



CONWAY CENTER  
for FAMILY BUSINESS

# Communicator

A Publication of the Conway Center for Family Business

WINTER 2012

## 300 Attend 13th Annual Family Business Awards Celebration!



On November 4, the Conway Center for Family Business recognized more than 20 businesses and individuals who celebrated milestones or demonstrated accomplishments in the areas of communication, community engagement, re-invention, succession, or support of family businesses.

The Awards Program gave the Conway Center an opportunity to celebrate the successes of Central Ohio's family businesses and those who play an integral role in supporting our communities. With 300 guests in attendance this year, the room was filled with excitement and pride as each recipient was called to receive their award.

### 2011 Family Business Award Honorees

#### COMMUNICATION

Highlights for Children, Inc.

#### COMMUNITY ENGAGEMENT

EclipseCorp.  
Ohio Support Services  
The Charles Penzone Salons

#### MILESTONE ACHIEVEMENT

**150 years (2010):** The Wilson Bohannon Lock Company  
**100 years:** Columbus Sign Company  
**100 years:** George J. Igel & Co., Inc.  
**90 years:** Atlas Butler Heating & Cooling  
**90 years:** White Castle System, Inc.  
**75 years:** The Ohio Exterminating Company  
**40 years:** Courtesy Ambulance, Inc.  
**40 years:** Lincoln Construction  
**30 years:** Lindey's Restaurant

**30 years:** Uniglobe Travel Designers, Inc.  
**Lifetime Achievement Award:**  
Charles Penzone, The Charles Penzone Salons

#### RE-INVENTION

Donatos Pizza  
Inn & Spa at Cedar Falls  
Rumpke Consolidated Companies, Inc.

#### SUCCESSION PLANNING/IMPLEMENTATION

Martin Carpet Cleaning Company  
Rhoads Farm Market & Garden Center  
Stanley Steemer International, Inc.

#### SUPPORT OF FAMILY BUSINESS

Becky Blatt, past Associate Director, Conway Center  
Ohio Dominican University

A special thank you to Angela An, WBNS-10TV News Anchor for emceeding the event and to our event sponsors: Business First, Chester Wilcox & Saxbe, Commerce National Bank, The Guth Group at Morgan Stanley Smith & Barney, Oxiem Interactive, Rider Financial Group, Webbed Marketing, WOSU Public Media and Capitol Citicom.

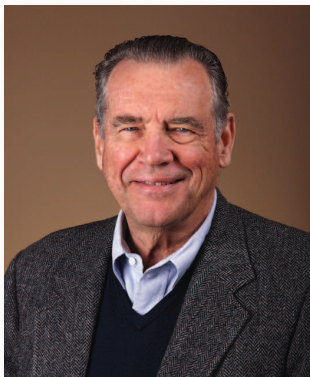


Angela An - emcee



More Awards photos on page 3 >

# At the Center



The Conway Center for Family Business was originally created in 1998 to help Central Ohio's family-owned businesses grow and prosper, recognizing that family businesses are the foundation of our business community and a key contributor to the economy.

Today, the Conway Center continues to focus on its original mission and has proven to be a valuable resource for small, medium and large family businesses. Even through recent economic challenges, the Center continues to grow -- adding 21 new family businesses to its membership during

2011 for a total of 113 family business members -- and expand the opportunities for more family business leaders to work together and learn from each other.

Whether you work in or with a family business, the Conway Center and its members provide opportunities for you to connect with your peers and to take advantage of valuable educational programs and resources to grow and improve your business and enhance the leadership skills of your staff.

We invite you to take advantage of all that the Conway Center has to offer including:

- Peer groups that connect you with family business leaders facing similar challenges
- Networking opportunities with other successful family business leaders
- Assistance and support with succession planning challenges
- Educational programs that concentrate on important topics and issues for family businesses
- A new Members Only section on our website that provides educational resources and videos, and connects you with other Conway Center members

If you are already a member, we encourage you and other members of your business to try out a peer group and to attend more programs this year. And if you are not yet a member, we invite you to attend one of our educational programs to learn more about the Center and to connect with other family business leaders from Central Ohio. Invest time to attend programs that will enhance your family business; learning from your peers is sure to be a worthwhile use of your time.

**Dick Emens**  
Executive Director



## Advisory Board

**John Schuman**  
Budros, Ruhlin & Roe

**Mary-Lynn Foster**  
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Emens & Wolper Law Firm

**Darci Congrove**  
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GREENCREST

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Laser Reproductions

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**Thaddeus O'Brien**  
O'Brien & Associates, Inc.

