

November seminars at the Aurora Business Development Center

Call on the Aurora Business Development Center for your small business training needs! The following seminars will be offered in November and take place at the Aurora BDC unless otherwise noted:

Doing Business with the Government

MLK Library Community Room
Wed., Nov. 8
9am to 3pm
FREE

Quickbooks For Beginners

Wed., Nov. 8 and 15
MLK Library Computer Lab
1pm to 4pm
\$45/person

Obtaining Business Financing

Tues., Nov. 14
MLK Library Community Room
1pm to 4pm
\$25/person

Meet the Lenders Panel

Tues., Nov 14
MLK Library Community Room
4:30pm to 6:00pm
FREE

Basics of Starting a Business

Wed., Nov. 15
9am to 11am
Aurora Business Development Center
FREE

Writing A Winning Business Plan

Thurs., Nov. 16
9am to 12pm
Aurora Business Development Center
\$25/person

* Package three \$25 seminars and pay only \$60 (payable at the first registered class; a voucher will be given upon receipt of payment). A complete schedule is available on-line at www.aurorabdc.com or by calling the Aurora BDC at (303) 326-8690. Ask about the Chamber discount. Pre-registration required: (303) 326-8690, or, info@aurorabdc.com.

The Aurora BDC is located in the Florence Square building:

9801 E. Colfax Ave., Ste. 200, Aurora, CO 80010-2154

Call for a map or directions: (303) 326-8690, or, go online: www.aurorabdc.com

Edward Jones

MAKING SENSE OF INVESTING

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Retreat at City Center
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Minuteman Press, DTC
Nspire Media
Signal Graphics
Staybridge Suites Denver - Cherry Creek
Triumph Hospital Aurora
Vargas Drywall



IMPACT

NOVEMBER
2006

Upcoming Events

General Membership Luncheon

November 2
Speaker Bob Wendover
"Hey Dude" Managing Age Diversity in Today's Workplace
Doubletree Hotel SE (I-225 & Iliff)
13696 E. Iliff Ave.
12 p.m. – 1:30 p.m.
see page 7

Business Before Hours

November 8
Best Buy
13801 E. Mississippi Ave.
7:30 a.m.

Business After Hours

November 16
Embassy Suites Denver/Aurora (I-70 & Havana)
4444 N. Havana St.
5:30 p.m. – 7:30 p.m.

Newsletter Online

Don't forget that the monthly *IMPACT* is on our Web site before you get it in the mail! The newsletter is sent via bulk mail at the end of every month, and can take up to 14 days to get into your hands.

The monthly package you receive in the mail is chock full of offers and information from your fellow Chamber members, as well as registration forms and meeting notices from The Chamber. Be sure to open it and look through the flyers as well as the newsletter!

Southeast Corridor light rail opens Nov. 18

Aurora has a direct rail link with Downtown Denver when the Southeast Corridor Light Rail opens to the public on November 17.

The new line is one of the final results of the T-REX project and is a major milestone in expanding RTD's existing light rail system along the southeast corridor of I-25 and I-225.

The project completion also means the opening of the Nine-Mile station at Parker and I-225, bringing light rail to

the heart of Aurora for the first time.

An extensive bus feeder system will make it easy for people to get to and from the 13 new light rail stations in the Southeast Corridor. Bridges and underpasses will provide pedestrian access to several of the stations. The Southeast Corridor Light Rail will:

- Add 19 miles of completely grade-separated, double-track light rail to RTD's existing system
- Extend light rail from the current station at I-25 and Broadway, along the west side of I-25 to Lincoln Avenue in Douglas County and in the median of I-225 to Parker Road in Aurora
- Build 13 light rail stations with Park-n-Rides at 12 of the stations
- Provide 6,000 parking spaces at Park-n-Rides

- Feature unique functional public art elements at each of the 13 new stations
- Add 34 light rail vehicles to RTD's fleet
- Provide a new light rail maintenance facility where the fleet will be maintained, cleaned and inspected (already complete)
- Add a state-of-the-art communications system at a centralized control center for continuous monitoring and control of all rail operations.

