



CONWAY CENTER
for FAMILY BUSINESS

Communicator

A Publication of the Conway Center for Family Business

WINTER 2011

CONWAY CENTER RECOGNIZES FAMILY BUSINESS SUCCESS



The Conway Center for Family Business' 12th Annual Family Business Awards Program included a keynote address by White Castle's "Undercover Boss" Dave Rife. Rife was featured on the hit TV show of the same name and provided words of wisdom from the lessons he learned during the taping of the show.



Conway Center members enjoy conversation during the Awards Luncheon.

The 2010 Awards Event was attended by a record crowd of more than 300 family owned business leaders, family members and guests.

The Awards Program honored 28 businesses receiving awards for their achievements in seven different categories including communication, community engagement, milestone achievements, re-invention, succession planning, and outstanding service and support of the Conway Center for Family Business.



Members of the Conway family receiving their award for Outstanding Service to the Conway Center for Family Business.

Congratulations to all of our award recipients. We applaud your success!

2010 Family Business Awards Recipients

Re-Invention: Eclipse Corporation, Gummer Wholesale, Robin Technologies, and Sanese Services

Succession Planning: Converse Electric, Edwards Steel, Spartan Logistics, and Velvet Ice Cream

Communication: Artina Promotional Products, Jeni's Splendid Ice Creams, Ohio Power Tool, and Rent-A-John Portable Sanitation.

Community Engagement: The Charles Penzone Salons, Donatos Pizza, Schoedinger Funeral and Cremation Service, and White Castle System, Inc.

Outstanding Support of the Conway Center for Family Business: James R. Conway, Steve Conway and Scott Conway

Outstanding Service to the Conway Center for Family Business: Norman Jones Enlow & Co.

Milestone Achievements:

120 year anniversary - Sutphen Corporation

50 year anniversary - Capitol Tunneling, Converse Electric, Mid-City Electric

40 year anniversary - Carmen's Distribution Systems and Dublin Building Systems

30 year anniversary - Ohio Custodial Management Corp.

25 year anniversary - AmeriCheer

20 year anniversary - RICOP Construction

10 year anniversary - Earman and Wood CPAs

At the Center



At the Conway Center for Family Business we know that sharing information about your experiences with other family business leaders can provide a multitude of benefits. It can lead to new ideas and insights that will better your business and it can evolve into friendships and business contacts that provide valuable resources and advice that help you chart your course. But most of all, it can enhance your management skills, helping you to become a

better leader with the perspective and vision to achieve success for your family business.

That's why our 2011 program schedule focuses on building relationships and learning from Central Ohio family business leaders and the advisors who have experience with the topics that are important to you -- hiring family business members, preparing for transition and succession, achieving work/life balance, and planning for the growth of your business.

Providing opportunities for relationship building and experience sharing is also the reason we are expanding our Peer Group offerings by adding meetings for CEOs and CFOs who work in a family-owned business. Through these added programs, the Center hopes to bring family business leaders and managers together to discuss situations they've encountered with their family or business and to share solutions and offer advice, praise and empathy as needed.

Join us for one of our educational programs or consider joining a Peer Group that addresses your needs. You will come away with guidance, information and direction that can only come from those who have "been there and done that". Our members find that participating in these programs and interacting with their peers is both rewarding and beneficial. We hope that you will too!



Dick Emens
Executive Director

Advisory Board

John Schuman
Budros, Ruhlin & Roe

Mary-Lynn Foster
Charles Penzone, Inc.

Tom McAuliffe
Commerce National Bank

Scott Conway
Conway Consulting
& Investments

Gerri Speer
Corporate Interior Concepts

Bea Wolper
Emens & Wolper Law Firm

Darci Congrove
GBQ Partners

Kelly Borth
GREENCREST

Jerry Bordner
Laser Reproductions

Steve Conway
Marion Nucor Steel

Scott Rider
Mass Mutual

Andrew Coen
Norman Jones Enlow & Co.

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

Lynda Huey
Jay Young
Ohio Dominican University

Michael Schoedinger
Schoedinger Funeral &
Cremation Service

Jamie Richardson
White Castle

Staff

J. Richard Emens
Becky Blatt
Deana Gordon

PEER GROUP OPPORTUNITIES



Members of a Next-Generation Peer Group.

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.

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

The group will meet monthly at Jefferson Country Club in Gahanna. Members are drawn from noncompeting industries.

New groups forming now.

CFO's

Chief Financial Officers and Controllers of family-owned businesses find value in spending time with others who are responsible for the financial well-being of family businesses. Sometimes those who serve in this role are family members. Often times however, this person is a non-family member key executive. The CFO peer groups benefit from hearing different perspectives on business, family and finances from professionals who serve in this capacity.

This group will meet monthly. Location is determined by group members. New groups are formed regularly.

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.

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 or Becky Blatt, Associate Director, at blatt@familybusinesscenter.com or 614.253.4820.



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



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 they 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.

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.

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

New groups forming on an as needed basis.

