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Ryan Hardwick of Koorsen Fire & Security.
Photo by Jeremy Hogan.

Spotlight: Koorsen Fire & Security

By Kasey Husk

At Koorsen Fire & Security, many internal meetings begin with a simple ritual: attendees are asked to think about the number of people — clients and their own family members — who are depending on them doing a good job.

“We have a lot of associates and something truly unique ... (is) the amount of pride that everyone has in their job,” said Laura Rose, director of communications and marketing. “At the end of the day, we’re in safety so it is up to us to see that all the fire and security systems are maintained appropriately, or it could be a life or death situation for our customers.”

For 70 years, Koorsen has made keeping people safe its business. Today the third-generation family-owned business continues that tradition with an ever-increasing range of services and products and a training center that makes its technicians the best trained in the industry, according to its leaders.

Among the services and products offered by Koorsen — which is headquartered in Indianapolis and has a location in Bloomington — are fire extinguisher inspection and service, kitchen fire suppression, sprinkler systems, fire alarm systems, emergency and exit lighting, and vehicle fire suppression, said Ryan Hardwick, branch manager for the company’s Bloomington office. It also offers residential and commercial security, including cameras and

SPOTLIGHT
continued on page 8

UPCOMING EVENTS

Hosted by the Greater Bloomington Chamber of Commerce

JULY

- 13** Primetime Business After Hours and BBQ Cookoff at the Monroe County Fairgrounds
- 28** 10 Under 40 Awards at Ivy Tech Community College Shreve Hall

AUGUST

- 4** August Business After Hours at One World Enterprises
- 26** Health and Business Lunch at the Bloomington Country Club



Coming in August:
**Millennials in
the Workplace**



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ADVOCACY Update

The Chamber represents business interests to local, state and federal representatives, serving as an advocate on behalf of all businesses for the issues critical to the future of our community. If you need assistance with a business advocacy issue, please contact your Advocacy Team at the Chamber.

Local Leaders Forum

Mark your calendar for the Chamber's Local Leaders Forum! It takes place Thursday, July 21, 2016 from 4 to 6 p.m. at City Hall in the council chambers. This year's panel will include Mayor Hamilton, other local elected officials, and city and county staff. Panelists will discuss the comprehensive master plan, trades district, urbanizing area plan, west side growth, affordable housing and more. This is a great opportunity to ask questions and hear directly from local leaders on the future of Bloomington

and Monroe County. Additional details and registration are available at ChamberBloomington.org.

Sign Ordinances

On June 6, 2016, new sign regulations went into effect. Bloomington sign ordinances had to be amended due to a recent decision from the U.S. Supreme Court stating signs cannot be regulated based on content.

Properties located in residential zoning districts in the city are allowed the following signs on their property without having to obtain a permit:

- Any temporary or permanent sign which does not exceed one and a half square feet.

- One temporary sign which does not exceed eight square feet.

- Two additional temporary signs, neither of which may exceed five square feet.

Properties located in a non-residential zoning district in the city are allowed

the following signs without having to first obtain a permit:

- Any temporary or permanent sign which does not exceed one and a half square feet.

- One temporary sign which does not exceed eight square feet.

- Two additional temporary signs, neither of which may exceed five square feet.

- Each vacant property, or property under construction, is allowed to have one additional sign which shall not exceed 32 square feet.

- Each vacant tenant space, or tenant space that is under construction, is allowed to have one additional sign, which shall not exceed 32 square feet, which must be attached to the wall of the vacant space.

Almost all temporary signs in the city's right-of-way are prohibited unless it is a public sign. A public sign is defined as "erected by or on the order of a public officer in the per-

formance of a public duty, such as signs to promote safety, no trespassing, or traffic signs; signs to indicate transit stops; memorial plaques; or signs of historic interest." Examples of signs now prohibited from being placed in the right-of-way include election signs, real estate signs, garage sale signs, and signs directing or informing people about a specific event or function. The city is asking all individuals interested in displaying a temporary sign to err on the side of caution and refrain from placing signs in the strip of land between the street and the sidewalk. Properties immediately adjacent to a public sidewalk located in the commercial downtown or commercial limited zoning districts are allowed to display sandwich board signs in the city's right-of-way.

Public Safety LOIT

The city council unanimously passed a .25 percent public safety local option

income tax increase. This tax is expected to generate an additional \$6.96 million annually. Thirty percent of these funds will go to the dispatch center and the other 70 percent will be distributed to the county, Bloomington, Ellettsville, and Stinesville. This increase will cost a taxpayer with an adjusted gross income of \$50,000 an additional \$125 per year.

Monroe County Energy Challenge

The Monroe County Energy Challenge (MCEC) is a community-wide effort to reduce energy use in order to win the \$5 million Georgetown University Energy Prize. At the same time, we'll improve quality of life, reduce our environmental impact and save money. Monroe County businesses can easily become active participants in the Monroe County Energy Challenge. Sign on to become an MCEC Workplace Partner, and

you will receive materials and information you need to help your employees and customers save energy in their homes, while also making them more mindful of their energy use at your business. To learn more about the competition visit mocoenergychallenge.org.

I-69 Section 5 Update

Current spring and summer work on Section 5 in Bloomington includes:

- Sound walls at three locations, anticipated to start by winter 2016 and complete by summer 2017.

- A Tapp Road interchange with roundabout intersections and road work, expected to start by summer 2016 and complete by the end of 2016.

- CSX Railroad bridge widening, anticipated to start by late winter 2016 and complete by summer 2016.

- Sample Road interchange with roundabout intersections, expected to begin by late winter 2016 and complete by late summer 2017.

- Chambers Pike bridge, which began in spring 2016 and complete by late summer 2016.

- Liberty Church Road, which began in spring 2016 and complete by the end of 2016.

- Mainline improvements and access roads from SR 46 to just south of Chambers Pike, Sample Road to Chambers Pike



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ADVOCACY UPDATE
continued on page 6

Now is the Time

By Jeb Conrad, president and CEO



Jeb Conrad. Courtesy photo.

