



ATRI News

November/December 2010



Member Profile Bionic Auto Parts

Bionic Auto Parts is a family owned business that has been op-

erated and located in Chicago for 33 years. They specializes in late model vehicles that are 2003 or newer in a facility that is located on 15 acres. One of their other specialties is offering extended warranties, and having a friendly dedicated staff to making our customers happy. By being an IL Green Car, Gold Seal member they can boast that they provide a large inventory of good clean parts, fast service, a full line of

aftermarket parts and have good trading partners thru our PRP network.

John Catalano Jr., Soon to be Vice President of ATRI , explained that by being an ATRI member it has enabled them to meet so many people, make so many more connections and has kept them updated and informed as to the ongoing issues that our industry faces on a daily basis. John Catalano Sr. is a past President of ATRI and continues to sit on the ATRI board today. Bionic Auto Parts hosted the 2007 Convention & Trade Show.

John Catalano Jr, said they would like to find a way to buy cars without going to the auctions because of

Bionic continued on page 17

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- ... use the association website to further your business and sell parts

Contact Michelle Lechner at 877-880-2874 for more information
(or see The Member Benefits and Membership Application form on pages 7 & 8 of this newsletter)

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ATRI
News

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Contact RJ McClellan at 877-525-4589 or newsletters@rjmc.com



The ATRI NEWS

The ATRI News is published six times per year for the Auto & Truck Recyclers of Illinois. None of the material in this publication necessarily reflects the opinion of ATRI, its officers, directors, staff, members or its Publisher. Statements of fact and opinion are the responsibility of the author alone.

Articles and letters suitable for publication will be published in the next scheduled newsletter as space permits. Material should be sent to:

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Articles may be edited for length and format.

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President's Perspective

Joseph Watson, ATRI President

Just last month our company needed to replace a couple computers. Apparently there were two computers that had some very nasty viruses and after spending too much time trying to repair/restore the systems I gave up. I called customer support for our yard management system, found out that we could upgrade to Windows 7, pulled out the credit card and placed an order for a couple new computers. The boxes arrived and time came to; set up the systems, and decide who would get the newer, faster systems, I found that I did not have enough time in the day to do this and perform my work tasks. I did what anyone in this situation would and I called 'one of my people', a network guy who at one time managed a school district's computer network. I

explained my situation and he came by to survey our network. Frankly I was unprepared for his assessment of our company's network.

Our anti-virus, anti-spyware and anti-malware were a hodgepodge of several different designers, and that was on the computers that actually had subscrip-

tions that were unexpired. Employees had taken upon themselves to download freeware in order to speed up their systems (apparently this was a very bad practice) and they were actually slowing down the systems and infecting networked hard drives. New computers had historically been given to managers/supervisors while the older systems were transferred to others in their departments (bad for morale). We had purchased many different workstations from different manufacturers. Our systems in general were older and had been shifted around so that our mapped network (a list of every computer with their IP addresses) had been moved so that they were not where they were supposed to be located. All employees had the same user name, same passwords, and all had unlimited access to whatever web site they wished to access.

My 'guy' took me into my office and explained that we were very vulnerable. Not his exact words, they were a bit stronger. He told me that we needed a computer network plan; a strategy to upgrade systems, to plan purchases and to limit the flavors (models and configurations) of the computers, deploy a server based corporate anti-virus/spyware/malware program, and give everyone their own user name and password so that we could limit 'unproductive web surfing'. Again I was shocked, maybe a little stunned.

Within one week, we developed a computer network plan. I share this with you because if we were vulnerable, I believe other yards are currently vulnerable as well. Bi-annually we will purchase enough computers so that our oldest system will never be older than six years old. We set up the first computer out of

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the box to contain all the programs that anyone in the business will need to be productive; in addition any unproductive software pre-loaded is removed. We create a 'ghost image', a restore point, so that if any computer becomes corrupted we wipe the entire system, download any updates and create a new 'ghost image' so that if any computer of that 'flavor' (see above for the reference) also becomes corrupted we can quickly put it back into service. New computers replace older computers, no transferring of computers from one work station to another, and the new computers use the IP address of the computer it replaces. My 'guy' recommends that we have no more than three 'flavors', so that we no longer have the hodgepodge, this will make management of the network much easier and much cheaper (time is money) than having to completely restore unique computer systems. Retired computers are wiped and restored back to the original 'ghost image' and we are able to donate them to charitable organizations and realize a tax credit for our donation. Bi-annually we will upgrade the computer memory of the oldest third of computers in the network. Generally memory is the least expensive way to speed up the computers.