Family Business Lunch & Learn Series

Thursday
FEBRUARY **24**

Planning for Success: Strategies to Get What You Want from Your Family Business

The Griffin Student Center at Ohio Dominican in Room 274

Thursday
MAY **05**

Protecting Your Family Business From E-Fraud

Commerce National Bank | 3650 Olentangy River Road | Columbus, OH 43214

Tuesday
DECEMBER **13**

Creating a Personal Development Plan for the Family Business Leader

The Griffin Student Center at Ohio Dominican in Room 274

DATE TO BE
ANNOUNCED

Understanding the impact of the new Estate Tax Laws on Family Businesses

The Griffin Student Center at Ohio Dominican in Room 274

Relationship Building Opportunities

Wednesday
MARCH **02**

Speed Networking - Family Business Style

5:00 pm - 7:00 pm at family-owned Four Seasons Columbus, 4643 Trueman Blvd. | Hilliard, OH 43026

Monday
JUNE **20**

3rd Annual Family Business Night at the Columbus Clippers

7:05 pm Game Time. Clippers vs Toledo Mudhens
Huntington Stadium | Columbus, OH 43215

Thursday
AUGUST **18**

8th Annual Family Business Tour & Networking Event At Ricart Automotive

4:00 p.m. - 6:30 p.m. 4255 S. Hamilton Road | Columbus, OH 43125

FALL

Kids Wealth and Consequences: Ensuring a Responsible Financial Future for the Next Generation

Written by Jayne Pearl and Richard Norris

This is a book discussion for family business leaders and their spouses or significant others

5:00 p.m. - 7:00 p.m. in Alumni Hall at Ohio Dominican University

Family Business Recognition and Celebration

Friday
NOVEMBER **04**

13th 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.



Morning Educational Series

7:30 a.m. – 9:00 a.m.

Alumni Hall at Ohio Dominican University | 1216 Sunbury Road | Columbus, OH 43219

Thursday
JANUARY **20**

**If I Could Have Done It Differently:
Family Business Leaders Discuss Family Business Challenges**

Thursday
FEBRUARY **17**

The Ins and Outs of Hiring Family Members in Your Family Business

Thursday
MARCH **17**

Splitting the Family Business Gracefully: The Modlich Story

Thursday
APRIL **14**

Succession is not an Event -- It's a Process: Overcoming Challenges in Transition

Thursday
MAY **19**

**Happy at Home. Happy at Work.
Family Business Leaders Can Have Both**

Thursday
SEPTEMBER **15**

From Workaholics to Alcoholics - Coping with Addiction in Family Businesses

Thursday
OCTOBER **20**

Ensuring Your Legacy: The Financial Aspects of Successfully Transferring Your Business to the Next Generation

Thursday
NOVEMBER **17**

A Hometown Legend: The Wendy's Family Shares the Ingredients for Success

Thursday
DECEMBER **08**

Thinking of Selling Your Family Business? Consider This!

Registration by members for the Morning Educational Series is appreciated. Reservations may be made online at www.familybusinesscenter.com. Conway Center members are encouraged to introduce other Central Ohio family business leaders to the Center and may bring guests to the Morning Educational Series. These meetings are open to the public for a small charge unless advertised.

Q: What is the current credit availability for family businesses?

A: I often hear that banks are not lending money. This is not the case. Some banks are hungry for new opportunities and are willing to listen and look for new ways to partner with our business clients in the current environment.

Many family businesses began to see operating improvements in the second half of 2009 and the start of 2010. At the close of 2010 the demand for loans continued to increase. As credit statistics for banks continue to improve in 2011 we will see banks become even more hungry for loans.

The time to borrow money has never been better. Rates continue to be at or near all time lows for both business and consumer loans. Mortgage rates continue to remain near all time lows.

First Merchants Bank and Commerce National Bank will continue to offer customers innovative solutions, new technology and dedicated customer service and appreciation.

Martin Brady

Senior Vice President
Commerce National Bank



**Commerce
National Bank**
The Bank for Business™

A: Credit availability for family businesses has remained consistent during our four+ year history. We extend credit based primarily on cash flow (generated by the earnings and net income of a family business) and collateral. If both items are sufficient, we have plenty of credit available. We have doubled our loans since 12/31/08, and the majority of that growth consists of commercial loans, the bulk of which are to family businesses.



When a family business is applying for commercial credit from any bank, we recommend to be prepared for full disclosure and transparency. In the current regulatory environment, lack of a complete and thorough loan application often turns into a decline of the loan request. It's not because credit isn't available for family businesses, it's that every "i" needs to be dotted, and every "T" crossed, for a bank to complete its due diligence and approve the loan.

Steve Brooks

Executive Vice President
Insight Bank

insight[®]
BANK

BENEFITS OF MEMBERSHIP

- Free admittance for up to four members of your company at 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.
- Ability 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.
- Eligibility for a representative of the family business to participate in the **Women in Family Business Peer Group** which meets every six weeks at Ohio Dominican University.
- Eligibility for a representative of the family business to participate in the **Next-Generation Family Business Peer Group** and **Family Business Leaders** which meet monthly.
- Invitation to attend the **Annual Family Business Tour and Networking Event** held during the summer.
- 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 family members, your employees, and your board members.

Cost: \$385.00
per year per company.

BECOME A MEMBER

Company Name: _____

Number of Employees: _____ Year Founded: _____ Number of Years in Central Ohio _____

Company Principals (names, titles, and e-mail addresses):

_____ Family Member

_____ Family Member

_____ Family Member

Principal Product or Service: _____

Company Address: _____

Telephone: _____ Web Site: _____

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

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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.

JOIN A FAMILY BUSINESS PEER GROUP

Peer Groups are small groups of 6-12 individuals from non-competing industries who confidentially explore family business subjects of mutual interest. New groups form regularly.

For more information see page 3 inside.



The Velvet Ice Cream leadership team: Luconda Dager, Joanne Dager, Andre Dager, Tatla Dager, and Joe Dager.

"It was an honor to be recognized for our succession planning at the Conway Center's Annual Awards Program. The Center is a valuable resource for Velvet Ice Cream. It gives our leadership team access to information, opportunities, and leaders of other family businesses that face similar challenges. The many educational programs and platforms the Center provides have made Velvet a better company."

Luconda Dager, President
Velvet Ice Cream, Utica, Ohio
Established in 1914