



MANAGEMENT GROWTH INSTITUTE, INC.

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*Enhance -- The PEG Newsletter
March 2011*

Greetings from MGI!

Over 85% of businesses in the US are family owned businesses and PEG members' businesses exhibit the same percentage. Succession planning frequently consumes our attention at PEG meetings. As I read about Muhammad Yunus, 2006 Nobel Peace Prize Winner and pioneer of micro-credit, and his recent clashes with the government of Bangladesh, it reminds me that succession planning applies to all businesses. Yunus has not groomed a successor for his successful Grameen Bank, a private entity founded in the 1970s that lends money to the poor. The success of Yunus's simple formula to eradicate poverty has benefited the poor, given Yunus a seat at the financial table in Bangladesh and the world. Not having a successor living through the changes that Grameen has experienced as it has grown from lending a poor woman \$50 to buy an oven so she can sell bread to a world model for micro-credit puts Grameen in the position of a potential government takeover.

We don't live in Bangladesh but we jeopardize our business's success when we don't develop our employees and search for and train that Gen Y employee/family member who might become the next CEO.

Keep up the good work!

A handwritten signature in black ink that reads "Kathi".

Kathi Barry Albertini

PEG Update

ISM II PEG will meet at Stevens Records Management in Waterford, MI near Detroit April 13 - 15, 2011. This PEG will have former PEG member, Steve Westerfield - Benson Records, as a guest speaker before the meeting begins. Steve sold his business to Retrievox. ISM I PEG will meet at Automated Records Management Systems, Inc. in DePere, WI hosted by Eric Haas on April 27 - 29, 2011. Members will gather the evening of April 26 to participate in a brainstorming session on industry trends. In addition, they will tour a pulp mill before starting the meeting.

The key operations representatives of the ISM I companies will meet at DataSafe September 29 - 30. We will be polling attendees to build an agenda which will include an in depth tour of DataSafe's South San Francisco location. The agenda will include whole group and subgroup sessions.

As always PEG members are making the news. Both Eric Haas, ARMS and Steve Richards, Richards & Richards were nominated for the NAID Board of Directors.

And this week's storm.....

Photo: Snow - enough!



HR Challenges 2011 - Diversity Opportunities

The impact of the recession has varied both by industry and region. As the economy shows signs of improvement, HR experts predict that keeping good employees will be one of the top challenges. More job opportunities will appear and potentially tempt your best employees. So it's important to keep those employees motivated and engaged. This HR challenge should gain your attention along with the challenge presented by the changing workforce. Women hold over 50% of the jobs. The Hispanic population is the largest and the fastest growing minority. Turn diversity into an opportunity.

Those statistics hint at general changes in the workforce. Your market may have a heavy concentration of other ethnicities. Articles about the advantage of a diverse workforce don't always describe the challenges involved as the workforce becomes more diverse. One PEG member took the time to note different patterns in his diverse workforce and found teams of workers who worked harder and more efficiently than other workers. When he discovered the strong teams, he praised their accomplishments and challenged other workers to improve. Peer pressure often motivates employees.

Another PEG member promoted a woman to manager in a company that had a high concentration of male employees. He made sure to give the new manager supervisory training and communicate to employees what her responsibilities were. Mentoring is a formal term used at large companies to usher a new employee into the company culture and procedures. This PEG member served as the new manager's mentor and started a change in his company's culture.

Moving Update

I presented a webinar on January 26 for AMSA members - *Measuring Your Way to Better Profitability*. AMSA has been offering webinars weekly on topics of interest to their members.

At the AMSA Conference in Jacksonville, FL March 6 - 10, I will present to sessions: *Measuring Your Way to Better Profitability* and *HR Challenges 2011*. Hope to see you there.

Industry Trends - RIM

We keep hearing about the disappearance of paper. Yet, in the US, we continue to produce great quantities of paper. The larger RIM companies continue to purchase records centers to cover more of the market. Still recent laws and technological advances remind us that the model of storing information on paper is changing. We receive our bank statements electronically, pay our bills online and accomplish many transactions without producing any paper. As we notice these small changes building toward more dramatic changes, the electronic world continues to evolve. How can we take advantage of the changes? Where do the opportunities exist? How is my business uniquely positioned to take advantage of the next new thing? What new products can I offer as this transition takes place?

We'll tackle questions like this at the ARMS PEG meeting... more in the next newsletter.

REMINDERS

Guest Policy

Members may bring one guest to a PEG meeting. If you would like to bring additional guests, check with the MGI office before making reservations.

Billing and Payments

Thanks for remembering that all invoices from MGI are net 30 days and for having all invoices paid before each meeting. Late fees of 1.5% will be applied after 30 days until the invoices are paid.



Life is like riding a bicycle. To keep your balance, you must keep moving.

Albert Einstein

... used this quote in the last newsletter but it seems even more relevant today!

Thanks for your business!

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