**Lynda Huey**  
**Jay Young**  
Ohio Dominican University

**Scott Rider**  
Rider Financial Group

**Michael Schoedinger**  
Schoedinger Funeral &  
Cremation Service

**Jamie Richardson**  
White Castle System, Inc.

## Staff

**J. Richard Emens**  
**Deana Gordon**  
**Connie Nicholson**  
**Hyla Skudder**



Check out photos from the 13th Annual Family Business Awards.

What a great celebration of family business success!



Inn & Spa at Cedar Falls receives a Re-Invention Award.



Angela An emceeding the Awards Celebration.



Chuck Penzone, Bea Wolper, and Jeff Lagus catch up before the program.



Executive Director Dick Emens presents Dr. Cimbolic with the Support of Family Business Award for ODU.



Family Business Advisors Rob Mason, of Insight Bank, and Darci Congrove, of GBQ Partners.



Courtesy Ambulance, Inc. receives 40 year Milestone Award.



Rumpke Consolidated Companies, Inc. receives a Re-Invention Award.



Lincoln Construction receives a 40 year Milestone Award.



Jane Grote Abell, of Donatos, and other guests share family business stories.



The Charles Penzone Salons receives a Community Engagement Award.



George J. Igel & Co., Inc. receives a 100 year Milestone Award.



Atlas Butler Heating and Cooling receives a 90 year Milestone Award.

# Helping Next Gen Family Members Be Successful in the Family Business



by Thaddeus O'Brien, Ph.D.,  
O'Brien & Associates/Conway Center  
Next Generation Peer Group Leader

It's not always easy for the child or relative of a business owner to enter the family business and quickly help it prosper.

While there are a great number of family business success stories, there are also significant potential challenges facing a young person entering their family's business. If these challenges aren't realistically anticipated and honestly faced, they can destroy the confidence of young family members and even tear the family apart. Being a successful family member does not guarantee that someone will make a good and successful employee.

For family members already in the business – who have known the Next Gen members as children growing up – it can be hard to think of them or treat them like adults, or take their ideas seriously. For co-workers, particularly long time employees, there may be resentment and animosity, especially if the next generation individuals enter the business with a management title. And if the young family member is screwing up, it's often difficult for them to get honest, constructive feedback from those around them. Non-family executives and managers often admit that they pulled their punches when dealing with the son or daughter of the owner.

Many Next Gen individuals enter the family business ill-prepared for what's involved in making that business succeed. Even prestigious business school graduates find making good business decisions in the real world is tough. Day-to-day decision-making in a business demands quick action with limited information and loads of unknowns. And every decision in a business has financial consequences. Unfortunately, no one gets good at making these decisions without occasionally making mistakes. Often, what makes this more difficult for younger family members is that a spotlight shines on their decisions, their mistakes. And the glare of that spotlight can be harsh.

So, how do we help young family members enter and succeed in their roles? One suggestion that may seem obvious but is often overlooked: **Find out what they do well and match their assignments to their strengths.**

The Gallup research on employee engagement, built from feedback involving over a million work teams, demonstrates that the most effective leaders are always investing in strengths. All of the armed services now offer resilience training for recruits. The programs are structured around helping recruits understand and build on their character strengths. (There is an excellent, **free** on-line survey - the same instrument used by all branches of the service - that helps people identify their character strengths found at <http://www.authentichappiness.sas.upenn.edu/questionnaires.aspx>. Scroll down to Engagement Questionnaires and click on "VIA Signature Strength Questionnaire" to take the test.) This 240-item questionnaire produces a report that serves as a building block to help people understand what they do well and areas where they probably won't do very well.

The next task is to find a role in the company that utilizes their strengths and minimizes their opportunities for failure. While "stretch" assignments that take a person out of their comfort zone are good, the initial challenge in getting someone on the right path is to match their talents with tasks at which they can succeed.

My other suggestion is this: **find them a mentor who is not a family member.** It needs to be someone who can bond with the young family member and who understands what it takes to make a business succeed. That person is also someone with whom he or she can talk freely and who will give them honest, direct feedback. The focus of the feedback is not built around criticism but coaching – showing individuals how to learn from mistakes so they can get better as a family business member and leader.

Working in a family business can be rewarding. Our job is to help avoid some of the predictable pitfalls that bedevil and often derail young people growing up in the family business.

