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MORGAN COUNTY

September 2024

LEADERSHIP MATTERS!

John Barrett and Legacy Business Consultants develop the leaders our community needs

Photo by Mike Washington at MWPIimages



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Fall into Morgan County

Autumn is a busy time of year. As the outdoor temperatures begin to chill, local businesses and organizations across the county are preparing for fun events and fundraisers which bring our community together before the winter weather sends us all indoors. Although the first official day of fall isn't until Sept. 22, there is plenty we can do even sooner. These events are not only good entertainment, but a way to show our support of small businesses and nonprofits.

One such cause to support, albeit not necessarily fall themed, is The Jackson Center's Grape Escape. Featured in this month's publication, The Jackson Center is celebrating its 20th anniversary of providing education to youth who have been diagnosed with cerebral palsy. Its annual gala on Sept. 13 (thejacksoncenter.org/event/grape-escape/) will be larger than ever to celebrate the anniversary.

County and town-wide events will be great ways to celebrate the season and support business sponsors and vendors big and small. The 2024 Monrovia Festival is Sept. 6 - 8 this year (monroviafestival.com); Downtown Mooresville Street Fair is Sept. 14 (downtownmooreville.com/events); Eminence Harvest Festival is Sept. 21 (eminenceharvestfest.com); 2024 Old Town Waverly Park Festival & Car Show is Sept. 28 - 29 (morgancountyparks.org); and finally, Morgan County Fall Foliage Festival is Oct. 10 - 13 with a parade at 1 p.m. on Oct. 13 in Martinsville (morgancountyfallfoliagefestival.com).

When it comes to other community events, the list is too long to include them all. Some of our favorites:



JIM HESS
From the Publisher

the Apple Festival & Craft Fair at Anderson Orchard in Mooresville on Sept. 28-29. This event usually draws a long crowd, offering food and craft vendors, pick-your-own apples or grab a bag for sale in the barn. Then there's the Little Red Barn Market on Sept. 21 at Walker's Homestead in Martinsville, featuring more than 75 vendors; The 40th Annual Crafty Bear Fare & Car Show on Sept. 21 at the Morgan County Fairgrounds in Martinsville, boasting more than 120 vendors, the car show, live entertainment and a kids zone; Fall Harvest Celebration on Sept. 21 at Hunter's Honey Farm in Martinsville with hay rides, kids activities, free barn tours and more; and St. Thomas More's September Fest on Sept. 13-14 in Mooresville.

Want more ideas? Visit Morgan County is a great resource to gather ideas for things to do, in the fall and year round. Perhaps represent your business at these events? Sponsorships at these events are great for brand exposure, growing business, and personal connections. Whether you're enjoying the festivities, participating in the event in some way or a little of both, we hope to see you out and about this year!

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MORGAN COUNTY

"Declaring the good works being done"

For we are God's handiwork, created in Christ Jesus to do good works

Ephesians 2:10

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E-mail: jim@morgancountybusinessleader.com

Publisher: Jim Hess

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Writer: Nicole Davis

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County eyes sewer expansion

My first article for the *Business Leader* appeared in the May 2021 edition, about the then-new wastewater treatment plant in Waverly, which went live the month before, on April 1, 2021. That wastewater treatment plant was vital in serving Waverly Elementary and numerous homes in the community struggling with failing septic systems. It was also an important precursor to the development of Interstate 69, now nearly complete. At the time, I wrote “This is a big deal for Morgan County. Wastewater may not be glamorous to talk (or write) about, but it is vital to future development and prosperity.” That statement was true then and it remains so today.

The Morgan County Commissioners recently engaged Banning Engineering in developing a comprehensive plan for wastewater facilities across the county. The county is home to 17 disparate wastewater treatment facilities, the largest being Mooresville and Martinsville’s municipally controlled facilities, but peppered with several smaller, privately operated facilities, serving conservancy districts and neighborhoods, instead of entire towns. The county correctly recognizes that the availability of utility infrastructure, like wastewater treatment, is vital to attract good, high-quality growth for the county. And armed with several million dollars in funds to spend from the American Rescue Plan Act of 2021, more commonly known as the COVID-19 Stimulus Package, the county is prepared to aid its communities with thoughtful expansion of wastewater services.

The study involved a comprehensive mapping of current facilities and capacities and looked at locations for expansions or new facilities. Utility expansion has geographic and topographic limitations and expansion should focus on areas prime for additional growth. The result was six initial target areas: south of Mooresville, north of Monrovia, Martinsville, Maple Turn/Henderson Ford Road Interchange, Little Point/Eminence, and Waverly. Little Point/Eminence and Waverly were quickly eliminated from further study. Little Point/Eminence was eliminated due to the high costs of providing service and the lack of readily available water access. Significant planning is required here to capitalize on further development. Waverly was eliminated from further study not for lack of growth, but because the county already operates a small facility there, and further expansion of that facility could be funded in large part by developers looking to capitalize on that geographic location.