What a great time of year to live, work, play and of course, do business in greater Bloomington!

As the state of Indiana prepares to celebrate its 200th anniversary, your Chamber has a busy summer planned and we are excited to provide opportunities for our members to engage, network and serve as the voice of business for our community.

Your Chamber is committed to focusing on key strategic areas that support the local business environment and our members in serving as the voice of business. The core of our mission is driven by these areas and supported by bringing programs and events to our membership and the community that are relevant and important to our community's success.

I want to give a big thank you to all the players, partners and sponsors who were part of the Chamber's Annual Golf Outing on June 9. We had a great turnout, super sponsorship and, as expected, Chamber of Commerce weather!

Coming soon is our annual Primetime Business in a Briefcase and Business After Hours on July 13 at the Monroe County Fairgrounds. More information is available at ChamberBloomington.org and in this issue of BizNet.

The Chamber will be recognizing young professionals in our community for their leadership and contributions at hYPE's annual 10 Under 40 Awards on July 28. Thanks to all for so many excellent

nominations!

The Chamber remains active in public policy advocacy, working with our county officials and the city administration on issues and opportunities impacting the business community. The Chamber team and leadership are immersed in key issues at all levels of government that are important to our members and the business landscape.

The Chamber has been engaged in adopted recommendations to the city demolition delay and public right-of-way sign ordinances, both important issues for our members. In addition, we continue to track county planning and zoning for the urbanizing area,

and new development opportunities for the Trades District, IU Health hospital sites, and I-69 areas, just to name a few. Updates are summarized in our Advocacy Update in this issue of BizNet.

The Chamber has been analyzing the recently announced Department of Labor overtime ruling. We hosted an informational webinar in June to assist local businesses in assessing the impacts and opportunities.

I am very excited to announce two new members of the Chamber team. We hope you join us in welcoming Jim Inman and Jacquelyn Carnes to the Chamber staff. Jim will be taking over the reigns as our director of marketing and communications and Jacquelyn is our membership administrative expert.

Lastly, the Chamber sends along our heartfelt condolences to the families of those who lost their lives in the tragedy in Orlando.



"I want to give a big thank you..."



Greater Bloomington Chamber of Commerce
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Bloomington, IN 47402
Phone 812-336-6381 • ChamberBloomington.org

STAFF, PARTNERS & BOARD MEMBERS

The Chamber invites its members to contact these individuals with comments or questions regarding Chamber activities.

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CONTACT BIZNET

If you are a Chamber member who would like to announce promotions, expansions, community events, or other news in the "Chamber Briefs" section, please contact Carol Kelly at the Chamber: 812-336-6381 or ckelly@ChamberBloomington.org.

To advertise in *BizNet*, please contact Laurie Ragle at 812-331-4291 or lragle@heraldt.com. Be sure to ask about discount rate packages for Chamber members!

For subscription information or customer service, please contact Katie Bruhn at 812-336-6381 or info@ChamberBloomington.org.

Please send press releases to info@ChamberBloomington.org.

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~ John Bethell

The Sixth Annual 10 Under 40 Awards



Editor's note: hYPe is a networking group for young professionals in the Bloomington area.

*By Kelsie Holt,
director of talent,
education and workforce*

The Chamber and hYPe are excited to present the sixth annual 10 Under 40 Awards Thursday, July 28 at Ivy Tech Community College Bloomington's Shreve Hall. The ceremony will honor 10 young professionals

under the age of 40 who have made a significant impact within their organizations through their leadership and work ethic, while also giving back to the community through civic involvement. Young professionals are nominated by others in the community and selected by a diverse group of volunteers.

2016 10 Under 40 awardees:

Jon Barada, Bloomington Hospital Foundation

Sarah DeWeese, Ivy Tech Community College
Will Lehman, Cook Group
Jessica Levandoski, Brave New Productions/Middle Coast
Morgan McMillan, Indiana University - Office of Financial Literacy
Sarah Perfetti, Bloomington PRIDE
Chad Rabinovitz, Bloomington Playwrights Project
Patrick Rubeck, Btown Clean
Chelsea Sanders, BlueLine

Media Productions
Teal Strabbing, Visit Bloomington
Congratulations to the new class of 10 Under 40 awardees! The Chamber and hYPe are committed to developing our community's young leaders and we are excited to offer this year's award recipients a \$500 scholarship to participate in the 2017 class of Leadership Bloomington - Monroe County (LBMC). Thank you to LBMC for their partnership and support of young

professionals. We are proud to live in a community where young professionals have the opportunity to thrive thanks to the generous support of organizations like LBMC.

We hope you can join us for this Oscar-worthy cocktail party on July 28! Tickets to the 10 Under 40 Awards are \$22 for individuals, which includes your seat at the event, heavy

hors d'oeuvres and a drink ticket. Tables of eight are available for \$400 and include additional marketing benefits. Purchase your

ticket online at ChamberBloomington.org or contact us at 812-336-6381. For sponsorship information or any other questions, please feel free to contact me at kholt@chamberbloomington.org.



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- MidAmerica Technology
- Mirwec Film Inc.
- Monroe County Commissioners

- Monroe County Fair Association Inc.
- Monroe County United Ministries, Inc.
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- RE/MAX Acclaimed Properties
- Red Oak Industries
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Scholars Bakehouse on the Square

Contact: Ken Davenport
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812-331-6029

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717 N. College Ave.
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CHAMBER BRIEFS

New Hires & Promotions

Adams Named Oliver Winery President

Julie Adams was recently named president of Oliver Winery. She began her seven-year tenure at the winery as controller and for the past five years served as CFO and vice president for administration and wholesale sales. Adams will focus on company strategy and goal setting as well as the winery's growth initiatives.