"The Next Generation Peer Group is an invaluable resource for anyone looking to expand their knowledge of family business management. The small, informal setting encourages each group member to openly share their past and present experiences, what has worked, what has not, as well as develop possible solutions for improved management practices. This forum provides new ideas and information on tackling everyday situations. I gain a little more knowledge and perspective in every meeting."

**Kevin Oakes**  
President, Capitol Citicom Inc.



# PEER GROUP OPPORTUNITIES



Peer Groups are small groups of 6-12 individuals who confidentially explore family business subjects of mutual interest. The goal of Conway Center Peer Groups is to:

- Learn from sharing family business experiences with others
- Effect change for individuals, their families or their employees over time
- Provide accountability and feedback to family business leaders who participate
- Serve as a sounding board for participants faced with challenging family or business issues

## CEO's

CEO's who lead family-owned companies appreciate the opportunity to discuss business, family, and personal leadership issues with peers in a confidential environment.

These meetings have structure and a format to ensure accountability, productivity and value for all who participate.

Led by Jerry Bordner, founder of Laser Reproductions, the group meets monthly. Members are drawn from non-competing industries. Accepting new members now.

## Marketing/Sales Peer Group

This peer group helps family business leaders who want to create marketing and sales strategies to improve their bottom line and industry presence.

The 10-month series offers family business leaders hands-on techniques to take their organization to the next level.

The group is led by CCFB Board Member and chief strategy officer of GREENCREST, Kelly Borth, and meets on the fourth Wednesday of each month from 7:30-9:00 a.m.

## Women in Family Business

The Women in Family Business Peer Group discusses issues and opportunities unique to women who own, lead, support or work within family businesses. These interactive sessions are moderated by Bea Wolper, co-founder of the Conway Center and Managing Partner at Emens & Wolper Law Firm.

Topics are known ahead of time, education on that topic is provided and sharing among participants is expected.

Meets one Tuesday morning each month from 7:30 a.m. – 9:00 a.m.  
Group accepts new members at any time.



## Next-Generation

Aged 21 to 40, the members of this group are in the process of assuming a greater leadership role in the family business or will have that opportunity in the future. Organizational psychologist Dr. Thaddeus O'Brien moderates the group's discussions so that peers can openly talk about issues specific to next-generation leaders.

Meets once each month at a time determined by participants.

New groups are formed regularly and are composed of next-gen leaders from non-competing companies.

## JOIN A PEER GROUP

To participate in a Conway Center Peer Group you must be a member of the Center. Annual membership dues are \$385.00 per family business. For more information about peer groups or to become involved with a peer group contact Dick Emens, Executive Director, at [emens@familybusinesscenter.com](mailto:emens@familybusinesscenter.com) or Deana Gordon, Associate Director, at [gordon@familybusinesscenter.com](mailto:gordon@familybusinesscenter.com) or 614.253.4820.

## Family Business Leaders

This peer group is for family business leaders or key employees who want to deepen relationships and explore business to business opportunities to share ideas, growth and development strategies, economic challenges, and to motivate each other. The group is facilitated by Nick Nicholson, president and CEO of Sales Fitness.

Meets on the 2nd Wednesday of each month. All groups are structured with participants from non-competing companies.

New groups forming on an as needed basis. New members accepted at any time.



Members of the Women in Business Peer Group at one of their monthly gatherings.

## Relationship Building Opportunities

Tuesday  
JUNE **26**

### **4th Annual Family Business Night at the Columbus Clippers**

7:05 game time | Clippers vs. Norfolk Tides  
Huntington Stadium | Columbus, OH 43215

Thursday  
AUGUST **23**

### **9th Annual Family Business Tour and Networking Event**

A.D. Farrow Co. Harley Davidson Family of Dealerships

## Celebrating the Success of Family Businesses

Friday  
NOVEMBER **02**

### **14th Annual Family Business Awards Luncheon**

11:30 a.m. – 1:30 p.m. A tradition of honoring family businesses in our community and celebrating their accomplishments.



