mantra that represents his perspective on doing business, Don responded, "I'm in a sharing and caring business; I believe your personal beliefs are the foundation of your business beliefs. I've found a couple of quotes particularly grounding over the years."

"To laugh often and much; to win the respect of intelligent people and the affection of children; to earn the appreciation of honest critics and to endure the betrayal of false friends. To appreciate beauty; to find the best in others; to leave the world a bit better whether by a healthy child, a garden patch, or a redeemed social condition; to know that even one life has breathed easier because you have lived. This is to have succeeded."  
— Ralph Waldo Emerson

"You can stand tall without standing on someone. You can be a victor without having victims."  
— Harriet Woods

Jan's Hallmark Gold Crown has been the recipient of Hallmark's Distinguished Service award each of the last five times presented for service levels in the top 10% of the industry. Less than 5% of Gold Crown owners repeated all five times during the evaluation periods.

To learn more, visit Jan's Hallmark at 2312 Troy Road in Edwardsville, call 618.656.9445, or go to [www.jansadvantage.com](http://www.jansadvantage.com).



### AN ADDED MEMBER BENEFIT

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# 2nd annual trivia night



## Trivia Round Sponsors

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PSI Engineering, Consulting & Testing  
Walmart  
West & Company LLC

### Special thanks to the following businesses for their Trivia Night donations:

Bull & Bear Grill & Bar, Culver's of Edwardsville, Girl Scouts of Southern Illinois, LaBest Inc.,  
Lost Arts & Antiques, Scott Credit Union, The Cup & Walmart of Glen Carbon

Trivia Night venue kindly provided by St. Mary's Catholic Church.



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# 2nd annual membership meeting luncheon

2011 President Marc Voegele of Express Employment Professionals



L to R: Executive Director Lisa Smith, retiring board members Mark Richardson, Kelly Wagner & Jay Blanquart, and Marc Voegele.



2011 Ambassador of the Year: Nicole Kline of Extra Help, Inc.



2011 Young Professional of the Year: Beth Breihan of Eden Village Retirement Community



2011 Volunteer of the Year: Natalie Head of Anderson Hospital



2012 President Skip Sponeman of Walmart

*Retiring Board of Directors Members Not Pictured: Katie Bennett, Lelan Olsen & Pat Slaughter. We appreciate your dedicated service!*

# schmooze

## business after hours



Meridian Village Retirement Community, January 5



Meridian Village Retirement Community, January 5



Meridian Village Retirement Community, January 5



The Edwardsville Intelligencer, January 19



The Edwardsville Intelligencer, January 19



The Edwardsville Intelligencer, January 19

# ribbon cuttings



Metro-East Lutheran High School Gym, January 4



LaBest, Inc. Mobile Pet Salon, January 11



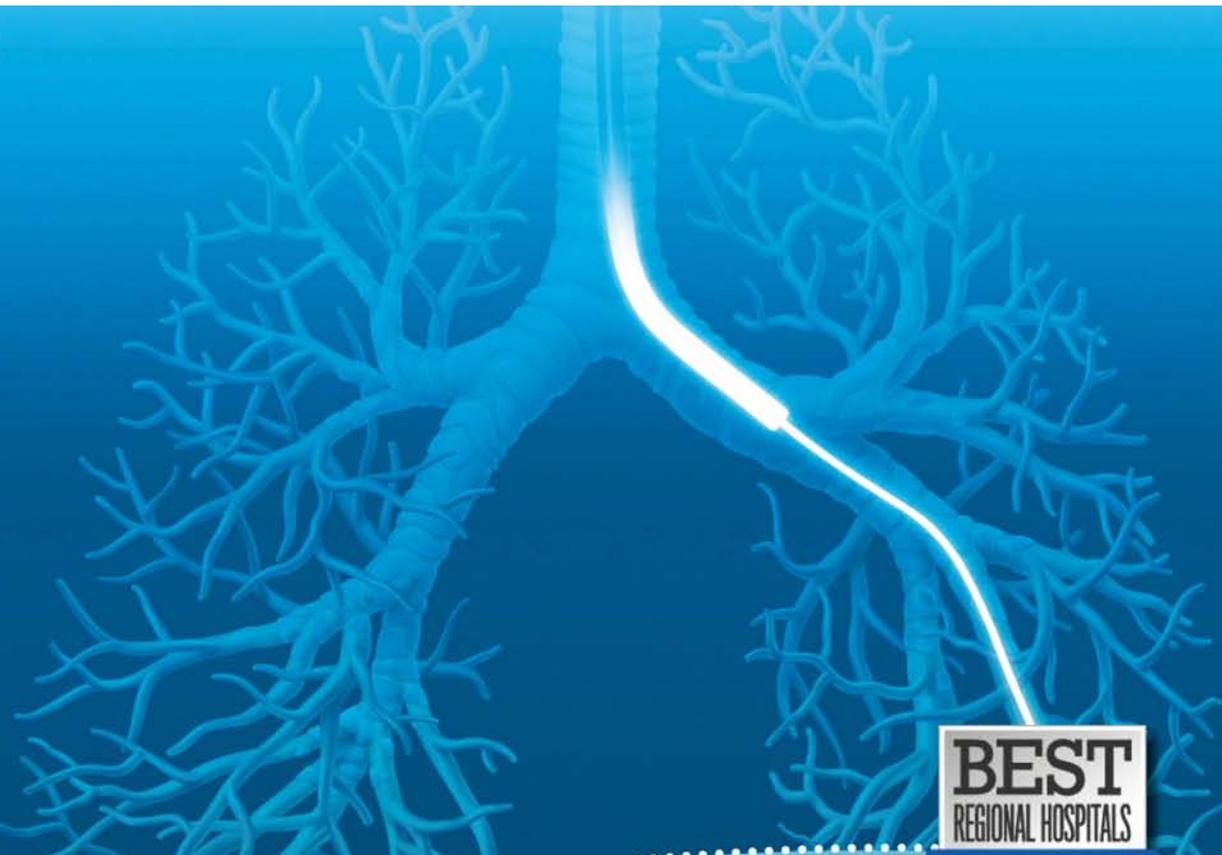
GlenEd Express at Meridian Village, January 18