To further coalesce around a plan, Banning and county leadership met with leaders from the other four identified areas: Monrovia,



RYAN GOODWIN

Mapleturn, Mooresville, and Martinsville. Monrovia is certainly primed for growth and has been one of the fastest-growing areas in the county. When county leaders met with Monrovia, though, it was determined that ratepayers within the service should shoulder the cost of expansion. Further, town leadership reportedly expressed that they “did not want assistance regarding expanding their collection system” but instead desired help in expanding water service. In the case of Mapleturn/Henderson Ford Road, a small private utility serving the area around Foxcliff north of Martinsville, the small size of the facility and a variety of regulatory issues ruled out further consideration for now.

In conclusion, the study recommends projects near Mooresville and Martinsville. In Mooresville, the proposed project includes expansion of the existing infrastructure, specifically south of town in the commercial business district, including significant replacement of existing pumps and lift stations and installation of new gravity sewer lines. The report says these improvements would significantly increase capacity on the south side of Mooresville. The estimated cost is \$4,755,000. In Martinsville, the proposed project looks to capitalize on the city’s foresight to place sewer lines under I-69, looking at parcels near State Road 44 and State Road 252, as well as Hess Road. This would greatly expand Martinsville’s ability to service this important commercial corridor. The estimated cost is \$2,555,000.

It is early, but I applaud the county’s desire to plan strategically for thoughtful expansion of wastewater services, a vital step in attracting and retaining growth beneficial to our future.

Ryan Goodwin is a former Morgan County Commissioner and current board member of the Indianapolis Airport Authority. He holds an MBA from Purdue University and writes on business and government.



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By Nicole Davis

Morgan County Business Leader

The Jackson Center has grown beyond expectations for Lara and Spencer DePoy. It began as a way to give their son, Jackson, the best education possible and the Center will reach its 20th anniversary this year as the only conductive education center in Indiana, ranking as the second largest of 33 centers in the U.S. It consistently operates at full capacity to provide children and adults with motor challenges with learned skills to lead a more independent life.

"I don't know that I ever thought we'd make it this far," Lara said. "I always hoped we would. It's been an amazing journey. I think what I'm most excited for is what the next 20 years will bring, to see how things change over time."

DISCOVERING CONDUCTIVE EDUCATION

Lara and Spencer Depoy welcomed their first son, Jackson, in 2021. Jackson had a complicated delivery that caused brain damage, ultimately leading to a diagnosis of cerebral palsy when he was two years old. Cerebral palsy is a lifelong condition caused by damage or abnormal development in the parts of the brain that control movement.

With a Master's degree in occupational therapy from the University of Indianapolis, Lara recognized the need for physical therapy early on. Jackson received traditional therapy for the first three years of his life. It was at that point that Lara's mother-in-law, Melanie, shared with her a 60 Minutes episode highlighting conductive education. Conductive therapy was developed in the 1940s by Andras Petö who believed that motor disorders are learning disabilities.

"He had the philosophy that they can be taught but it may take a thousand different ways and years to get to that point," Lara said. "As long as you're willing to persevere, they can persevere. It is the most enriching environment I feel can be given to a kid who will be in therapy their entire life. If the capacity and willingness to learn is there, as well as there's a support system, it can be an amazing bridging piece."

The DePoy's found that the nearest program to their Mooresville hometown was in Chicago. They were told that although



the Center for Independence Through Conductive Education doesn't usually take participants outside of the state of Illinois, since Lara was an occupational therapist who might be interested in bringing the program to Indiana, they'd allow Jackson to participate in a five-week session so long as Lara did it alongside him.

"Before we left, he was rolling in one direction semi-independent but that's about all," Lara said. "Eight therapies a week and we still weren't getting very far. We went up there for a five-week session. He did it every day while we were up there. By the time we got done with that stint of time, he was eating strawberries. He used to almost mutilate them because holding something gentle was almost impossible for him. He'd just crush it. He was able to hold on to the top of the strawberry and eat it. He was almost potty trained. He was holding onto a walker and babbling a lot. That was massive progress in such a short period of time."

BURSTING AT THE SEAMS

Lara and Spencer discussed that their options were to move to Chicago to participate in the program there or start a program in Mooresville. Since their support system was at home in Indiana, they chose to open one here. They had to raise \$50,000 just to open their doors and through the generosity of the

community, family, and friends, they met that goal. They had a full caseload on day one.

Classes are three hours long, two to three days a week. Lara said the intensity and group atmosphere are part of what leads to the students' success.

There are currently 27 participants enrolled in the program. Approximately 20 percent come from Morgan County while the rest travel from across the state, including one participant from Illinois.

"We are bursting at the seams," Lara said. "We have a waiting list right now. I say that proud but also frustrated because I don't want anyone to have to sit and wait on a position to open for them to have that exposure."

The Jackson Center currently has 14 on staff with three of those being full-time. Four years ago, the center brought in its first physical therapist and now it has two. This increases its ability to obtain funding through insurance and Medicaid and cuts down the tuition cost for families.

TRAINING THE NEXT GENERATION

The Jackson Center works with Mooresville High School and local universities to train those interested in entering the medical field. It takes two or three seniors from Mooresville each year. For the past 18 years the center has also worked with the University of Indianapolis' occupational therapy program to offer practical experience for three to five students per year. That has expanded this year to include students from Indiana Wesleyan, Indiana State, and Indiana University.