## Family Business Roundtables and Webinars

Tuesday  
FEBRUARY **14**

### **ROUNDTABLE: Tools and Tips for Working with Your Spouse in Your Family Business**

8:00 - 9:00 a.m. at Ohio Dominican University

Tuesday  
MAY **01**

### **WEBINAR: How to Grow Your Family Business with Search Marketing**

11:00 a.m. - Noon

Wednesday  
SEPTEMBER **26**

### **ROUNDTABLE: Mastering Communication to Manage Relationships in Your Family Business**

8:00 - 9:00 a.m. at Ohio Dominican University

Wednesday  
DECEMBER **05**

### **ROUNDTABLE: Crisis Communications/Media Training**

8:00 - 9:30 a.m. at Ohio Dominican University



## MORNING EDUCATIONAL SERIES

7:30 – 9:00 a.m. in Alumni Hall

*Educational Programs  
are graciously hosted for  
the Conway Center on  
the campus of*



Thursday  
JANUARY **19**

**Beyond the Three Circles:  
The Impact of External Factors on Your Family Business**

Thursday  
FEBRUARY **16**

**FamilyPreneurship:  
The Four Keys to Revitalizing Your Family Business**

Thursday  
MARCH **15**

**There's No Business Like Shoe Business:  
Rocky Brands Steps Up in a Highly Competitive Industry**

Thursday  
APRIL **19**

**Navigating Change:  
Moving Your Family Business Forward in a Turbulent Economy**

Thursday  
MAY **17**

**Game Changers:  
Engaging Employees to Take Your Family Business to the Next Level**

Thursday  
SEPTEMBER **20**

**Eradicating Entitlement in Your Family Business**

Thursday  
OCTOBER **18**

**Separating Personal Wealth from Your Family Business**

Thursday  
NOVEMBER **15**

**The Importance of Generational Differences:  
What Family Business Leaders Need to Know**

Thursday  
DECEMBER **13**

**Best Practices in Governance:  
Choosing the Right Team for Your Family Business**

**REGISTRATION** by members for these programs is appreciated. Reservations may be made online at [www.familybusinesscenter.com](http://www.familybusinesscenter.com). Conway Center members are encouraged to introduce other Central Ohio family business leaders to the Center and may bring guests to programs. These meetings are open to the public for a small fee unless otherwise advertised.



# Family Business Advisors/Service Providers

## Banking



**Jennifer Wehrly**  
614.583.2200  
www.commercenationalbank.com



**Steve Brooks**  
614.468.4020  
www.insightbank.com



**Eric Sideri**  
614.460.3433  
www.keybank.com



**Tim McDaniel, CPA/ABV, ASA, CBA**  
614.923.6532  
www.reacpa.com

## CFO Services



**Tom Flynn**  
614.944.5760  
www.focuscfo.com



**Darci Congrove**  
614.947.5224  
www.gbq.com

## Accounting



*Norman Jones Enlow & Co.*  
Certified Public Accountants  
& Management Consultants

**Nancy Watts, CPA, MBA**  
614.228.4000  
www.nje.com



**Hans J. Kronsbein, CFP®, CPWA®**  
614.222.9082  
www.plantemoran.com

## Human Capital



**Kyle J. Pifher**  
614.458.1869  
www.findleydavies.com



**Brian Zak**  
614.436.5880  
www.sequent.biz



**Eric Collet**  
614.623.2951  
www.definitypartners.com



**Nicole Evans**  
614.251.4725  
www.ohiodominican.edu

## Process Improvement

## Insurance



**Bill Sullivan**  
614.220.9252  
www.neacelukens.com



**Scott P. Rider, CLU, CFBS, AEP**  
614.876.7044  
www.riderfinancial.com



**Paul W. Ward**  
**Richard E. Connolly JD**  
614.486.9260



**Robert E. Beymer**  
(614) 326-4716  
www.willis.com

## Wealth Management



**Daniel Roe, CFP**  
614.481.6900  
www.b-r-r.com



**Joel J. Guth, Financial Advisor**  
614.460.2633  
www.fa.smithbarney.com/guth  
Morgan Stanley Smith Barney LLC, Member SIPC.



**Gary J. Forbeck, CFA**  
614.789.1760  
www.ofgltd.com



**Donna Kanoski**  
614.220.5416  
www.ColumbusBusinessFirst.com

## Labor & Employment Law



**Jonathan Downes**  
614.221.1216  
downesfishel.com



**Tony Kington**  
614.334.6141  
www.taftlaw.com



**Sarah Chambers**  
614.469.3251  
www.thompsonhine.com



**Bea Wolper**  
614.414.0888  
www.emenswolperlaw.com

## Marketing Advertising PR



**Kelly Borth**  
614.885.7921  
www.greencrest.com



**Amy Marshall**  
614.291.8456  
www.webbedmarketing.com



**Billy Fischer**  
614.787.6675  
www.Oxiem.com

## Educational Resources



**CONWAY CENTER**  
*for* **FAMILY BUSINESS**  
Central Ohio's Resource For Family Businesses



# Q: What should family business leaders focus on in their 2012 financial plans?

**A:** The beginning of each new year tends to cause all business leaders to reflect on the past year's accomplishments and challenges, and to begin to think about plans and strategies for the coming year. Although we all know that the execution of a well-planned strategy happens over the course of each and every day, week, month and year, the turning of the calendar from one year to the next does take on special significance.