Northwestern Mutual - The Gilliland Financial Group, January 26



Edwardsville Vision Center, January 26



# Christian Hospital's Center for Advanced Pulmonary Medicine is Branching Out for Early Detection

*Faster, Safer Lung Diagnosis at Christian Hospital*

Christian Hospital is the only community hospital in the St. Louis area using two advanced technologies – endobronchial ultrasound (EBUS) and electromagnetic navigation system (InReach) – in earlier detection of lung disease and cancer with less risk.

For more information on how you or a loved one can benefit from this breakthrough technology, call 314-653-5532 or toll-free 1-877-638-8575.



CHN11021 11/11

# your business

## Extra Help Recognized for Positive Growth, 15th Largest Women Owned Business & Customer Service

Extra Help, Inc., an employment, payroll and workforce services company, ranked as the 11th fastest-growing company in the region according to the *St. Louis Business Journal's 2011 Book of Lists*. Extra Help also moved up the *Business Journal's* list of the largest women owned business to 15th, improving from 17th in 2011. *St. Louis Small Business Monthly* also named Extra Help in its annual issue of the "Best in Customer Service."

Teresa Katubig, President & CEO, attributed continued economic improvement and an advantage as a regional firm to her company's recognition for individualized customer service.

"Our client growth in all three offices is a result of local businesses' efforts to grow efficiently. We have seen an uptick in temporary hiring as companies manage their growth judiciously, adding our staff and letting us manage workers' compensation and unemployment costs," Katubig said. "Additionally, companies continue to look for more efficient ways to manage their other workforce needs, like outsourcing payroll and timekeeping processes, which improve productivity internally."

Extra Help's revenue increased 108 percent between 2008 and 2010, growing from \$7,675,266 to \$15,833,000. Extra Help employs 41 full-time internal team members and manages more than 2,600 temporary staff members in 2011. Katubig credits both her internal team and the efforts of her entire staff.

"Our team is succeeding at differentiating Extra Help's ability to customize our approach to our clients' needs. It's a key benefit to a regional firm invested in multiple offices. We not only answer every phone call but also take the time to work directly with our clients to customize our approach to our clients' employment, payroll or other workforce needs."

Katubig said her employment team uses not only the latest technology but also the most relevant studies in employee behavior to screen, test, assess and hire its contract team.

"Talent and work ethic are keys to our business. All of our employees, internal and temporary, are expected to perform at the highest level," Katubig said. "We are always pushing ourselves to make sure we are taking things up a notch."

To be considered as one of the *Book of Lists'* fastest-growing companies, firms were required to submit a three-year sales history and be an independent, privately held corporation, proprietorship or partnership. "Best in Service" is based on an online poll conducted by the *Small Business Monthly*.