The center has also focused on growth of its outreach. A year and a half ago staff began a social media initiative to share accomplishments and challenges of the center and its participating families. In addition to that, they shared a 24-part educational series accessible to parents anywhere.

"Maybe a family just got a diagnosis, but they live in Florida," she said. "They can access those educational series and help map the future of their kids as they morph and change."

Lara said they couldn't do what they do without the extensive community support they've received. In addition to insurance and grant funding, fundraisers make up 60 percent of the annual budget. It typically hosts five fundraisers per year, including a golf outing in April, family fun walk in May, an end-of-the-year campaign drive, sell the kid's artwork in the form of cards and its annual gala. The Grape Escape Gala is Sept. 13 at the Biltwell Event Center in Indianapolis. It will have a Spanish theme and Lara anticipates it to be the biggest yet with some special surprises to celebrate 20 years in operation.

THE FUTURE IS VIBRANT

Now 23 years old, Jackson is still an active participant and sees The Jackson Center as his joyful place, Lara said. He very much enjoys coming to the center to visit with his friends, joke with staff and sees it as his domain.

As Lara looks to the next 20 years, she's ready for change. One of her biggest goals is to prepare the next person to step into her role. She'd like to continue to work on grant applications and be a "sounding board" or a support person for therapists in the venue.

"I have two physical therapists right now who I see as my predecessors," she said. "We've had some open conversations about that. They're young, vibrant, and invested in the future of this program. It's going to take somebody who is completely invested in time, resources, and community connection. It has to be a love. It can't be a job. I think these two girls we have would be amazing for that."

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Caring for your heart

An adult's heart is about the size of a fist and weighs less than a pound, and yet this organ continuously delivers the essential element that is oxygen throughout the body.

But what happens when the heart is damaged?

Cardiac events and procedures can affect how the heart functions, making it less efficient and potentially causing the individual to not feel their best.

This can include shortness of breath, a fast heartbeat, fatigue, the inability to do everyday tasks, depression and more—but this doesn't need to be a person's new normal.

Indiana University Health Morgan Cardiac Rehab is dedicated to helping local community members with their heart health so they can get back to doing the things they love.

A LOCAL TEAM WITH HIGH STANDARDS

Recently certified through the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR), the Morgan team is committed to providing highly-skilled care to the local community.

While some people enjoy long car rides, having to travel even an hour away to an appointment can add unneeded stress and eats into a person's day, especially since Cardiac Rehab patients are seen three times per week for 12 weeks.

Having an excellent cardiac rehab team in Martinsville means community members get the top-level care they want with the convenience of being close to home. And with many team members living in Morgan County or the surrounding areas, they have both a personal and professional dedication to helping their patients who are typically connected to them via friends,



JASON KING

family or neighbors.

That focus on excellence is shown through AACVPR's recognition, which assures patients that their trust is deserved and that this team is dedicated to enhancing standards of care to improve patient's quality of life.

Per the AACVPR, "AACVPR-certified programs are leaders in the cardiovascular and pulmonary rehabilitation field because they offer the most advanced practices available and have proven track records of high-quality patient care."

A PROGRAM THAT'S ALL ABOUT THE HEART

The IU Health Morgan Cardiac Rehab team is made up of highly-skilled experts, including registered nurses, a registered respiratory therapist, registered dietitians, pharmacists and physicians who work with their patients to improve their overall heart health by:

- Helping them regain strength
- Increase their understanding of heart health
- Providing support and motivation

The program uses supervised exercise, continuously monitored EKG devices and cardiac-specific education focused on each patient's individual needs to help them recover faster and live healthier.

Cardio, strength exercises, an initial one-on-one consult with a registered dietician, nutrition plans and some good old-fashioned cheerleading are just some of the tools these experts use to partner with their patients and work toward better heart health.

And the program can benefit many individuals, including those who've had:

- Balloon angioplasty
- Coronary artery bypass graft (CABG)
- Heart disease, angina or heart attack
- Heart failure
- Heart transplant
- Stents
- Peripheral Vascular Disease
- Valve repair or replacement
- Ventricular assist device (VAD)

Working with experts can help patients decrease their risk of future heart events and focus on moving forward for a healthier future.

For more information about the IU Health Morgan Cardiac Rehab program, please call 765.349.6736.

Jason King, DNP, RN, CENP is the Chief Operating Officer at Indiana University Health Morgan. In service to his profession and community, King participates actively in several nursing organizations and local and regional boards. King leads daily operations at IU Health Morgan and plays a key role in continuing its service as a successful outpatient facility.

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John Barrett and Legacy Business Consultants develop the leaders our community needs

Morgan County Business Leader

“Everything rises and falls on leadership,” a statement by Dr. John C. Maxwell, author and foremost leadership trainer, that has resonated deeply with John Barrett throughout his two-decade-long career in leadership coaching. Having been personally mentored by Maxwell, Barrett has devoted himself to guiding leaders across businesses and non-profit organizations both nationally and internationally. However, his latest opportunities have drawn him closer to home, focusing on the local community where he has lived for the past sixteen years—Morgan County, Indiana. Here, Barrett is committed to equipping local leaders through comprehensive training and coaching, a mission that continues to inspire and motivate those who collaborate with him.