We have installed a server based corporate anti-virus/spyware/malware program. This program automatically updates the software, at the minimum, after work hours weekly and if the computer was turned off the night of the update it will update the next morning, however you may wish to update the software daily. Forms, spreadsheets, images are stored on a separate secure server. Access to server is limited to those people who need access to the information. Office personnel have access to programs such as daily balance sheets, while salesmen have access to cut sheets and part images. The server is backed up to an OFF SITE third company so that in the event of a catastrophic event such as a fire or hard drive failure, the information is not lost. In addition, this information is available to be accessed for those individuals who are working from an offsite location such as home or on the road.

Every employee that needs access to network is

given a unique user name and password. These are in addition to the unique user name and password required to access the yard management system. Network user names determine the access level for access to your main server where your main system is located. If someone leaves a work station, they log out of the network and the yard management system, when someone else access the work station, they log in. This will track the server user's access to the internet and unproductive web sites.

In summary; 1) determine the useful life of your work stations (we chose 6 years) and cycle the replacement (we chose 1/3 every 2 years) of them when the computer gets too old to be productive, 2) purchase only three models over the useful life of your work stations, 3) create a 'ghost image' when you set up your systems for a clean restore point, 4) donate the old (cleaned) computers to get a tax credit, 5) install a server based corporate anti-virus/spyware/malware program on a separate server, 6) back up information to a third party backup service, 7) give every employee a unique user name and password for both the server and the yard management system.

In the long run, this corporate policy will safeguard your company, increase productivity as well as save you money. I welcome your comments on this topic.

Joseph Watson

ATRI President

Operations Manager - ABC Auto Parts



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Executive's Viewpoint

Michelle Lechner, Executive Director

The holidays are rapidly approaching and that certainly does not stop the challenges of the auto recycling industry, does it? With that said, let me update you on a few things that are going on. I just finished faxing letters to key elected officials about waste oil as a source of heat that many of you use to heat your buildings. You can read the letter that I faxed and the outcome, or should I say update as of now in this Newsletter. I will keep you updated and informed as to the progress of further action. Another issue I want to address is the importance of NMVTIS, I think most of you are reporting by now but if you are not you need to be. If you have any questions about that process, or who to report to, please let me know. I have tried to print many of the articles from Auto Data Direct in these Newsletters to keep you updated and informed.

Has the Illinois EPA been to your facility yet? It is my understanding that IEPA is making surprise visits to some of you. I am giving you the heads up on this, so be prepared and be ready. Now might be a good time for you to become a member of ATRI, if you are not already. I've heard that they are asking yards if they are members of ATRI, and if they are not they are highly recommending they belong. Remember, the IL EPA endorses our IL Green Car Program, and I can tell you it has brought peace of mind to those ATRI members who are also IL Green Car Members. As a result, they passed their inspection with flying colors. The members who went through the inspection encouraged me to share this with all of you. I would imagine with all going greener and greener you may want to come on board. If you become a mem-

ber you will receive a sticker for your window saying you are an ATRI member. It is the belief that ATRI members are the yards who boast better business practices and are the more credible yards in Illinois. While it is not mandatory through ATRI that you have to become an IL Green Car Member, it is recommended. Being a member of your industry Association sends the message that you are one of the yards who does practice better business practices and wants to keep current with emerging trends.