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# your business

## Quick-Hutt Brings 20+ Years Experience to Action Forward, Offers Expertise to Business Community

Traci Quick-Hutt, CEO of Action Forward Coaching & Consulting, is often referred to as the "Queen of Confidence." Her motivational style and positive energy is contagious, and Traci has over 20 years experience in sales and marketing with 15 years management experience. As a certified Life Coach & Business Consultant, Traci provides individual coaching, motivational speaking and trainings for businesses and individuals focusing on success conditioning skills, confidence building, communications in management, and team development. Utilizing her experiences, successes and expertise she assists clients in developing and implementing an action plan toward reaching their desired level of success. Traci assists her clients in recognizing that it's time to not only imagine their possibilities, but act on those possibilities.



As a highly accomplished sales producer, state leader and manager within the insurance industry for over 20 years, she has a drive that demands excellence from within and a competitive force to be the best at whatever it is she's doing at that particular moment. She empowers those around her to do the same using proven techniques through effective individual developing strategies. Having owned her own company and managed several others, Traci has the knowledge and experience to quickly identify areas in which to improve. She provides proven processes, planning and strategies to enable clients to make tactical changes that lead to goal attainment. She has a very strong motivating style that encourages others to take ownership of their responsibilities and actions. Traci's goal is to help businesses and individuals to not only become better, but to become bigger.

Traci is happily married, grew up in Maryville, IL, has two daughters ages 26 and 11, and resides in Troy, IL. For more information about coaching, workshops or motivational speaking call 618-667-4240 or go to [www.actionforwardcoachingandconsulting.com](http://www.actionforwardcoachingandconsulting.com).



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Visit [www.andersonhospital.org](http://www.andersonhospital.org) to find out more!

Anderson has been making a difference in the healthcare of Madison County residents since 1977. Our 151 bed, acute care facility is technology driven ... offering patients cutting-edge diagnostic capabilities not often found in a community setting. Our quality services are evident by our accreditations, certifications and designations which endorse our expertise.

The grass roots legacy in the establishment of Anderson Hospital has remained a key element in our mission and vision. Each new service and every expansion has been in direct response to community needs. Some of our most recent additions include: **24/7 Cardinal Glennon Pediatrics, 24/7 Cardiac Cath Team, Chest Pain Center and DaVinci Surgical System.**

**35th**  
ANNIVERSARY  
**Anderson Hospital**

# MadCo Child Advocacy Center Seeks Participation

Come for Family Fun at this one day event and kick off Child Abuse Prevention Month with the Madison County Child Advocacy Center!

Highlights Include: Pom Clinic with an opportunity to dance with the RAMS Cheerleaders in May; Cookie Decorating Contest at the Cookie Factory; Vendors; FBI Fingerprinting; 4 KIDS By KIDS Business Expo; A Drive in Movie by Hayner Library; Appearances by Rampage of the St. Louis Rams, Izzy of the Gateway Grizzlies, and the Easter Bunny; Prizes & Family fun activities.

Madison County Child Advocacy Center is seeking sponsors, vendors (free both space for your business or non-profit organization), talented performers for Macy's Stage, volunteers, and kids with kid businesses who want to display and sell items to the public & have an opportunity to be featured in the Alton Telegraph!

To learn more or find out how you can participate, contact Christy at cmschaper@co.madison.il.us or 618.296.5398.

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# Anderson Hospital Celebrates Milestone

January 5, 2012 marked Anderson Hospital's 35th anniversary. Over 1 18,000 patients annually rely on Anderson Hospital for their health care.

"On this 35th Anniversary of the opening of Anderson Hospital, the Board of Trustees and Administration express appreciation to our staff, physicians, volunteers and community for their dedication in making our hospital all that it is today," said Keith Page, Anderson Hospital President & CEO.



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# your business

## TheBANK's Commercial Banking Group Bringing Team Concept to Clients

When Rick Parks joined TheBANK of Edwardsville in October, one thing stood out immediately. "It was amazing how supportive everyone was," said Parks, the new Senior Vice President of TheBANK's Commercial Banking Group. "Everybody was so nice and sincerely welcomed me to TheBANK team. I knew right away that this was going to be a great place to work."

Parks, President of the O'Fallon-Shiloh Chamber of Commerce Board, most recently served as Regional President of Centru Bank and has 25 years of banking and financial experience, is responsible for the oversight of commercial banking in all of TheBANK of Edwardsville's markets. "I know the reputation TheBANK of Edwardsville has of offering the best banking services while being a great community citizen in all the areas it serves," he said. "I'm excited to become a part of the 144-year legacy TheBANK has as the leading financial institution in the area."