Over the past sixteen years, Barrett, along with his wife Erin and their four children, has rooted himself deeply in Morgan County. His involvement in the community is extensive; he serves as a board member of the Morgan County Leadership Academy (MCLA) and as an associate pastor at Hoosier Harvest Church in Martinsville. Although he has lived in various states across the country, his return to Indiana was driven by a strong desire to elevate the leadership success of local organizations, businesses, and individuals. “I have always loved living in rural communities,” Barrett shares. “There is so much potential here to bring in resources and opportunities for growth.”

AN ENTREPRENEURIAL BEGINNING

Barrett’s entrepreneurial spirit and leadership journey began at a young age when his family moved from Indianapolis to the picturesque setting of Brown County. “My father was an entrepreneurial business owner and a former pastor of a thriving church,” Barrett recalls. “Watching him, I learned the importance of stepping out with courage to pursue my dreams.” Even as a young elementary school student, Barrett demonstrated a keen eye for business opportunities. “During the busy month of October in Brown County, I noticed that local shop owners were too busy to take out their trash due to the influx of tourists. I saw an opportunity to solve their problem and, in turn, solve my own problem of wanting junk food from the gas station without any money to pay for it,” Barrett laughs. “So, I offered to take out their trash for twenty-five cents. It quickly became a successful venture, and I even brought a friend into the business

LEGACY BUSINESS CONSULTANTS

John Barrett Leadership
Jod Woods, Jim Hess, Jamin Baxter, & John Barrett

Phone: 317-987-9990 765-318-7766

Email: info@legacybc.net

Web: www.legacybusinessconsultants.com

www.johnbarrettleadership.com

as a partner. That experience was the first catalyst for my business career.”

This early venture was just the beginning of Barrett’s lifelong journey of seeking opportunities to solve problems for others. As he grew older, his passion for leadership and helping others succeed naturally evolved into a coaching career. “There is a leadership problem in too many organizations that stifles growth and ultimately holds people back from reaching their full potential,” Barrett says. “I want to change that by equipping leaders with the tools, insights, and strategies they need to unlock their potential and create environments where their teams can thrive. My goal is to empower leaders to break through barriers, foster innovation, and lead with purpose, ensuring real success for both individuals and organizations.”

JOINING A TEAM

Barrett’s journey as a leadership coach took a significant leap forward when he joined the John Maxwell Team at its inception. He was fortunate to be part of a small, select group of coaches who received an exhaustive year-long training program directly from Dr. Maxwell. This training was instrumental in launching Barrett as a top certified coach, speaker, and trainer, and he has since worked with Fortune 500 companies, non-profits, and business owners across the globe. “Being mentored by John Maxwell was an invaluable experience,” Barrett reflects. “It provided me with a solid foundation and a wealth of knowledge that I now pass on to the leaders I coach.”

As Barrett’s reputation and influence grew, so did his desire to make a more significant impact on his local community. After two decades of building a successful business with John Barrett Leadership, he recently partnered with Legacy Business Consultants to expand his reach even further. “One is too small a number to achieve significance. And I know that if you want to grow, you have to be willing to surround yourself with the right people,” Barrett explains. “In fact, we are only as good as the people we surround ourselves with. So, if you want to expand your opportunities, it’s going to take a team; you can’t do it alone.” This



John Barrett, Jim Hess, Jod Woods and Jamin Baxter

belief was a driving force behind Barrett’s decision to collaborate with Legacy Business Consultants, with the shared goal of building a thriving coaching business that significantly impacts the local community.

Barrett’s approach to leadership training is unique, with a strong emphasis on the importance of a leader’s inner circle. He firmly believes that a team is only as strong as its weakest link, and his commitment to helping organizations develop their teams to their maximum potential is at the core of his coaching philosophy. “I don’t just see myself as a leadership trainer,”

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r. (Photo by Mike Washington at MWPIimages)

achieve transformative results. Hess said, “I personally have been impacted greatly, quite frankly my life has been changed, by the very principles we are implementing for others to realize their dreams. It is gratifying to assist them.” Shortly after Legacy was founded, Jamin Baxter joined the team, bringing his unique skills that have greatly enhanced the group’s reputation and impact. Baxter noted, “When Legacy started, we never imagined we’d work with everyone from small entrepreneurs to international corporations, but the opportunities we’ve encountered have been incredible. It’s an honor to collaborate with business owners, CEOs, and HR directors to help them build cultures that boost profitability and enable their employees to succeed.” Woods emphasized, “We are passionately dedicated to the growth of the leaders we serve. Seeing our clients succeed is our greatest reward!”

Together with Legacy Business Consultants, Barrett is on a mission to help Morgan County leaders reach the highest levels of leadership. Through training workshops, keynote speeches, and individual coaching sessions, they are empowering leaders to build their leadership toolkits. “Imagine stepping into a leadership role, feeling overwhelmed and unsure,” Barrett explains. “You’ve got the title, but navigating team dynamics, driving growth, and making impactful decisions feels like trying to solve a jigsaw puzzle with missing pieces. Without the right tools and mindset, each day in leadership can feel like a struggle, where survival becomes the goal rather than thriving. But now, picture yourself confidently leading your team, equipped with a comprehensive understanding of effective leadership practices that drive success. When leaders have a toolkit at their side, they’ll develop the skills needed to inspire and influence others, foster a productive team environment, and make decisions that create growth.”