Welcome to ATRI Auto & Truck Recyclers of Illinois

Auto Parts Service, Inc D/B/A Franks West Side Auto Parts, Inc

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Chicago, IL 60402

ph: 773/254-4800 cell: fax: 773/254-8842

email: frankmamolella@gmail.com

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Minooka, IL 60447

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Fax:815-521-9889

Cell: 630-401-0029

lingyen@firstamericametal.com

James Li (President of the company)



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Plans are in the works for the 2011 CMARC Convention & Trade Show, while I don't have all the details yet, I can tell you that we have changed the date from the spring to the fall, September, more later. Other events in the works for ATRI are the Field Trips, what a great idea! I think this is an excellent way to see what's happening out there. Maybe it will give you new ideas for your own business, or maybe you will meet other recyclers who you might do business with at some point, or maybe you will just make new friend. You can read more about it this newsletter. The Christmas party will be at I-55 Auto Parts again this year and that will also be the kick off

for the first Field Trip. I hope to see lots of you there. I won't mention any names but I miss seeing so many of you who used to attend these functions all the time. Last year was the first year we did a Christmas party and it turned out to be a very nice time for everyone. Please mark your calendars for December 10th and join us won't you?

Its been a good year for ATRI and I only see wonderful things in the future. If you would like to become a board member or write for the newsletter please do so. I am always looking for content and this newsletter had been a good source of information for the recyclers of Illinois.

Happy Holidays to you and yours,
Michelle



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Company Address _____ Email _____

How many will be attending _____ at \$10 per person for a total of \$ _____

Credit cards accepted: Please circle one, visa or mastercard

Name on card _____

Address _____

Card Number _____ Expiration Date _____

Signature _____

We look forward to seeing you there!!!!

ATRI

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Ph: 877/880-2874 Fax: 217/744-2277

Email: illautorecyclers@aol.com



Update on Illinois Mercury Switch Removal Program

by Becky Jayne

Illinois EPA Site Visits

In the last newsletter you were told that the Illinois EPA's Office of Pollution Prevention (OPP) is in the process of visiting vehicle recyclers, crushers, shredders, and scrap metal processors. The purpose of the visits is to assess compliance with the Illinois Mercury Switch Removal Act. Illinois EPA field inspectors and/or county inspectors are accompanying OPP during these visits. Typically, the visits include an entire site tour.

During the site tours, OPP has observed that vehicle recyclers, crushers, shredders, and scrap metal processors that have a compliance assessment program have cleaner yards and fewer or no compliance issues when compared to other vehicle recyclers, crushers, shredders, and scrap metal processors. ATRI offers its members a compliance assessment program, the Illinois Green Car Program.

Potential violations found at facilities that do not have a compliance assessment program include: no stormwater permit; off rim used tires out in the open; contaminated soil in dismantling areas; no berms or other containment in areas and; lead wheel weights outside in uncovered containers. For a nominal fee, ATRI members can participate in the Illinois Green Car Program and get environmental assistance from an environmental consulting firm. Talk to Illinois Green Car Program members about the benefits.

Replacement Buckets

Recyclers must contact Environmental Quality to receive a replacement bucket. During site visits, OPP has been told numerous times that recyclers are not re-

ceiving buckets when requested. Some recyclers have called Environmental Quality 3 or 4 times before receiving a bucket. If you have this problem please contact me at Becky.Jayne@illinois.gov or (217) 524-9642. I will request a replacement bucket on your behalf.

Annual Reports

The annual switch removal report that you must file with the Illinois EPA was due August 15, 2010. Annual report forms were sent to all recyclers on the ELVS list in June. Report forms can be downloaded from <http://www.epa.state.il.us/mercury/auto-switch/annual-report.pdf>. In October, Illinois EPA will be sending non-compliance notices to recyclers and scrap processors that have not submitted their annual reports.

Becky Jayne is an Environmental Protection Specialist with Illinois EPA. If you have any questions about the Illinois Mercury Switch Removal Program, please do not hesitate to contact her at either Becky.Jayne@illinois.gov, or (217) 524-9642.

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Field Trips!!!!