Poirier New Director of Marketing

Hurlow Wealth Management welcomes new director of marketing Natacha Poirier. Poirier brings more than 10 years of experience working in the communications field. In her new role at HWM, Poirier is responsible for the oversight of all marketing-related areas including brand strategy and development, public relations, advertising and event planning.

Awards & Designations

John Hurlow Designation

John Hurlow, CPWA, C(k)P, AIF, managing partner, financial advisor at Hurlow Wealth Management Group, Inc. recently earned the Certified Private Wealth Advisor designation. The CPWA designation is the only advanced designation designed for financial advisors and consultants who work with high-net-worth clients on the life cycle of wealth.

Dodds Promoted at Trilogy

Trilogy Health Services is pleased to announce that Josh Dodds, former executive director at Hearthstone Health Campus in Bloomington, has been promoted to senior executive director at Hearthstone's sister campus, Stonecroft Health Campus, also in Bloomington. Dodds will provide leadership and guidance to the entire team at Stonecroft.

Opportunities & Events

Events at

Buskirk-Chumley Theater

Wednesday, July 13, see Sweet Honey in the Rock and Ladysmith Black Mambazo. Saturday, July 23, see the Russian Festival Concert. Sunday, July 24, see PiePen Theater Co.

Monroe County CASA Training

Monroe County Court Appointed Special Advocates (CASA) is accepting applications for summer advocate training July 29 to 31 and August 12 to 14. Class times are Fridays 5:30 to 8:30 p.m. and Saturdays and Sundays 9 a.m. to 4 p.m. Applications are due July 18. Visit monroecountycasa.org/volunteer or call 812-333-CASA.

BloomingtonARTnership

BloomingtonARTnership promotes local businesses and artists simultaneously, celebrating the vibrancy of our community. The purpose of this project is to match local businesses and organizations with artists during a month-long series of events throughout August 2016. For more information, contact bloomingtonARTnership@gmail.com.

CHAMBER BRIEFS

continued on page 13



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I am a financial advisor with **WestPoint Comprehensive Group** and have been in the business for 15 years. I specialize in working with small businesses and their owners, as well as professionals in various fields of business. I am a firm believer that wealth management and risk management go hand in hand, therefore I work just as much in the insurance side of the business as I do wealth management. Call us at 317-442-6556.



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Growing the Graduation Coaches Initiative

News
from the Franklin Initiative

By Kelsie Holt,
director of talent,
education and workforce

Since 2007, The Chamber Foundation's Graduation Coach Initiative has been helping at-risk students stay in high school and graduate. Our two coaches, Patty Goldman and Melanie Humbard, have worked tirelessly to help students with low grade point averages, attendance issues and other dropout risk factors graduate on time and prepare for their futures. They regularly meet with students, communicate with parents, monitor grades and attendance and advocate on behalf of the student to teachers and school administrators. The

graduation coaches use a nationally-recognized model called Check and Connect to keep these students on track.

Since the start of the Graduation Coach Initiative partnership with MCCSC and RBB, graduation rates for our local high schools have improved by 10 percent. The Chamber and the business community understand that our whole community benefits when students graduate from high school. The Chamber has worked to continue this program for Monroe County and we are thrilled to announce a new program with Regional Opportunities Initiatives, Inc. (ROI) to continue our success.

ROI, in partnership

with Ivy Tech Community College – Bloomington, is launching a pilot graduation and career coaching program based on the Chamber and Franklin Initiative's Graduation Coaches and Ivy Tech's College Connection Coaches. Of the 210 students participating in the Graduation Coaches program in 2014, 97 percent graduated from high school. Ivy Tech's Career Connection Coaches program launched in 2014 in Vanderburgh, Perry and Parke Counties.

Beginning with the 2016-17 academic year, five new graduation and career coaches will work with high school and middle school students in the Bloomfield school district, Crawford County Community Schools, Loogootee Community Schools, Salem Community Schools, Spencer-Owen Community Schools and Washington Community Schools. These coaches complement our two existing coaches in the Monroe County Community School

Corporation and Richland-Bean Blossom Community School Corporation, which are partially funded by the Franklin Initiative.

The new coaches will continue to help ensure students attend school, arrive on time, fulfill academic requirements and graduate with a high school diploma. They will also work with students to create individualized high school completion plans, develop opportunities for students to experience and participate in work-based learning initiatives, and develop postsecondary plans.

In addition to our continued support of the graduation coaches, The Franklin Initiative will continue career learning activities with Monroe County students through MCCSC and RBB schools. In today's increasingly competitive job market, soft skills can make or break a candidate's job searching process. The programs provide low-stakes practice opportunities for students to hone these critical skills through mock

interviews, job shadow experiences, Reality Stores, a STEM Career Fair and an Employment and Job Skills Fair.

We are excited to see our graduation coaches initiative grow and become a resource for our region. Thank you to ROI and Ivy Tech for their great partnership

and stewardship of our community!

The Reality Store is a product of INFBPW\ Indiana Women's Education Foundation, Inc. Any future use requires prior notification to Indiana Women's Education Foundation, Inc. at 765-345-9812 or bpwin@msn.com.



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ADVOCACY UPDATE

Continued from page 2

and Turkey Track Road to Indian Creek. These are anticipated to begin by late winter 2016 and complete by the end of summer 2016.

The remaining segments for Section 5 are currently anticipated to be completed by the end of June 2017. The I-69 development partner is fully responsible for the construction, operation and maintenance

activities — like snow removal and pothole repairs — of this section of I-69 for a total of 35 years. This includes providing local access to and from I-69/SR 37 during and after construction. Access will be maintained until new permanent access is available. The I-69 development partner has enhanced law enforcement activities to assist with safety and prompt responses. Additional project information can be found on the I-69 Development Partners' website: i69section5.org.

I-69 Section 6 Update

On March 29 INDOT officials announced Ind. 37 as the preferred route to connect Martinsville to Indianapolis. Before the announcement INDOT was reviewing five different routes. INDOT took into consideration human and environmental impact, cost, opportunity for economic development, purpose and need. INDOT hopes to have a final record of the decision in early 2018.