Barrett emphasizes that “Growth is not automatic. Leaders and teams do not magically get better over time without guidance and coaching. We want to empower organizations with proven frameworks and practices that help build a great culture where people are thriving and achieving massive success.” This commitment to fostering growth has led to an increasing number of businesses and community organizations reaching out to John Barrett Leadership and Legacy Business Consultants for assistance in achieving their next level of success. “We are just getting started with what’s to come for leadership development in Morgan County,” Barrett says with excitement. “We want to see our community thrive with leaders who are equipped with the confidence and competence to communicate, resolve conflict, drive performance, recruit and retain talent, and help others succeed.”

A VISION FOR MORGAN COUNTY

The impact of Barrett’s work is evident in the continuous referrals and long-term relationships he has built with his clients. Many organizations and individuals he has worked with continue to return for ongoing coaching and training. “It’s incredibly rewarding to see the progress and success of the leaders and organizations I work with,” Barrett shares. “When they achieve their goals, it feels like a shared victory.”

In addition to his work with established leaders, Barrett and Legacy Business Consultants have also been invited to engage with the younger generation of potential leaders in Morgan County. They have been involved in training elementary, middle, and high school students in leadership development, ensuring that the future leaders of the community are well-prepared for the challenges ahead. “Leadership isn’t just for those already in positions of power,” Barrett says. “It is a skill set that can and should be developed from a young age. By investing in our youth, we’re investing in the future of our community.”

Barrett’s vision for Morgan County is one of growth, empowerment, and success. He sees leadership as the key to unlocking the potential of both individuals and organizations, and he is committed to providing the guidance and support needed to make that vision a reality. “As President Reagan used to say, ‘Our best days are ahead of us!’ I truly believe that, and I’m committed to helping make it a reality for our community,” Barrett says with conviction.

Looking ahead, Barrett is excited about the future and the opportunities that lie ahead for Morgan County. “The work we’re doing now is laying the foundation for something much bigger,” he says. “We’re building a community of leaders who are not only capable but confident in their abilities to lead. And that’s going to have a ripple effect, not just in Morgan County but beyond.”

Barrett’s journey from a young entrepreneur in Brown County to a seasoned leadership coach with a global impact is a testament to the power of vision, determination, and a commitment to helping others succeed. His work reminds us that leadership is not just about titles or positions of power but about influence, inspiration, and the ability to make a positive impact on those around you.

As Barrett continues to pour his passion and expertise into the leaders of Morgan County, there’s no doubt that his efforts will continue to bear fruit, leading to a brighter, more prosperous future for the entire community. “Leadership is a journey, not a destination,” Barrett concludes. “And I’m honored to be part of that journey with so many incredible leaders who are making a difference in their organizations and in our community.”

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Be the Chipmunk REDUX

If there is anything the first two weeks of August teaches us about markets, it is to stay the course.

At press time (8/15/2024), both the S&P 500 and the NASDAQ have recovered all of the ground lost from 7/31/24 to 8/5/24. With that in mind, and with my editor's permission, I'd like to remind you to

"Be the Chipmunk." (From my November, 2022 column).

I have a bird feeder in my back yard. It hangs from a shepherd's crook style rod that's pushed into the ground. I keep it pretty well stocked with a good blend of bird seed. The blend I buy is hearty. It has many small seeds but also has sunflower kernels and even full grains of corn in it. Hearty.

I also have a family of chipmunks that live under my deck. I think there's a momma, a poppa, and a teenager. They greet me often at the sliding glass door off my kitchen. When I say greet, I mean they sometimes stop and peer in at me as they dash across the vast exposure that is my uncluttered deck.

My brain works funny sometimes, like it did this morning. As a student of the Market, as I have been for over 30 years now, my mind often sees things and relates them to the Market. And vice versa. Today I was watching the birds and the chipmunk as they partook in the feast that awaited them at my bird feeder. And I thought of their behavior and how it mimicked some behavior I've seen in investors.

The birds fly to the feeder and feed for sometimes but a moment. Then something frightens them, a breeze, a stirring of the leaves near them, a sound that only one of them hears, then they all fly away, only to return when they perceive things to be "safe" again. And they all do it together, never acting alone. One bird flies in, then they all follow. One flies away and all the rest panic and fly off.

The chipmunk is different. He is much



**JEFF
BINKLEY**
Finance

more intentional. He waits, then darts from under the deck to the base of the rod, waits, then climbs part way up it, waits again motionless, then a little further, waits, then stops at the top of the crook, before finally ending at the feeder. And then he feasts. And he doesn't care what the birds are doing around him. They sometimes share the feeder at the same time but more often he feasts while they fly in and out.