ATRI is putting together field trips once a month to different ATRI yards. Grab your camera, your notepad and come see some facilities you would not generally explore. These field trips will allow you to experience not only the outside of the facility, but what goes on inside. Please contact us if your yard would be so generous as to allow ATRI members to visit your business (only State Association Members invited). We're asking that you give members a yard tour, allow them to take pictures if they like, explain how you operate your business, and be willing to have a discussion about how you do things at your facility. Learning from one another is a very positive way to learn something new and share your thoughts as well. Afterwards, hosting a small meal like pizza, or delivery of some sort would be appropriate. This will allow Association members time to sit down with your owner(s) and managers to network and get to know one another, perhaps even

receive input from others about your business.

The first Field Trip kick off is in conjunction with the ATRI Christmas Party at I-55 Auto Parts in Channahon, IL. The field trip is scheduled to begin at 3:00pm Friday December 10th, followed by the Christmas party that evening, so plan to stay for the festivities.

Tentative Field Trip dates are:

January 20th

February 18th

Contact info:

Rob – Mack's Auto Recycling - 800-252-9148

Michelle – ATRI Office - 877-880-2874

Whats New With You????

Mack's Auto Recycling: Rob McCartney of Mack's Auto Recycling and his wife of over two years are expecting their first child in January. They are very please to announce that they are expecting a boy! Rob is also excited to be part of the upcoming Field Trips to ATRI yards starting in December.

Illinois Green Car Members

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Should Service and Quality Standards be Added to the Illinois Green CAR Program?

By David Kendziorski

Illinois Green CAR Program Manager

Under the Illinois Green Certified Automotive Recycler (Illinois Green CAR) program, the state's best auto recyclers are recognized for meeting environmental, safety, regulatory, and licensing standards. Over time, the program will be improved by incorporating additional standards that address changing regulations, Illinois rules, and industry issues. For example, within the past couple years, standards for mercury switch removal and a torch safety protocol have been included in the program. The Illinois Green CAR program might offer greater value to members if it also established standards for consistently providing quality parts and outstanding service to the collision repair industry, insurance companies, and other customers.

Such quality and service standards might address issues such as:

- **Parts Condition**
 - Parts grading to international ARA industry standards
 - Accurate parts descriptions
 - Electronically display parts images
 - Availability of body cut sheets
- **Delivery**
 - Reliable on time delivery
 - Immediately report delays to customers
 - Include delivery charges on all estimates
- **Warranties**
 - Minimum product warranty periods
 - Rust and corrosion protection
 - Uniform return and credit policies

- **Administrative Procedures**

- Verification
- Arbitration
- Training

Potential benefits include providing consistent professional business practices for Illinois recyclers, raising the business performance of participating recyclers, improving customer satisfaction, and being identified and listed as a preferred provider to the collision repair and insurance industries. Combining excellent environmental and safety performance, regulatory compliance, and professional business practices could reward Green CAR members with valuable recognition and business advantages.

The Automotive Recyclers Association Gold Seal program has similar business standards, but ARA also requires that members participate in a periodic Customer Satisfaction Index (CSI) report. The Gold Seal program is endorsed by the Automotive Service Association (ASA), which represents 12,000 collision repair businesses. Automotive Recyclers of Michigan (ARM) is currently considering incorporating quality and service procedures and standards into its MICAR program, and ARM has had promising discussions with state ASA representatives.



Illinois Green Certified Automotive Recycler (Illinois Green CAR) Application Form

Owner/Contact Name(s): _____

Business Name: _____

D.B.A. (If applicable): _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Mailing Address (if different): _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Fax: _____

E-mail: _____

I wish to apply for Illinois Green Certified Automotive Recycler (Illinois Green CAR) certification.

I agree to meet the Illinois Green CAR standards.

I agree to participate in the Illinois Green CAR auditing program to verify compliance with the Illinois CAR standards.

I agree to pay the Illinois Green CAR membership fee as established by ATRI.

I agree to comply with the following guidelines:

- Be a member of ATRI, and meet the membership requirements.
- Appropriately display applicable Illinois Green CAR program identity and promotional materials. I agree to surrender same if ATRI membership is canceled or terminated.
- Improve my effectiveness as a business person and professional automotive recycler either through business courses and seminars offered by ATRI, or by recognized colleges and universities.
- To not knowingly purchase and/or sell automotive parts of questionable origin. An Illinois Green CAR member should take pride in his industry and business, thereby enhancing quality, customer service and confidence.