As we look toward 2012, we can identify a host of growth opportunities that exist today despite the significant current issues facing the global economy. With proper management and effective leadership, family owned businesses that have survived the "great recession" can surely prosper in the coming years provided that they are able to execute on fundamentals. This will require maintaining adequate access to liquidity which will allow leaders to respond quickly to new business opportunities and meet the basic needs of their operations.

Given that many banks have not yet returned to prior lending patterns, particularly to smaller businesses, providing for one's own liquidity needs remains critical. With year-end fast approaching, and the potential for further liquidity squeezes induced by the European crisis, verify your own sources of liquidity available through existing banking relationships, current cash balances, and marketable securities in your portfolio. Having constant access to liquid capital will help assure you and your business can take advantage of the opportunities that will surely present themselves as the economy continues its recovery.

**Daniel B. Roe, CFP®**  
Principal  
Budros, Ruhlin & Roe, Inc.



**A:** Family business leaders and their advisory teams are faced with a tremendous amount of uncertainty given the current business environment.

Some key areas to evaluate are:

- **Investment Portfolio Management** – Whether the portfolio is comprised of marketable securities or business lines within the family business enterprise, a focused approach in maximizing growth on a risk-adjusted, expense-adjusted, income tax-adjusted basis is critical to long-term financial success.
- **Income Tax Considerations** – A proactive and ongoing approach to income tax planning will be valuable in 2012, particularly given the political landscape in the country and a potential end to the Bush tax cuts.
- **Estate Planning** – We suggest taking a total family balance sheet approach to assessing the current estate plan and opportunities currently presented under today's law. Family business leaders should also be evaluating whether to utilize the \$5 million gift exemption, which is currently scheduled to end 12/31/2012.

**Hans J. Kronsbein, CFP®, CPWA®**  
Relationship Manager  
Plante Moran



# Meet Our Members

A.D. Farrow Co. Harley-Davidson  
Ahlum & Arbor Tree Preservation  
ALD Precast Corp.  
ALNI  
Amaxx  
Anthony-Thomas Candy Company  
Artina Promotional Products  
Associated Insurance Agencies  
Atlas Butler Heating & Cooling  
Auld Technologies LLC  
Barney Corporation  
BEST Courier Inc.  
The Bradley Co.  
Broad Street Financial Company  
Buckeye Automotive Group  
Buckeye Boxes  
Buckeye Power Sales Co., Inc.  
Capitol Citicom, Inc.  
Capitol Tunneling  
Carmen's Distribution Systems  
Century Resources  
Charles Penzone Family Of Salons  
Columbus Equipment Company  
Columbus Sign Company  
Converse Electric  
Corporate Interior Concepts  
Courtesy Ambulance  
Crane Group Co.  
CycleMet Inc.  
Diehl-Whittaker Funeral Service  
Donatos Pizza LLC  
Dostal & Kirk, Inc.  
Dublin Building Systems  
Dublin Cleaners  
Dupler Office  
Earman & Wood CPAs  
EasyIT  
Edwards Steel

EHC Incorporated  
Fissel Floor Covering  
Fortner Upholstery and Fine Furnishings  
George J. Igel & Co., Inc.  
Golf Car Company  
Graffiti Foods  
Green Life, LLC  
Gummer Wholesale  
Hague Quality Water  
Happy Chicken Farms  
Heiberger Paving  
Highlights For Children  
Hina Environmental Solutions  
Hyzdu Wealth Management  
ICNS  
Inn and Spa at Cedar Falls  
Jendco Safety Supply  
Jet Container Company  
The Jubach Company  
Kimball Midwest  
King Business Interiors  
Lair's Hallmark Centers  
Laser Reproductions  
Laurus Leadership Development  
Leo Alfred Jewelers  
Lincoln Construction  
Lindsay Honda/Acura  
Marlenko Group  
Martin Carpet Cleaning Co.  
Martin Painting & Coating Co.  
McKee Door Sales  
Mid City Electric  
Mid Ohio Strategic Technologies  
Mlicki  
Modlich Monument Co. Inc.  
Modlich Stoneworks  
Molino & Associates  
MPW Industrial Services