Markets are like the bird feeder. It is nourishment to those who partake in it. It has a hearty blend of many, many tiny seeds, and larger sunflower seeds all the way up to full grain kernels of corn. Delicious and nourishing. Yet so many birds fly in, get spooked and fly away before they can truly enjoy the benefit of patiently waiting and feasting. Now the chipmunk, he's cautious but he's not afraid. He thoughtfully, slowly approaches the feeder and is purposeful on achieving what he wants. And he's patient. And unfearful. And he gets the feast.

Be the chipmunk.

Jeff Binkley is the Founder and Managing Director of Binkley Wealth Management Group LLC located in Avon. His firm is an Independent Fee-Only Indiana Registered Investment Adviser that has adhered to the fiduciary rule since its founding in 2010.

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Is your business losing money because employees can't use tech?

Shiny new tech can be exciting! It promises increased efficiency, happier employees, and a competitive edge. It's also necessary to stay competitive in today's technology-driven business world.

But that promise can turn into a financial nightmare if you neglect two important things: Employee training and Change management. You can end up losing money simply because employees can't use their technology.

When employees have trouble using their business tools, productivity drops. Mistakes can be made, and customer service can fail.

LACK OF TECHNOLOGY TRAINING

Imagine investing in a top-of-the-line CRM system. Then you see your sales team floundering instead of excelling. You were expecting the CRM to make their jobs easier. But they can't find key features, struggle with data entry, and miss deadlines.

Why? Because they haven't been properly trained on the new software. This scenario plays out in countless businesses. It leads to the following costs.

- **Lost Productivity** – Employees fumbling with unfamiliar tech lose valuable work time. Imagine the lost sales opportunities if your team can't process orders or can't generate reports due to inadequate training on the new CRM.
- **Costly Errors** – Confusion and frustration lead to mistakes. Inaccurate data entered into the new system requires time and money to fix. This impacts budgets and potentially damages client relationships.
- **Demotivation and Resistance** – Struggling with a new system is demoralizing. Untrained employees might resist using it altogether. They can cling to outdated (but familiar) methods. This



CHET CROMER
Technology

hinders adoption and negates the benefits of the new tech.

FAILING TO MANAGE THE CHANGE

New technology disrupts workflows. Without proper change management, employees feel overwhelmed and insecure. Change management is looking at the "human" side of change. It's about helping employees understand why things are changing as well as providing training, support, and other engagement. The goal is to help them transition successfully. Organizations using change management are 67% more likely to achieve desired project outcomes.

When companies neglect change management, the following can happen.

- **Low Morale** – Change can be stressful. Employees can feel lost and undervalued, especially due to a lack of clear communication and support during the transition. This can lead to low morale and a negative work environment.
- **Shadow IT** – Employees may feel the new system isn't meeting their needs. This can cause them to resort to using unauthorized tools (shadow IT). This creates security risks and undermines the investment in the new technology.
- **Resistance to Future Improvements** – A negative experience with a tech rollout can make employees wary of future changes. This can hinder innovation as well as make it difficult for the

company to adapt to evolving market trends. Without change management, employees tend to get "change fatigue." This can make them less productive.

- **Building a Bridge to Success** – The key to unlocking the true value of new technology? It lies in effective training and change management. Here's how to avoid the negative costs and get the full benefits from your tech.
- **Invest in Comprehensive Training** – Don't treat training as an afterthought. Yes, some tools say they're easy to use, but people have different tech literacy levels. Some may pick up things quickly, but many don't. There's no replacement for targeted training on a business application. Develop a tailored training program that goes beyond basic features. Include video tutorials, hands-on workshops, and ongoing support resources. This helps everyone feel comfortable using the new tools.
- **Focus on User Adoption, Not Just Features** – Training shouldn't just

explain how the software works. It should focus on how the new system will benefit employees in their daily tasks as well as improve workflow efficiency. If employees don't adopt the tech well, you don't see its full benefits.

- **Embrace Change Management** – Communicate the "why" behind the change. Explain how the new technology will make everyone's jobs easier as well as ultimately benefit the company as a whole. Encourage open communication and address concerns throughout the transition.
- **The Takeaway** – New technology is a powerful tool, but it's only as valuable as its users. Prioritize employee training and change management. This will help you bridge the gap between a shiny new system and a real return on investment.

Chet Cromer is the president of C2IT Consulting, Inc., a Plainfield-based technology business that provides websites, mobile apps, and IT consulting/support to businesses across central Indiana. He can be reached at chetcromer@c2itconsulting.net or (317) 721-2248.

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Will your heating system be ready when you need it?

Although memories of summer activities are still quite fresh in our mind, we should prepare for fall's first frosty morning. Here are a few questions to ask yourself BEFORE you need to heat your home or office.

1. How well did the furnace operate during the last heating season?
2. Is the heating system safe to operate?
3. When was the heating system last cleaned and inspected?
4. Are you pleased with the expense to properly heat this area?



Jod Woods

If you are not confident in the reliability, safety, and efficiency of the existing heating system, it should be addressed now.