I understand that as the automotive recycling industry changes, the requirements to be an Illinois Green CAR member may also change, I agree to incorporate any such changes in my business. If I fail to do so, my Illinois Green CAR membership will be subject to termination.

Business Owner Signature: _____ Date: _____

Staff Use Only: _____ (date received by ATRI)

Mail to: Illinois Green Car, c/o ATRI, 2817 White Plains Ct., Springfield, IL 62704



Waste Oil as a Source of Heat

Background Information:

EPA is proposing a definition of non-hazardous solid waste that would be used to identify whether non-hazardous secondary materials burned as fuels or used as ingredients in combustion units are **solid waste**. If used oil burned for fuel is determined to be solid waste, then burners would be subject to more restrictive Clean Air Act requirements.¹

The practice of burning of used oil for energy recovery has been thoroughly addressed by EPA and is very specifically and effectively managed.² In fact, it is a widely and very environmentally sound practice. An estimated 70 percent of used oil is either used as a fuel (i.e., burned for energy recovery) or re-refined into lubricating oil. However, depending upon the year, estimates indicate that as much as 90 percent of all collected used oil is burned for energy recovery, leaving 10 percent or less to be re-refined into lubricating oil.

Why did EPA Propose this Rule?

EPA is responding to a court order handed down as part of a Sierra Club and the Natural Resources Defense Council (NRDC) challenge in which the court stated that the Clean Air Act unambiguously requires any unit that combusts "any solid waste material at all" -- regardless of whether the material is being burned for energy recovery -- to be regulated as a "solid waste incineration unit."

Implications

If used oil burned for fuel is considered solid waste, the used oil would be subject to the federal national emission standards for hazardous air pollutants (NE-SHAPs) which would impose unnecessary additional controls on the used oil burning process.

Under this scenario, most automotive recyclers, who are small business men and women, would find it too expensive and burdensome to meet the overly restrictive emission standards that would needlessly be applied. And the environment would suffer. Consider that:

- Recyclers would no longer be able to heat their garages by burning used oil – and consequently no longer reduce reliance on other fuels, save energy and mitigate the issues relative to off

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site management, such as potential spills and transportation pollution;

- The 1,575,000 gallons of used oil that would have been burned in recyclers' furnaces will now be discarded into the environment; and,
- Now other heating sources such as electricity or natural gas will have to be used, causing an adverse environmental affect and losing energy savings.
- If used motor oil is included in the definition of solid waste, recyclers – who mostly represent small businesses - would be unable to afford the additional testing and permitting required to burn used oil for heat. Consequently an enormous and well practiced environmental/economic benefit derived from such energy/heat would be lost. Recyclers would have to pay to discard the oil and the thousands of dollars they have invested in boilers/burners would represent a total loss for the environment and their bottom line.

ARA Position

ARA strongly opposes any effort to redefine used oil burning for fuel as solid waste. ARA asks that members of Congress contact EPA to ensure that the auto recyclers can continue to burn used oil for fuel.

1) Non-hazardous secondary materials are any materials that are not the primary product of a manufacturing or commercial process. Many types of these materials have

BTUs or material value, and can be reclaimed or reused in industrial processes.

2) Under regulations that EPA adopted in the 1980s, found under 40CFR Sect. 279.

Follow Up:

Dear Michelle,

Thanks so much for sending the congressional letters on the used oil burning issue. Just sending you a quick note today to give you an update on the latest EPA action....

EPA just announced that it will postpone until January 16 issuing the package of rules that would require boilers, process heaters, and incinerators to control emissions of toxic air pollutants. This action is in direct response to the hundreds of comments received by EPA opposing this proposal – including those submitted by you.

During this extra month, the Agency will consider additional emissions data collected during the public comment period as well as respond to concerns expressed in a letter signed by 41 Senators and over 100 House members that these proposals could lead to significant job losses.

It is expected that EPA will propose additional sub-categories of boilers and incinerators based on the material burned. ARA will continue to urge EPA to retain the existing definition of used oil as not solid waste and therefore not subject to emissions requirements.