You're Hired!

Local hiring experts share tips for finding your next job

By Kasey Husk

When walking into a job interview, a job seeker might typically expect to be asked about their job experience, education and other such pertinent details.

What they might not be expecting, however, is a question like “How many marbles can fit into a 737 jet?”

“The purpose of a question such as that is not to see if someone can tell you how many marbles can fit into a 737 jet — it is more of a question to demonstrate how you would work through the problem,” said Tim O’Malley, human resource manager at Tilson, a human resources firm headquartered in

Greenwood.

While questions designed to stump the interviewee are hard to anticipate, when it comes to snagging a job offer, preparation is the name of the game, according to local hiring experts. Candidates need to be able to sell an interviewer on what they can bring to the company, while hiring managers need to seek answers to the more intangible question of whether someone will be a good fit for a company’s corporate culture.

“Experience and education may get the interview, but what I look for in the interview itself is someone who would be a good fit, someone who would work well in our work culture, someone who would be able to grasp

tasks quickly, someone who would be able to work independently and also someone with flexibility,” said Amanda Shettlesworth, human resources and risk management director for Bloomington Meadows Hospital.

“Also, I look for that willingness to learn, to want to grow, not just within the position but within the company itself.”

O’Malley and other local experts recommend always going into an interview dressed professionally, turning off your cell phone and arriving armed with information about the company. A seeming lack of interest, declared dislike for a major part of the job — like saying you hate filing when interviewing for an administrative

job that requires lots of it — or bad-mouthing former employers can be deal-breakers for hiring managers.

“In a nutshell, show me that this meeting is as important to you as it is to us,” O’Malley said.

When it comes to the interview, job seekers serve themselves best by practicing answers to common questions beforehand, and by having concrete examples of what they have done in past jobs at the ready. Always, interviewees should be ready to answer that one question that tends to inspire both scorn and dread among job hunters: “What is your biggest weakness?”

Shettlesworth, who is also the Mideast

“I look for that willingness to learn, to want to grow, not just within the position but within the company itself.”

**—Amanda Shettlesworth,
human resources and
risk management director,
Bloomington Meadows
Hospital**



Courtesy photo.

district director for the Indiana State Council of the Society for Human Resource Management, is not personally a fan of that question. But she

recommends job seekers answer it with both a weakness and how they

YOU'RE HIRED!
continued on page 10

BLOOMINGTON'S 10 LARGEST OCCUPATIONS:

Occupation and number of people

- Team assemblers – 2,580
- Food prep, fast food – 2,100
- Retail sales – 2,090
- Cashiers – 1,800
- Restaurant servers – 1,720
- Office clerks – 1,440
- Registered nurses – 1,220
- Stock clerks, order fillers – 1,070
- Janitors, cleaners – 960
- Bookkeeping, accounting, auditing - 850

SOURCE: U.S. Department of Labor Statistics

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SPOTLIGHT

Continued from page 1

closed-circuit television monitoring, as well as in-hospital communication systems like nurse-call buttons on hospital beds.

It's a scope of products and services that Rose said Koorsen's founder would be amazed to see. Founded in Indianapolis in 1936, the company originally started by selling the extinguishing agent to put into fire extinguishers, before growing into a company that sold and maintained fire extinguishers for local businesses. They eventually branched out into kitchen fire systems.

It was not until current CEO and President Randy Koorsen



Photo by Jeremy Hogan.

"To know that we've done something to help save somebody's house or business, or even a life, is amazing to me."

**—Ryan Hardwick,
branch manager**

came to the helm in 1974, however, that the company's biggest growth began. The third-generation owner aggressively pursued acquisitions and started growing the company footprint.

"In 1969 we had annual sales of \$150,000," Rose said of the company. "Last year, we had \$110 million."

Today Koorsen has 27 locations across the Midwest and more than 900 employees, 22 of them in Bloomington. What sets the company

apart is the extensive training those employees receive through the Koorsen Fire & Security Training Center in Indianapolis. At that facility, new hires and existing employees train on every surface and every system they might encounter during their work with Koorsen, Hardwick said.

The multi-million dollar facility was given top priority by the company's president, Hardwick said, because Koorsen wanted employees to "have the opportunity to learn on real-life systems

and make mistakes before they ever get to our customers' location."

Learning does not stop with those initial training sessions either, Hardwick noted. Employees have the chance to continually increase their knowledge base by attending training courses throughout the year. A new employee, for example, could expect to attend three or four in a single year.

SPOTLIGHT

continued on page 9

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Lisa Smith Interiors – June 7, 2016

Lisa Smith hosted a ribbon cutting and open house at her new location at 616 S. College Mall Road. She specializes in designing dream retreats and beautiful, livable spaces with an emphasis on quality and superior service. LisaSmithInteriors.com. Courtesy photo

SPOTLIGHT

Continued from page 9

As important, Rose and Hardwick said, is also a company-wide philosophy of doing right by the customers and going the extra mile. Employees at Koorsen know that they are in a life or death business, and “take a lot of pride in doing the job right,” Rose said.

Hardwick himself has been in the business for 21 years, and said that the responsibilities that come with his field make the job deeply rewarding to him.

“To know that we’ve done something to help save somebody’s house or business, or even a life, is amazing to me,” he said.

Koorsen Fire & Security also works to serve the communities in which it operates in ways that go beyond simply doing the job. Rose said that company owner Koorsen felt keenly that it was his responsibility to give back to the community, and to that end he involved his company in a variety of charities.

Since 1995, the company’s biggest project has been funding the Kasey Program, an organization dedicated to teaching children of all ages fire safety tips — like how to stop, drop and roll or crawl under smoke to escape a fire. Retired firefighter Jeff Owens uses creative songs, his guitar and his black Labrador retrievers to help students retain his life-saving tips.