Dan Abegg, former President and Executive Board member of the Ed/Glen Chamber of Commerce, began his career at TheBANK in 1994 as a Loan Officer, was welcomed to the Commercial Banking Group in January, bringing more than 17 years of experience as an employee of TheBANK. He took over as a Commercial Lender and Vice President with the Commercial Banking Group, offering an extensive commercial and retail lending background. "I look forward to continuing the long-standing relationships and providing the outstanding level of service that TheBANK's commercial clients have come to expect over the many years," Abegg said. "Having experience in both the retail and commercial areas, I'm familiar with the wide range of products TheBANK offers. I look forward to assisting clients with financial advice on a personal level as well as on business decisions and strategies."

Another familiar face clients in the Edwardsville/Glen Carbon area – as well as those of the Ed/Glen Chamber of Commerce – know well is Paul Millard.

Millard, who is currently an Executive Board Member and serves as First Vice President of the Ed/Glen Chamber, has 22 years of commercial banking experience. He has been with TheBANK for 15 years and with the Commercial Banking Group since its inception. Millard began his career with TheBANK as the Commercial Underwriter and over the past eight years has been a Vice President of the Commercial Banking Group, specializing in commercial lending. He's seen many changes through his years with TheBANK and the Commercial Banking Group, but the one thing that has remain unchanged over those years is TheBANK's commitment to provide quality products and unmatched service to its clients and the community.

"The Commercial Banking Group has really pulled together as a team, and that shows through to our clients," Millard said. "They appreciate their relationship with TheBANK and know that it is – and will continue to be – the community bank that knows its customers and their banking needs."

Dominic Seipp, meanwhile, has worked in both the Madison and St. Clair County Markets since joining TheBANK – first as an Assistant Vice President of the Commercial Banking Group in 2007 and as a Vice President since 2010. He began his banking career in 2004 in the commercial division of LaSalle Bank, first in Chicago and then in St. Louis, and has been actively involved with the O'Fallon-Shiloh Chamber of Commerce for the past four years. He said he's looking forward to the great opportunities the commercial lending team will offer current and future clients.

"I'm very excited about our new commercial lending team," he said. "We remain focused on providing our clients the excellent service they've come to expect from TheBANK and we're proud to be the people our customers know and trust."

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ABOVE: TheBANK of Edwardsville's Commercial Banking Group team in the Madison County Market includes, L to R, Rick Parks, Dominic Seipp, Dan Abegg & Paul Millard.



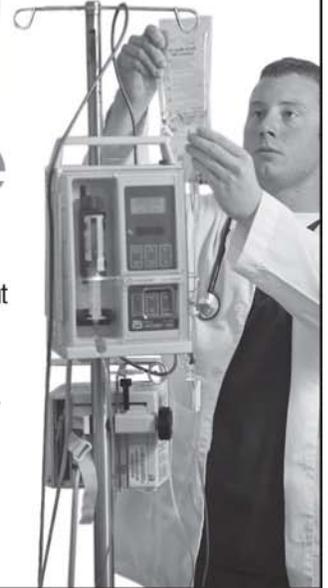
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# your business

## Need a Vacation from Travel Planning? Wishes Travel Boutique Can Help!

Wishes Travel Boutique, a full-service travel agency, is pleased to announce its official grand opening. Located in Edwardsville, Wishes Travel Boutique specializes in Disney Destinations, Caribbean travel and exciting cruise vacations.



Wishes Travel Boutique is owned by Mandy Darr, a certified travel professional and Edwardsville resident. In addition, Darr is a Disney Specialist, which indicates an individual who has attained a special knowledge of Disney Destinations (not an agent, affiliate or employee of Disney). She has attained a Cruise Category Specialist, Curaçao Travel Specialist, an USVI Master Specialist Certification and an Orlando Tourism Specialist designation from The Travel Agent Academy, as well as a certificate from Apple Vacations Travel Agent Academy.

"WTB is an agency dedicated to creating dream vacations," explains Darr. "Whether you're planning a European adventure or a quick visit to Chicago, I listen to my client's vision and then work to exceed those expectations."

My clients enjoy specialized attention and a commitment to excellence."

As a value-added benefit, Wishes Travel Boutique offers clients flexible appointment scheduling. WTB will bring its services to you, whenever, wherever. "I realize my clients' time is valuable," says Darr. "So I meet clients at their office, set up a lunch meeting—whatever is most convenient."