Thanks again -

Betsy Beckwith

Government Affairs Department

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www.a-r-a.org



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Cindy LaVesser

Direct: 866-837-2039

cindy@rpplus.com



Discover the Benefits of Being an ATRI Member!

Illinois Green Car Program (Illinois Certified Automotive Recyclers)

Illinois Green Car recognizes and certifies that the member meets certain criteria in terms of environmental impact, safety, licensing and other regulatory standards as well as general business practices. This program is endorsed by the Illinois EPA and is cost effective. For just \$50 a year you can become CAR certified through the National Association. ATRI has an established a working relationship with Illinois EPA so if you have questions for them but don't want to call, ATRI will be glad to make the call and provide you the answers.

ATRIF Legislative Committee oversees legislative issues pertaining to Illinois auto recyclers. Through the Committee, ATRI engages in lobbying efforts and has established relationships with government agencies including the Secretary of State of Illinois.

Education and Training Opportunities

ATRIF provides training throughout the year. Additionally, ATRI provides educational programs, social events, yard tours, and networking with fellow recyclers.

Opportunities to network, share and learn from other recyclers. See what works and what does not.

ATRIF Newsletter is published 6 times a year

The newsletter is currently mailed to all recyclers in Illinois. The newsletter includes industry news, a complete listing of the membership, updates on legislative and environmental issues and lots of other interesting information I am sure you will find useful in your day-to-day business operations.

CMARC Central Midwest Auto Recyclers Convention and trade show held annually

This event rotates between Iowa, Illinois and Indiana. This event is designed to bring recyclers and vendors together from all over to network, educate, and provide and encourage camaraderie. We invite our fellow recyclers from surrounding states to attend our convention and trade show, which clearly makes CMARC a regional show like none other.

Website and staff accessibility, www.illinoisautorecyclers.com

- All members are listed on the website with all of your information, including a link to your website, if available.
- Newsletter archives
- Calendar of Events, as they are scheduled.
- Parts Search, an opportunity for each member to sell parts.
- Suppliers list, a complete list of suppliers, associate members of ATRI.
- All contact information for the ATRI Board of Directors and Staff.
- Staff accessible to answer all your questions, or find the answer for you.
- Information friendly, ask ATRI to email the membership with an article or question you may have.

ATRIF is a member of the Automotive Recyclers Association, the National association for auto recyclers. ATRI is active by participating at the ARA conventions and sharing that information with ATRI Members.

All Illinois recyclers encouraged to join ATRI and make a difference by getting involved. Support your state association and reap the great benefits of the membership.



Auto & Truck Recyclers of Illinois Association News

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November/December 2010



Auto & Truck Recyclers of Illinois Application for Membership Please print or type

Business _____

Name _____

Contact Name _____

Address _____

City _____ State _____ Zip _____

County _____

Phone _____ Fax _____

E-mail _____

Website _____

Type of Business Activities

(CHECK ALL THAT APPLY)

- | | | |
|---|--------------------------------------|--|
| <input type="checkbox"/> Recycler | <input type="checkbox"/> New Parts | <input type="checkbox"/> Body Shop |
| <input type="checkbox"/> Automotive Mechanics | <input type="checkbox"/> Towing | <input type="checkbox"/> Import Vehicles |
| <input type="checkbox"/> Domestic Vehicles | <input type="checkbox"/> Light Truck | |
| <input type="checkbox"/> Other _____ | | |

Investment

- 1-4 Employees..... \$250
- 5-9 Employees..... \$375
- 10 + Employees \$500
- Associate..... \$250
- Amount Remitted \$ _____

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 Email: ILLAutoRecyclers@aol.com
QUESTIONS CALL: 877.880.2874



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Bionic continued from cover

the high buyer fee's or figure a way to reduce those fee's "maybe we could get donation cars and spread them between the ATRI members" or work on some type of co-op buying program as a group. The need for reasonable priced quality supply is a must for both of our operations the u-pull (Kankakee Auto Recyclers) and the late model yard (Bionic Auto Parts & Sales Inc.) and I am sure that goes for everyone in our industry. Hopefully we will be able to come up with something within our association that will help everyone in the local market place.