If repairs are needed, correcting these issues ahead of time can prevent unnecessary stress and interruptions to

your schedule. Scheduling an appointment for a trained technician to properly clean, inspect, and test your furnace each year can provide safe and reliable operation during the cold months ahead. Perhaps it is time to upgrade to a new, high-efficient furnace to provide years of quiet

and efficient comfort to your home or workplace. A decision like this does not have to be made when the unit has failed in the middle of a record cold snap. Deal with these issues when YOU are in control of the timing.

It is our desire that you enjoy a comfortable environment in which to live and work. We are happy to help facilitate any of the options listed. Contact us today at 317-831-5279 to schedule an appointment to prepare your heating system for the wintery weather to come.

Please let me know if there are any topics that you would enjoy being discussed. I can be reached at 317-831-5279 or JodWoods@EconomyHVAC.com.

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Franciscan Health nationally recognized for its commitment to providing high-quality cardiovascular care

Franciscan Health Indianapolis and Mooresville have received three American Heart Association Get With The Guidelines® achievement awards for demonstrating commitment to following up-to-date, research-based guidelines for the treatment of heart disease and stroke, ultimately leading to more lives saved, shorter recovery times and fewer readmissions to the hospital. The awards are recognition for each hospital's commitment to ensuring stroke and heart failure patients receive the most appropriate treatment according to nationally-recognized, research-based guidelines, ultimately leading to more lives saved and reduced disability. The goal is speeding recovery and reducing hospital readmissions for stroke and heart failure patients.

Every 40 seconds, someone in the U.S. has a stroke or heart attack, and heart disease and stroke are the No. 1 and No. 5 causes of death in the United States, respectively. Studies show patients can recover better when providers consistently follow treatment guidelines.

Get With The Guidelines puts the expertise of the American Heart Association and American Stroke Association to work for hospitals nationwide, helping ensure patient care is aligned with the latest evidence- and research-based guidelines. As a participant in Get With The Guidelines, Franciscan Health qualified for the awards by demonstrating how their organization

has committed to improving quality care.

"Franciscan Health is committed to improving patient care by adhering to the latest treatment guidelines," said Lori Price, president and CEO for Franciscan Health Central Indiana. "Get With The Guidelines makes it easier for our teams to put proven knowledge and guidelines to work on a daily basis, which studies show can help patients recover better. The end goal is to ensure more people in Central Indiana can experience longer, healthier lives."

"We are incredibly pleased to recognize Franciscan Health for their commitment to caring for patients with stroke and heart failure," said Steven Messe, M.D., volunteer chairperson of the American Heart Association Stroke System of Care Advisory Group and professor of neurology and director of fellowships of neurology at the Hospital of the University of Pennsylvania. "Participation in Get With The Guidelines is associated with improved patient outcomes, fewer readmissions and lower mortality rates – a win for health care systems, families and communities."

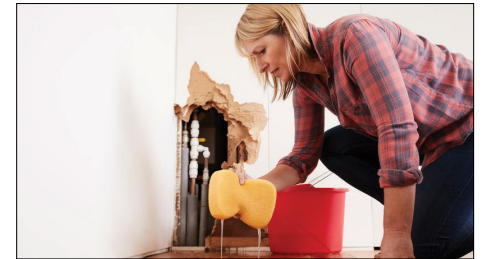
Franciscan Health Mooresville were also recognized as part of the American Heart Association's Target: Stroke Honor Roll Elite Plus. To qualify for this recognition, hospitals must meet specific criteria that reduce the time between an eligible patient's arrival at the hospital and treatment with thrombolytic therapy.

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Five success mindsets and behaviors to adopt

There are a stacks and stacks of books written about how to be successful. I know, I have read many of them over the years and my library shows as evidence. Lately more and more attention has been given to “how a person thinks” rather than the old “what a person does.” This “how a person thinks” is the differentiator in performance.

Here are five simple behaviors and mindsets that when practiced consistently will allow you to get more done intentionally and should propel you to success.

Here are the five:

- Value of time - Mindset
- Having an Agenda - Behavior
- Focused Priorities – Mindset and Behavior
- Being ruthless about waste - Mindset
- Obsessed with results - Mindset

Let's look at each and see how we might apply them.

Valuing your time is a must.

When you value your time, you measure and monitor your time. It's my experience having some type of calendar system that you trust and that you can take with you wherever you go. I believe that a paper calendar or planner is a must. With a paper planner you can see the landscape and not just the day or the hour.



**JACK
KLEMEYER**

Routines, blocks or chunks of time where you do the same thing each week on the same day at the same, become a habits.

Most entrepreneurial days are chaotic and hectic to say the least and having a routine to start the day and end the day will ensure that “things” and “people” don't slip through the cracks. John Maxwell says: “You'll never change your life until you change something you daily. The secret of your success is found in your daily routine.” Hint: Written down daily routine.

Having an agenda is vital to a successful person because if you don't have an agenda you will fall prey to someone else's agenda. On your agenda should be your **focused priorities**. Those things you intend to make happen no matter what. They should be in writing and the

order of their importance or at the very least numbered in priority order.

So let's review what we have so far, An intense value of time and yet allowing enough time to complete each task or job so that a job isn't rushed only to be completed half right. My Dad used to have a catchy phrase for that but I can't use it here...