The program, Hardwick said, is “credited with saving 14 lives” when children had to learn the skills they used in real-life situations.

Just last year, Koorsen also started offering a vocational program for

high school seniors to receive life safety certificates by receiving training at the Koorsen Fire & Safety Training Center for three hours each week. Students who successfully complete the program, as did 12 as of the end of the 2016 school year, are eligible for jobs or

Koorsen’s Kasey Program is credited with saving the lives of 14 children who escaped fires by using techniques like stop-drop-and-roll.

internships with Koorsen.

“It’s a really neat program (for) some high school seniors, especially if they already know they are not college bound,” said Rose, “giving them an option they might not even know exists.”

In its inaugural year, the vocational program was offered only to seniors

at one Indianapolis high school, but in the years to come Koorsen hopes to expand the program to other communities throughout Indiana.

In the meantime, employees of Koorsen have bright hopes for its continued growth into the future. The company might be 70 years old, Rose said,



Fire extinguishers are ready for clients at Koorsen. Photo by Jeremy Hogan

but she believes it is “just getting started.”

“We have really, really aggressive and exciting goals for growth,” she said.

“We are looking to double in size in just the next handful of years. We are making a lot of investments in our business to make


sure we are going to be the most customer-focused (business) in the market.”




Old National Bank – June 8, 2016

Old National Bank enjoyed a fabulous day to celebrate their ribbon cutting ceremony for the new location at 300 E. Kirkwood. OldNational.com. Courtesy photo.

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YOU'RE HIRED!

Continued from page 7

are already addressing it. If someone says they don't have the best written communication skills, for example, she wants to hear about how they took extra classes to help cope with that.

O'Malley said he writes down "canned answer" on his notes if someone gives a trite response like "I just work too hard!" — but joked that he gives them credit for playing the game. A better method, however, is to "spin" your answer, he said.

"Say, 'Obviously everyone can improve themselves professionally, and here is how I would like to focus my professional development in the future,'" he said. "And then you can direct them to those areas where you want to improve."

Answers to avoid, he joked, are things like "I really need to start showing up on time."

It is often the less-common questions that can stump interviewees in an interview with Shettlesworth. She likes to ask questions like "What is the one thing that gives you inspiration and motivation to come to work every day?" or "What values are you drawn to, and what is your ideal workplace?" She

Joy Kahn Harter, executive director of Bell Trace Senior Living Community, always asks job seekers to explain why she should want them on her team more than anyone else. The good candidates, she said, are always prepared for that question.



Photo courtesy Spectrum Studio Inc.

also likes to ask about how they deal with conflict in the workplace.

"I always see an interview as just a conversation between two people, like we are going out to dinner," she said. "It is kind of like dating, but there is a job involved."

Joy Kahn Harter, executive director of Bell Trace Senior Living Community, always asks job seekers to explain why she should want them on her team more than anyone else. The good candidates, she said, are always prepared for that question.

One that tends to catch people of guard, Harter said, is "What do you look for in a supervisor?"

O'Malley does not particularly approve of

"stump" questions like those about marbles filling a jumbo jet, but he and Shettlesworth agree that if faced with one, it is best to stay calm and take a moment to consider.

"It is OK to take time to think about it, (saying) 'Oh, that's a very good question. I've never been asked about that,'" said Shettlesworth, who herself was once asked to solve a math problem during an interview. "Then maybe answer more thoroughly."

A job seeker's best bet, she said, is to be prepared to answer the expected questions by knowing their work experience, knowing themselves, knowing what they can bring to an organization and having lots of examples of what

they have done on the tip on the tongue.

"When those off-the-cuff questions happen, hopefully there is some humor in the room and people can laugh about it and be able to relax slightly," Shettlesworth said.

Interviewers want to get an overall feel for you as a person and for what you can bring to an organization. Harter looks for compassion.

"I want to know someone is going to be able to connect with people." She also looks for confidence in her interviewees.

"I look for someone not to oversell me, but to sell me on who they are and what they do," she said.

Harter is always impressed when interviewees show they are well-prepared and engaged in the conversation by taking notes and asking questions. She and others note that interviewees should remember that not only are they trying to impress a company, the company is also seeking to convince them that this is a place they want to work.

"I am impressed when the tone changes and I'm the one who feels like they are being interviewed," she said.



STUMPERS

BizNet asked local people to share some of the strangest and most difficult questions they have been asked during job interviews. Here are some of the responses we received via email and social media.

"What's your favorite color? (What is the right answer to that?)"

"What temperature do you like for the office? I guess their last person constantly complained about the air conditioning."

"They asked if I ever saw someone else get fired and what my feelings about it were."

"A lot of questions about trust — breaking trust, lying, stealing. I am super trustworthy but by the end of the interview I was sweating ..."

"They had me do math problems in my head. For a sales job. I am a terrific salesperson but not good at math. Big surprise, I didn't get the job."

"She asked what someone could do to get me angry. I said I am not really an angry guy but she kept pushing with the question. Don't worry, I realized it was a test and I didn't show any anger."

"I remember years ago being asked to summarize my life story in one sentence. Weird. Don't even remember what I said. Never figured out the best answer."

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You're Fired!

How to move forward after a termination

By Kasey Husk

Whether you are laid off for reasons beyond your control or terminated for cause, losing a job is never a great feeling.

But for those abruptly facing unemployment, it's no time to panic. Instead, local experts say, job seekers should take the opportunity to reflect, brush up on new skills and hone their answers to future interview questions as they start hunting for their next job opportunity.

And while a past termination can give future potential employers pause, human resources directors say it should not keep most candidates from consideration for an open post.

A job loss is commonly known as one of the most stressful experiences that a person will ever face in life. Chris Berry, branch manager of global staffing company

Manpower, recommends taking some time after a job loss to reflect.

"People kind of go into panic mode when that happens, especially if they weren't expecting it or if they didn't have control over the situation," Berry said, noting that she's seen people come in to her office the same day they lost a job and "they are just a basket case."