Thanks John Catalano Jr
Bionic Auto Parts & Sales Inc.



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Whittaker Salvage
Earlville
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Cracking The Leadership Code in the Recycling Industry: What Type Of Leader Are You?

By Dana Borowka, MA, CEO, Lighthouse Consulting Services, LLC

The Recycling Industry is in need of leaders at all levels in order to grow and sustain business. Hiring the right people, mentoring and coaching individuals is vital in not only sharing ideas from the past but also for attracting and retaining top talent to ensure performance and survival.

Later in the article we will invite you to take a

complimentary leadership assessment. We feel this is very important in order to better understand yourself as a leader but also to gather insight on how to manage others. If you are able to inspire and encourage others to share ideas that can be integrated into your business goals and objectives then... WOW! You know how to tap into unique resources of your team. If not, we'd

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encourage you to continue reading to find a way to do so.

A number of years ago, a manager that we knew would yell, scream and demean fellow team members. It got to a point where the team wouldn't even talk to this manager. Team members started to gather together and created ideas on their own to implement. After about six to eight months, profitability started to increase – market share improved – overhead costs were reduced. The manager wanted to know what was going on! It turned out that since the team members were selected for their proactive leadership characteristics, the team succeeded despite their obstacle. They strived to rally each other and effectively work together as a team. The manager started to realize what had happened and learned a very valuable lesson about leadership. While his team managed to pull together to be an efficient team, he didn't fulfill his role as a leader. A leader needs to listen, ask non-judgmental questions and communicate in a way that doesn't shut people down.

With the many challenges we all face, now is the time to rally your team members ... now is the time to enhance your leadership style... now is the time to listen to ideas and plan for the future! In-depth work style and personality assessments not only help when hiring, they can be a manager's best tool to connect with employees and identify future leaders. You can manage the hard way or the easy way, the choice is up to you. The hard way is to be the "my way or the high-way" type of boss. You know the kind, always forcing workers to do things in a way that isn't natural for them. Wouldn't it be better to use your understanding of work style traits to tap into the natural flow so you can get the best out of your people? Of course, knowing your employees, understanding their concerns, and developing connected relationships with them should be the normal procedure for all managers.

What is the payoff to a manager for developing connected relationships with employees using in-depth work style and personality assessments? Here are three good benefits. First, it enables the manager to better

anticipate what roadblocks might occur with a worker, and what to do to reduce this resistance. Second, understanding where employees are coming from will help you plan out how much participation you need from them, and will give some clues as to how change should be communicated to them. Third, building connected relationships builds commitment and loyalty.

Take The Connected Leader Test

How connected are you as a manager? To find out, we asked our colleague Dr. Bruce Heller, an industrial psychologist with 20 years experience, to help us design a quick connected leader self test. Once you answer the questions, we will provide you with specific tips and ideas that you can begin to implement immediately. For most managers, leadership does not come naturally. The tips we share will help you to become a better listener and a more connected leader. Employee buy-in comes when a manager is able to listen attentively, understand their needs and concerns, and to lead using your natural style.

To read more about this topic and how to use in-depth work style and personality assessments during your selection process as well as gathering mentoring and coaching ideas, you can order our book, *Cracking The Personality Code* by visiting www.crackingthepersonalitycode.com.

Dana Borowka, MA, CEO and Ellen Borowka, MA, COO of Lighthouse Consulting Services, LLC have over 25 years experience in the area of business and human behavioral consulting. They have been helping organizations both nationally and internationally in raising the hiring bar through using in-depth work style assessments. They are nationally renowned speakers and radio personalities on this topic. They have built a well recognized organization that provides expert interpretation of in-depth work style assessments during the hiring process, providing a variety of workshops and assisting those with communication challenges. They are





authors of the book, "Cracking the Personality Code". To order the book, please go to www.crackingthepersonalitycode.com.