MT Business Technologies  
Murray Associates  
O'Brien & Assoc.  
Ohio Power Tool  
Ohio Support Services  
OPOC.us  
Overmyer Associates  
Pharmacy Systems, Inc.  
Pipe Valves  
Proforma Graphic Impressions 2 LLC  
R. W. Setterlin Building Company  
Regal Beverage Concepts  
Reitter Stucco and Supply  
Rent - A - John  
Ricart Automotive  
RICOP Construction Company  
Roberts Electrical Construction Company  
Rumpke Consolidated Companies, Inc.  
Safex, Inc.  
Sales Fitness  
Sanese Services  
Schoedinger Funeral & Cremation Service  
Servex Electronic Distributing  
Service Pro.net  
Skyline Exhibits  
Small Business Payroll Service  
Smoot Construction  
Spartan Logistics  
Sunbury Chiropractic Center  
Sutphen Towers Inc.  
TriAd Marketing and Media  
Tub Cutter!  
Veits Group  
Velvet Ice Cream  
Vista Industrial Packaging  
W. W. Williams  
White Castle  
William F. Williams





# BENEFITS OF MEMBERSHIP

- Free admittance for up to four members of your company to all **educational programs** offered during the year. Programs are held from 7:30 a.m. - 9:00 a.m. at Ohio Dominican University nine months of the year.
- **Opportunity to network** with Central Ohio family business leaders.
- **Access to national and local professionals** with years of experience working with family-owned businesses.
- Eligibility for a member of your company or family to **audit Establishing, Building, and Passing On a Family Business** (BUS 362) at Ohio Dominican University at no cost.
- Invitation to attend the **Annual Family Business Tour and Networking Event** and **Family Business Awards Program**.
- Eligibility for a representative of the family business to **participate in Conway Center peer groups** for: CEOs, Women in Family Business, Next Generation Leaders, and Family Business Leaders.
- Subscription to the *Family Business Communicator* **print newsletter**.
- **Monthly email updates** about family business news and Conway Center for Family Business events for you, your employees, and your board members.

**Cost: \$385.00 per year per Family Business.**

# BECOME A MEMBER

Family Business Name: \_\_\_\_\_

Number of Employees: \_\_\_\_\_ Year Founded: \_\_\_\_\_ Number of Years in Central Ohio: \_\_\_\_\_

Company Principals:  
Name

Title

E-mail address

_____	<input type="checkbox"/> Family Member
_____	<input type="checkbox"/> Family Member
_____	<input type="checkbox"/> Family Member

Principal Product or Service: \_\_\_\_\_

Company Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Website: \_\_\_\_\_

Please mail completed application and annual \$385 membership fee to:  
Conway Center for Family Business  
1216 Sunbury Road  
Columbus, Ohio 43219



**CONWAY CENTER**  
*for* **FAMILY BUSINESS**

Central Ohio's Resource For Family Businesses

1216 Sunbury Road  
Columbus, OH 43219

Non-Profit Org.  
Us Postage  
**PAID**  
Columbus, Ohio  
PERMIT #798

## Programs and Resources for *Your* Family Business!

Join us for educational programs,  
peer groups, roundtables and  
webinars to grow and develop  
your family business in 2012.

**FULL DETAILS INSIDE ON PAGES 6 & 7**

## CONWAY CENTER MISSION

- To help family businesses continue to be profitable and successful.
- To assist family-business owners with transitioning their business to the next generations.
- To celebrate the accomplishments of outstanding family businesses in our community.
- To increase awareness of the positive impact family businesses have on the Central Ohio economy.



*From left to right: Debbie Lackey, Leo Lackey, Marjorie Lackey, Mike Draghi, Christine Draghi, Bruce Lackey, Mark Lackey*

"It would be difficult to find a better value for local family businesses searching for answers to complex questions than the Conway Center. They offer an array of educational programs, professional resources and peer group networking that is unmatched. Being a member has offered our business the structure needed to address these questions and in many cases solutions to the same. There is probably no unique issue that your family business may be struggling with that someone else in that room has not already faced and conquered."

**Bruce Lackey**  
President and CEO, Happy Chicken Farms