"You really want to give yourself a day, or maybe a couple of days, or even a week if that's what it takes," she added. "You want to make sure that before you are facing someone in person, you are prepared and beyond the initial emotional state of mind you might be in."

A job loss can actually serve as an excellent time to consider making changes to your career path. Asking for informational interviews can be a great idea to "see what else is out there before jumping

into the next position," said Amanda Shettlesworth, human resources and risk management director for Bloomington Meadows Hospital. Shettlesworth is also the MidEast district director for the Indiana State Council of the Society for Human Resource Management.

In the meantime, job seekers should also take every opportunity to figure out why they were terminated and to look at ways to keep it from happening again, said Tim Tucker, co-owner of Bloomington's Express Employment Professionals franchise. If possible, Tucker said, ask for an exit interview and request an honest assessment of your performance in the position: "What did I do well here? What did I do poorly?"

It is especially important in the aftermath of being terminated to get at least one good reference from

your former employer, Berry said. Ideally it would be a supervisor, but failing that look for a longtime coworker who is familiar with your strengths.

"You need to get references from someone who can speak to what you did well," she said.

Once you start seeking a new job, Berry said, don't set yourself up for failure. If you lost your job due to poor attendance because waking up in the morning is hard for you, for example, don't take another job with the same early hours you already struggled with.

Once a job seeker has secured an interview, preparation is key. Human resources managers will almost always ask about a past termination, and it is important to be honest, Berry said. Finding out someone lied on their resume, or lied about why they were terminated, "calls everything into question,"

When people come in to her office the same day they lost a job, "they are just a basket case."

—Chris Berry, branch manager of global staffing company Manpower



Courtesy photo.

she said.

Less is more when discussing the situation that led to the job loss. Employers don't need to know the details of the squabble with coworkers that led to a termination, Berry said. Just say that you were drawn into "drama that I shouldn't have been,"

she explained.

Tucker recommended job seekers talk during the interview about the reason they lost a job — and what they have done to rebound from that situation. For example, if someone

YOU'RE FIRED!
continued on page 12

INDIANA'S 10 LARGEST OCCUPATIONS:

Occupation and number of people

- Retail sales - **92,490**
- Food prep, fast food - **84,250**
- Team assemblers - **81,820**
- Cashiers - **71,140**
- Laborers, movers - **62,480**
- Registered nurses - **60,890**
- Office clerks - **54,840**
- Restaurant servers - **52,170**
- Heavy truck drivers - **50,480**
- Janitors, cleaners - **44,150**

SOURCE: U.S. Department of Labor Statistics

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YOU'RE FIRED!

Continued from page 11

lost a job because his or her computer skills were inadequate for the position, that person could talk about seeking to improve those skills by taking computer classes at the local community college.

"I would be much more impressed by someone saying 'Here were some of the challenges I faced, and here are some of the things I'm doing to overcome those,'" Tucker said.

Above all, Shettlesworth, Tucker and Berry agree,

of someone's termination makes them an automatic 'no' for Tucker as an employer — any kind of theft or violence in the workplace, for example — generally speaking he does not write off candidates who have been terminated from a previous job.

Berry and Shettlesworth agreed that a termination isn't, in itself, a red-flag to employers. Both look more closely at patterns of employment. Having more than one termination, or a series of short-term jobs with gaps in between that are not otherwise

and longevity."

"If you can stay somewhere for at least one year, you'll be on your way to repairing some of those negative choices you made in the past," she said.

And once an employee is hired, Tucker said, the goal is ultimately to retain that person on staff. When there is a problem with an employee's performance, employee improvement plans are used by most organizations to guide them through what is needed to get everyone on the same page.

"I don't look at it as 'This is the first step to firing someone,'" Tucker said. "I look at it as — 'We've invested months in this person and their training. We need to document very clearly what they need to improve.'"

If you receive criticism or a negative performance review, Berry suggested trying to quell the urge to be defensive. Instead, try actively seeking out coaching from fellow employees who are really good in the areas with which you struggle.

"Take a look at it, step back and maybe assume there is a little truth," Berry advises people who receive negative reviews at work. "(Ask yourself) is there anything I can do to change this situation so six months or a year from now, when I have another one of these, (the boss) can tell I was really trying?"



Tim Tucker, co-owner of Express Employment Professionals, suggests asking for an exit interview and honest assessment of your performance: "What did I do well here? What did I do poorly?"

never, ever badmouth your former employer in an interview. Tucker describes doing so as an "almost automatic" way to remove yourself from consideration for the job.

"You can judiciously say things," Tucker advises. "It wasn't a good cultural fit' is a great way to say 'my boss is a jerk'"

Those facing termination do not necessarily need to fear that their career is over because they lost a job. While there are some situations where the cause

explainable, would have both of them wary.

In most instances, employers are willing to give applicants a chance if they can talk about the reasons for the termination and what they are doing to prevent it from happening again.

For those who have had multiple terminations and are having trouble finding work, Berry suggests finding a job — even if it isn't one in their preferred field — "somewhere where they can establish some credibility

WORKING IN INDIANA

Median hourly wages

- **Indiana, all occupations: \$15.82**
- **Management: \$38.33**
- **Architecture, engineering: \$32.31**
- **Computers, math: \$31.87**
- **Legal: \$28.69**
- **Business, financial: \$27.08**
- **Healthcare practitioners: \$26.76**
- **Life, physical, social science: \$23.66**
- **Construction, extraction, masons: \$21.79**
- **Installation, repair: \$20.17**
- **Education, training: \$19.99**
- **Social service: \$18.12**
- **Police, correctional, fire, security: \$16.77**
- **Arts, design, entertainment, sports: \$16.39**
- **Production, operators, tenders: \$15.27**
- **Clerical, administrative support: \$14.75**
- **Transportation, material moving: \$14.38**
- **Farming, fishing, forestry: \$12.53**
- **Healthcare support: \$12.18**
- **Sales, telemarketing: \$11.46**
- **Cleaning, maintenance: \$11.09**
- **Personal services, childcare: \$9.56**
- **Food prep, servers: \$8.99**

SOURCE: U.S. Department of Labor Statistics



CHAMBER BRIEFS

Continued from page 5

Film Courtesy Adoption Network

Indiana Adoption Network Presents the film "Father Unknown" at the west side AMC theater July 20 at 6:30 p.m. Tickets are on sale now. There will be a question and answer session after the film is over. Learn more at tugg.com/events/115103.