If you would like additional information on this topic or others, please contact your Human Resources department or Lighthouse Consulting Services LLC, 3130 Wilshire Blvd., Suite 550, Santa Monica, CA 90403, (310) 453-6556, dana@lighthouseconsulting.com & our website: www.lighthouseconsulting.com

Lighthouse Consulting Services, LLC provides a variety of services, including in-depth personality assessments for new hires & staff development, team building, interpersonal & communication training, conflict management, workshops, and executive & employee coaching.

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Sales Tips 1:04

Extended Warranty Sales

- Do not be afraid to sell the warranty, look at the big picture.
- Offering the warranty mentally will show the customer you are willing to stand behind your product.
- Start with the highest warranty price and coverage first, then work your way down until you find the right price and warranty for the customer.
- Negotiate the warranty price not the part price.
- Make the customer aware of the warranty coverage details tell your customer if they have a problem and didn't buy the warranty not much will be covered.
- Have your shop customers sell the warranty for you to their customer as an extra money center for them.
- Let the customer know they will have peace of mind if a problem comes up if they buy the extended warranty.
- Put pay out caps and percentage in place when setting up a warranty program.
- Make sure your staff is well educated on your program.

- Pay commission on selling the warranty.
- Set up an in house warranty account to track what has been paid out.(Example in Quick Books)
- Have one person in charge of pay out and review of claims to assure no funny business is happening.

Thanks,


John Catalano Jr.

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NMVTIS Advisory Board's Second Meeting

ARA's Chief Executive Officer, Michael Wilson, represented ARA last week at the second NMVTIS Advisory Board meeting.

At the meeting, the American Association of Motor Vehicle Administrators - the group that administers NMVTIS - reported that forty-nine states are currently providing data to the system. Twenty-six states provide data to the system as well as make title inquiries before issuing new titles. Twelve states provide data but are not making inquiries. Eleven states are in development (Alaska, Colorado, Hawaii, Kansas, Maine, Michigan, Mississippi, New Mexico, Oregon and Rhode Island). Although, Illinois and the District of Columbia are not providing data at this time the Department of Justice (DOJ) noted that both states recently received grants to help implement systems. Kansas, Colorado, Georgia and Oregon also received grants to assist their NMVTIS efforts.

DOJ also noted they planned extra enforcement efforts in several states including: California, Florida, Illinois, Massachusetts, Michigan, New York, New Jersey, Pennsylvania, Texas and North Carolina. Members of the board also recommended that towers who meet a certain definition be required to report to NMVTIS. DOJ staff agreed to consider the recommendation.

The objective of the NMVTIS Advisory Board is to provide input and recommendations to the DOJ regarding the operations and administration of NMVTIS such as meeting the statutory goals of the system; ensuring participation of system stakeholders; implementing a system that is self-sustainable with user fees; creating opportunities for alternative revenue-generating streams; and determining ways to enhance the technological capabilities of the system.

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Blue Jeans, Green Homes—a Perfect Fit

Denver Post (CO) (09/11/10) Martin, Claire

Habitat for Humanity's chapter in Loveland, Colo., plans to use denim insulation for its upcoming home-building projects, but bringing the plan to fruition is a multi-step process. First, Allan Co. receives discarded denim and cuttings from clothing manufacturers and compresses the material into 1,000-pound bales. The bales are then reprocessed by JBM Fibers into cotton fiber. Finally, Bonded Logic converts the fiber into insulation and applies a flame retardant before selling the material as UltraTouch Natural Cotton Fiber Insulation. Bonded Logic says the final product is safer to handle, easier to install, retains heat longer, and absorbs sound better than conventional insulation. "Using denim insulation at a slight cost increase is no different than using a higher-quality product in any building product application," says Alliance Center director Phillip Saieg. Loveland's Habitat chapter is collaborating with Cotton Inc. to transform 4,000 discarded pairs of jeans into insulation, and Habitat's Karen Murray-Boston says roughly 500 pairs of discarded jeans are needed to provide sufficient insulation for a typical Habitat home. Since the initial "From Blue to Green" denim drive four years ago, Cotton Inc. has received more than 270,000 pieces of denim, diverting 200 tons of denim from landfills.

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