

PRINCE WILLIAM CHAMBER OF COMMERCE
Business Growth Committee

Thursday, September 8, 2011

Attendees: Jim Elliott, *First Virginia Community Bank*; Jeff Brown and Donna Wood, *Pangea Global*; Les Eszenyi, *Heavy Construction Contractors Association*; Tom Benjamin, *ACTS*; Missie Pollard, *NBI Realty*; Natalia Biriukova, *Prince William Realty, Inc.*; Carol McCarrick, *Living Fountain of Health*; Carla Parsons, *You Need Healthy Water*; Gary Plaag, *Couragio Consulting*; Tricia Goodwin, *George Mason Mortgage, LLC*; Nancy Lee Gardner, *Nina Cappella*; Javed Baig, *Prince William Realty*; Traci DeGroat, *Habitat for Humanity*; Kevin Kelley, *Falcon Promotions*; Kathleen Wiltraut-Huber, *Health Care Advisors*; Rachel Fox, *Living Fountain of Health*; Peggy Kimmey, *Kimmey Training and Consulting*; Mary Ann Cannon, *Congressman Frank Wolf*; Michelle Rao, *Laser Quest*; Arlene Stewart, *East to West Embroidery*; Shannon Joy, *Capital Group Benefits*; Erin Clemens, *Pediatric Achievements, LLC*; Julie Weatherington, *Season of Hope Grief Center*; and Suzanne Lewis, *Chamber Staff*.

Welcome and Introductions: Chair, Jim Elliott, *First Virginia Community Bank*

Guest Speaker: Jeff Brown, *Pangea Global*

TOPIC: Teambuilding & Teamwork: How to build a successful team that will grow your business and develop your successors.

Highlights of Presentation:

- **Need to start with the WHY:** Why are you in business and why do you want to build this team....what is your end game (team goals).
- **Ways to build a team:** interview/search process – know the right questions to ask; good training, relationship building, coaching and culture.
- **Elements of high performing teams:** commitment, contribution, communication, cooperation, change & conflict management, and connection.
- **Have the key elements on your team:** right talent, diverse thinking styles (external and internal), role awareness, direction, self-esteem, values, and behavioral styles.
- **Need supporting data to eliminate guesswork:** organizational and individual assessments, SMART goals, rigorous tracking of results, frequent performance reviews.
- **Case Study:** The group went through a case study to implement what was learned in the presentation. They were asked to select the best person out of four who would be best to choice to succeed owner.

Topic ideas for future meetings - Jim Elliott and Suzanne Lewis

- Accessing Capital: The overall credit environment among lending institutions. What variables/guidelines are considered (and not considered) in this equation. How can businesses be a better customer for a bank? Banking myths on lending availability.
- Other Ideas:
 - Business Development: Creating loyal customers vs satisfied customers that are the most vulnerable; and generating new customers from existing customers.
 - With profit and non-profits – how to increase market share. Models for successful collaboration. How for-profits can be more strategic to meet their goals in the community.

Special Announcements shared by all those in attendance on what is new with their business.

**MEETINGS SCHEDULED 2ND THURSDAY MONTHLY Next Committee Meeting: Thursday,
October 13th at 8:30-9:30am**