Rawhide Ranch Presents Dave Stamey

Rawhide Ranch in Nashville, Ind. presents Dave Stamey in concert Aug. 6 with dinner available at 5:30 p.m. and show time at 7:30 p.m. Stamey is the Western Music Association's 2015 Entertainer of the Year and was named Best Living Solo Western Musician by True West magazine. To buy tickets, visit rawhideranchusa.com.

Job Search

The Monroe County Public Library and WorkOne are partnering to provide free 30-minute consultations with an employment professional at the library. Get resources for your job search. Available

times are July 21 and August 18 from 6 to 8 p.m. and July 25 and August 22 from 11 a.m. to 1 p.m. For appointments, email bterry@mcpl.info or call 812-349-3173.

Crane Credit Union Trip

Crane Credit Union is offering a group trip for members and their guests to New York City Aug. 27 to 30. Availability is limited and participants are encouraged to book soon to secure space. Find more information at cranecu.org or contact 812-279-3935 or debbie-hicks@sbcglobal.net.

Other

BioConvergence LLC Initiative

BioConvergence LLC has announced a major initiative that includes a transition to a new name and an expansion of its services. The service expansion will require construction of clean rooms and installation of equipment necessary to fill injectable drug products into vials, syringes and cartridges. Learn more at bioc.us.

Räke Gives Back

This summer Räke Cabinet & Surface Solutions is donating 2 percent of all

sales to charity. Customers may choose from Habitat for Humanity, Boys & Girls Clubs, Sycamore Land Trust or The Warehouse. For more information, call 812-824-8338 or visit rakesolutions.com.

Adoption Network Name Change

Hoosiers for Equal Access to Records (HEAR) recently became Indiana Adoption Network (IAN). Established in 2014, the network recently helped change Indiana law on behalf of adoptees to receive their original birth certificates in the year 2018.

BBC Hoppy Wheat in Cans

Bloomington Brewing Company has released their acclaimed, year-round, 10-speed Hoppy Wheat in 16-ounce, four-pack cans. Awarded Hoosier Beer Geek's 2013 Beer of the Year, 10-speed Hoppy Wheat is golden with earthy pine and tropical fruit notes rippling throughout each sip. Read more at bloomingtonbrew.com.

Website Improved and Expanded

The Monroe County Prosecutor's Office is dedicated to "prevention

and education efforts that enhance public safety and improve the quality of life in the community." To help promote this mission, the office's website has been improved. View it at monroeprosecutor.us

BBOR Welcomes New Members

The Bloomington Board of Realtors welcomed new members Amy Brunner with Carpenter, Emily Bedel with Hayes Realty, Jacob Franklin with Choice Realty and Management, Janet Lane with Millican Realty, Jennifer Crussen with Jen Crussen Real Estate Services, Leticia Salazar with RE/MAX Acclaimed Properties, Tara White with Keller Williams Indy Metro South, Megan Dohman with RE/MAX Acclaimed Properties and Zach Tobias with RE/MAX Acclaimed Properties.

Classes Now Available

Employers across all industries need leaders who demonstrate vision, strategic thinking, ethical responsibility and effective decision making skills at every level of an organization. Prepare yourself to embrace leadership roles successfully with the master of leadership

development program at Saint Mary-of-the-Woods College. Classes begin in August in Indianapolis and Terre Haute. Visit smwc.edu/mld.

Hotel Group Sponsors IU Athletics

A proud supporter of Indiana University Athletics since 2008, Tristar Hotel Group has announced its ongoing dedication by entering into another one-year \$50,000 sponsorship deal. Tristar's Holiday Inn Bloomington is the official location for IU's extremely popular Coach's Show, a radio broadcast held weekly throughout the season.

More Homes Go Under Contract

There were 7,485 existing Indiana homes sold during April, up 10.9 percent

from a year ago. Debating putting your home on the market? Now may be the time. Contact a realtor to get the listing process started at homefinder.org.

Assisted Living Facility Construction

An agreement has been reached with Evergreen Partners, pending council approval. The city of Bloomington has negotiated an agreement with Evergreen Partners, a developer and operator of affordable senior living facilities, to enable construction of a 115-unit assisted living facility. The facility is permitted to house seniors who qualify for Medicaid. Evergreen will exclusively serve seniors who earn less than 60 percent of the area median income.



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Dennis M. Murphy, president and CEO, IU Health. Courtesy photo



The Fresh Fork – June 10, 2016

Congratulations to The Fresh Fork on their new location at 388 S. Walnut Street. Fresh Fork services include menu planning, shopping, prepping, cooking, and even delivery! TheFreshForkOnline.com. Courtesy photo.

Mark Your Calendar: Health and Business Lunch

The Greater Bloomington Chamber of Commerce is honored to welcome the new president and CEO of IU Health, Dennis M. Murphy, to the 2016 Health and Business luncheon on Friday, Aug. 26. The Bloomington Country Club will host attendees as Murphy shares information about changes and advancements in the medical landscape, and how those changes will affect businesses and communities.

Dennis Murphy joined IU Health in 2013 as chief operating officer, overseeing the operation of IU Health entities throughout the system. Prior to joining IU Health, Murphy served as COO and executive vice president for Northwestern Memorial HealthCare in Chicago.