Wishes Travel Boutique is a full-service travel agency dedicated to turning travel wishes into exciting reality. At WTB, clients receive specialized attention and carefully planned itineraries. Working with Wishes Travel Boutique is a stress-free, hassle-free way to plan your dream vacation. For more information, call 618.409.0419 or visit [www.wishestravelboutique.com](http://www.wishestravelboutique.com).



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## Scott Credit Union Supports MS Walks

Scott Credit Union recently presented a check for \$6,000 to representatives from the local MS Society to sponsor fund-raising walks this spring in Millstadt, Edwardsville, O'Fallon and Godfrey. Scott Credit Union Community Relations Representative Lauren Hoefert presented the \$6,000 check to Stephanie Walgamott, the Gateway MS Society Senior Community Development Manager. The local MS walks will be held in O'Fallon on Aug. 16, in Edwardsville and Millstadt on April 21 and in Godfrey on April 22.



## Bella Plans Tasting to Benefit United Way

Bella Milano, the Art of Italian, presents a Wine & Beer Tasting to benefit United Way of Greater St. Louis Southwest Illinois Division. The tasting is slated for Thursday, February 23, 6-8pm in the Bella Milano Tuscan Room.

Bring your friends and enjoy fine wine, great beer and amazing Bella Milano appetizers. Peruse silent auction items and participate in a 50/50 drawing. Space is limited!

Contact Bella Milano at 618.659.2100 or United Way at 618.251.0072 for reservations. The cost is \$25 per person with proceeds benefitting United Way. Guests who would like to stay and dine may use their ticket to receive 20% off the cost of their dinner.



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# Ask the Expert

by Jesse Allen, Social School

## Communication: Getting the Best From Your Employees & Co-Workers

The *Wall Street Journal*, September 2004 observed that the most important skill employers seek is oral communication ("How to Get Hired," 2004). Yet Newsweek once reported that the biggest single complaint of the American worker was poor communication with management; 64% of workers reported poor communication at their workplace. Nearly two-thirds of those surveyed said that poor communication prevented them from doing their best work.

To help address this issue, Daniel Goleman, author of *Working with Emotional Intelligence*, has identified a set of essential skills for good communication in the workplace. Goleman states that good communicators must be able to listen openly and send convincing messages.

### Business people striving for competent communication should:

- Be effective in give & take, interpreting emotional cues from others before delivering messages.
- Deal with issues straightforwardly.
- Listen well, seek mutual understanding, & welcome information sharing.
- Foster open communication & stay receptive to bad news and good.



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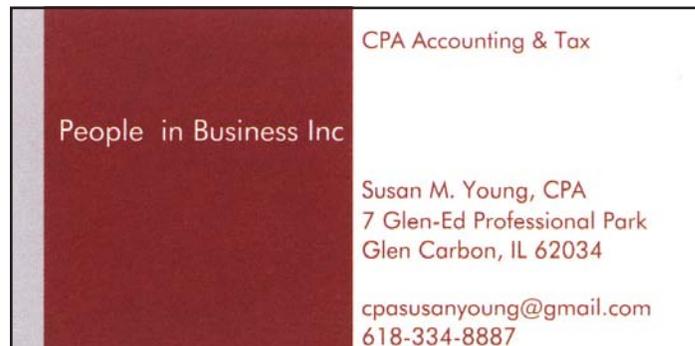
**The question is:** How do we improve these skills so that we can teach and model them to our employees and co-workers? Just as with most things that are truly worthwhile, there is no magic bullet when it comes to improving our communication. Change takes time and effort. Social emotional learning does provide one piece of this puzzle.

Social emotional learning has been defined as a process through which children and adults develop fundamental emotional and social skills to handle themselves, their relationships, and their tasks effectively and ethically. That means social emotional learning can teach us to become better communicators and have better business relationships. Take time to think about your communication skills and how they are affecting the workplace. In order to get the best from our employees and co-workers, we must utilize and demonstrate good social emotional learning.

If we are intentional about how we develop social emotional learning in ourselves, our employees and coworkers, results will show. Happy and connected employees and co-workers are more productive. They want to work harder to achieve common goals. Make good communication a top priority for you and your business. Educational workshops, in-services and many different kinds of trainings have been designed to help improve social emotional learning.

Social School provides small group classes and presentations that teach social emotional learning skills. These classes are designed to improve communication skills and business relationships.

For more information contact Jesse Allen at 618.960.3431 or [ssocialschool@gmail.com](mailto:ssocialschool@gmail.com).



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