Next you have an agenda of what you want to accomplish on a daily, weekly, monthly basis. Additionally there should be an agenda per project or encounter so you know what the outcome is to be.

Thirdly you have the things you want to get accomplished prioritized and all of these should be in writing, either electronically or the old fashioned way with pen and ink, I prefer using a pencil because things change. The test here is that wherever you have your list, it should be a place you absolutely trust. Meaning it can't be erased or misplaced.

Next **being ruthless about waste** of any kind is another facet that makes these five work so well and start to create synergy. Remember synergy is where the sum of the parts are greater than the whole. Don't waste time, resources and especially don't waste relationships. A written plan and knowing exactly what success looks like goes along way to mitigate waste.

As you implement your plan notice the areas where you can conserve next time. Conservation of movement, effort and resources, over time it adds up to a substantial boost in productivity. When these are in place, worry and angst disappear.

Last but certainly not least, be **obsessed with results**. Too many times I have seen managers and business owners waste time, money and relationships with employees or clients because they are obsessed with the wrong things. When you focus on relationships, the come... so be obsessed there!

If, by chance, you don't get the results you desire or expect try this thought, presupposition, from the world of Neuro Linguistic Programming (NLP)... The quality of your communication can be judged by the results you get. If you didn't get the results you wanted, look to yourself first to see how you might have communicated what you wanted more clearly or at least in a different way and take a new action!

Grow Your Business™ Coaching founder Jack Klemeyer is recognized as a preeminent resource for business professionals. Jack can be reached at Jack@GYBCoaching.com or at 317-755-6963. Learn more at GYBCoaching.com.



IU Health Morgan Cardiac Rehab team recently certified through the American Association of Cardiovascular and Pulmonary Rehabilitation

IU Health is proud to announce that our IU Health Morgan Cardiac Rehab team has been recently certified through the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR)!

Jason King, DNP, RN, IU Health Morgan Chief Operating Officer and Chief Nursing Officer, says, “We know how dedicated our rehab team is to providing high-quality patient care and services, but now it's official—we are an AACVPR Certified Program! This is an intensive process, and we are so proud of our team for all their accomplishments.”



Morgan

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Getting people to come to work on time

In a recent coaching session, a veterinarian owner said, “We’re having trouble getting people to come in to work on time. What can we do?” She didn’t want to fire them because the tardy employees added value and were steady contributors to the team.

And that was the 4th time in a week we’d heard a business owner say they’re having trouble getting people to come in to work on time.

Here are some practical things small business owners have done to get people to come in to work on time—

Have metrics that show people’s on-time percentage. Rank and publicize employees’ on-time percentages and hang it in the break room. Just a simple table ranked best to worst. Within a week, on-time percentages will improve. That’s what metrics do for you.

If you’re thinking the offenders complain, they do. The answer



**ROGER & SUSAN
ENGELAU**

to the complaint however is ‘Everyone knows you’re coming in late anyway.’

Offer incentives to employees who arrive on time consistently. One business owner gives ½-day off for every 6 months of on-time arrival. Another offers a \$50 bonus.

Rearrange the work schedule and ask for volunteers to come in earlier. If you’ve got customers in the door at 8am, ask a couple of people who are always on time to come in 30 minutes earlier (and end their work day 30 minutes earlier), then move the start time back 30 minutes for the ones who tend to be late.

Offer flexible schedules wherever possible. One of the biggest stressors for employees is that their time is out of their control. So give them input into creating the work schedule and work together to get them as close to their ideal schedule as possible. Sometimes we business owners get stuck thinking outdated work schedules are necessary. It can’t hurt to take a second look at them if there’s a chance it can help people be on time.

Let people understand the impacts of their coming in late. Sometimes people just don’t think about the ramifications of their lateness. Letting them know there are people waiting for

them to do their part can open their eyes. Or you, as the business owner has to stop what you’re doing to jump in, apologize, and process customers. Sometimes it takes stating what seems obvious to you, but may not be to your employee.

Make sure supervisors have the job site ready to start. A construction company owner had people arriving late but when we dug deeper, we learned that the job site wasn’t ready to go right at 8:00. Instead, supervisors were finishing coffee or still setting up. Employees didn’t want to arrive to stand around waiting to start work so tardiness had crept in over the months. If everything’s ready for an on-time start and people come late, they have to play catch up and figure out where to jump in. To avoid the embarrassment, they’ll start coming to work on time.

Similarly, make sure the meeting starts absolutely on time. If you say the meeting starts at 8am, insure it starts at 8am every time. Then natural consequences kick in—embarrassment from walking in late, having to mumble an apology in front of co-workers, and figure out what they’ve missed. After a couple of times, people will choose to be on time.

In summary, metrics, incentives, rearranged or flexible work schedules, letting people know the burden their tardiness places on others, and insuring everything starts on time are some practical ideas for getting people to come in to work on time.

Award-Winning Business Coach and Owner of Inspire Results Business Coaching, U.S. Military Academy at West Point graduate, Roger Engelau, his wife Susie, and their team of business coaches apply their business expertise to help business owners improve their business, income, and lifestyle. To schedule a no-strings discussion, call 317-908-5809, or email Roger@InspireResults.com.

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