Murphy serves on the boards of the Starfish Initiative, the Indianapolis Chamber of Commerce, the 500 Festival and the Indiana Hospital Association.

The Health and Business Lunch is scheduled for 11:30 a.m. on Aug. 26, with doors opening at 11 a.m. Individual tickets and tables of eight may be purchased online at chamberbloomington.org under the Events tab.



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IU Athletics Offers Discounted Football Tickets for Chamber Members

Are you looking for a special opportunity to say thank you to your team, clients or friends? Your Chamber is pleased to offer a special promotion to member businesses and their employees to attend an Indiana University Football game later this year.

The promotion is for two games – IU vs. Wake Forest on Saturday, Sept. 24 and IU vs. Maryland on Saturday, Oct. 29. Game time for both games is to be announced. Adult tickets may be purchased for \$15 each to the Wake Forest Game, or adult tickets may be purchased for \$30 each for the Maryland game. Chamber members may purchase tickets to one or both games.

To purchase tickets, visit IUHoosiers.com and select Promotional Codes – Tickets from the Tickets menu. By using the promo code Chamber, tickets may be purchased as seating is available in Memorial Stadium.

After the Hoosiers' exciting season last year, including an appearance at the Pinstripe Bowl on Dec. 26, 2015, IU fans will be filling Memorial Stadium this season to cheer on Coach Kevin Wilson and his team. Get your tickets reserved right away! **B**

Connecting with our Local Leaders – July 21

Chamber members and the community are invited to attend the Local Leaders Forum on Thursday, July 21 from 4 to 6 p.m. in the Council Chambers at City Hall. Scheduled guests include Bloomington Mayor John Hamilton, City Council member Tim Mayer, City Directory of Planning and Transportation Christy Langley, Monroe County Directory of Planning Larry Wilson and Monroe County Council member Geoff McKim.

Valerie Peña from Indiana University will moderate the discussion, with the panel sharing information about the master comprehensive plan, the urbanizing area plan, affordable housing and more. Attendees will have the opportunity to ask questions of the panel by filling out cards during the discussion.

Doors to the Local Leaders Forum will open at 3:45 p.m., with the discussion beginning at 4 p.m. The event is free and open to the public, but registration is encouraged. Visit chamberbloomington.org and click Events to register. Light refreshments will be served following the program. **B**



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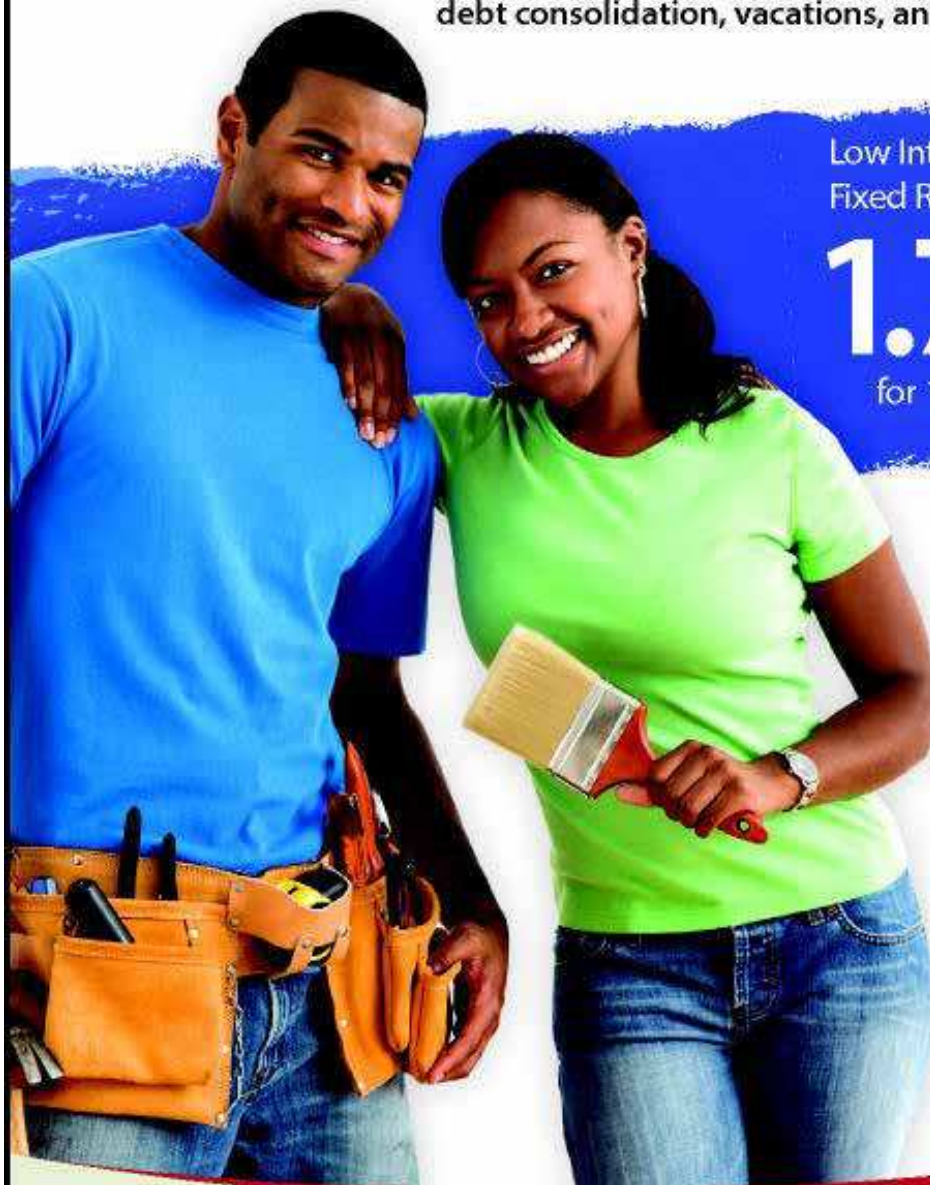


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