A special ceremony with music, refreshments and give-aways to mark the opening of the Nine Mile Station will be held on Nov. 18 beginning at 10 a.m. and running until 2 p.m. The public is invited.



Enthusiasm overflowing — A crowd of nearly 3,000 students, parents and community members attended the first-ever Building Leadership in the African-American Community for Kids Conference.

[More on page 2]



Kevin Hougen
President & CEO

President's Letter

Small Business Drives the US Economy

organizations as unnecessary government interference in private sector affairs.

Flex in the City

The Chamber has a new program that we are unveiling to our membership this year. This prestigious national recognition plan will help focus on companies that already have programs at work that allow parents to take part in their children's school activities, (without government interference). The Aurora Chamber of Commerce was selected by the US Chamber as one of nine new when work works "circle of cities" nationwide. We will be hosting business forums to share research on workplace flexibility and highlight strategies to create effective workplaces. Please look on line at the Chamber web site or visit www.whenworkworks.org.

Building Leadership in African-American Community for Kids Conference

What a day, Saturday, October 7 was! I'm talking about the huge event on the Overland High School and Prairie Middle Schools campus. We were very fortunate to take part in one of the most exciting days at school

that I can remember seeing in many years here in Aurora. Cherry Creek Schools brought in as guest speakers a trio of young men who bill themselves as "The Three Doctors." A decade and a half ago, three teenage boys from the streets of Newark, N. J., made a pact: They would stick together, go to college, and become doctors. Now, more than 13 years later, these three men have overcome tremendous obstacles and proudly hold the title of doctor. The effect on their communities has indeed been incredible. These young men continue to speak on life's challenges and together symbolize a new walk, talk and attitude about-facing the world. Their powerful story of hope and inspiration has helped to ignite our community to build a strong leadership foundation for our African-American youth. My congratulations to Overland, Prairie and the administration of Cherry Creek Schools for the "gift" that they brought our community. **And special thanks to Jerome Davis, Xcel Energy and Senior VP Dale Mingilton of FirstBank Holding Co.** who brought these inspiring young men to our attention and worked unstintingly to ensure our kids would be able to share their story.



Drumming up support — Prairie Middle School students Darius Pardner, left, and Devaughn Gamlin, drum up community spirit at the Building Leadership in the African-American Community for Kids Conference.

DON'T FORGET: "Every employee of a Chamber member is a member of The Chamber"

Please route this issue to your sales reps, account managers, marketing directors, HR and PR departments. You can also access each month's newsletter online at our website, www.aurorachamber.org, so you can forward it to every employee in your company!

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Neeley promoted to Vice President

Debra Neeley was recently promoted to Vice President and New Accounts Manager at **Citywide Banks** East Colfax location. Neeley was previously an Assistant Vice President at that location.

Neeley is a 30-year banking veteran. She began her career at **Citywide Banks** as a front-line teller at the Colfax location in 1976. Through the years, she honed her skills as a coach, trainer and supervisor. Deb earned her Associates Degree at the **Community College of Aurora** and later graduated with a Bachelors in Business Administration with an emphasis in Human Resource Management from Regis University. She is also a graduate of the Aurora Chamber of Commerce "**Leadership Aurora**" program.

"Deb's new position includes many of the duties she was doing previously with an expanded emphasis on Business Development, specializing in the needs of cash intensive businesses like title companies," says **Citywide Banks** President Tom Flanagan, "one of her many

responsibilities is to introduce these businesses to the types of products and services that can help simplify their banking experience. In addition to her role at Citywide Banks, we are very proud of Deb's work with several non-profits in the community, especially those based in Aurora."

Southlands opens "Main Street"

A four-block main street and community plaza at **Southlands** at E-470 & Smoky Hill Road began opening to the public on Friday, October 20. Main Street, with first floor retail and second floor office space, encompasses

some of today's leading retailers and restaurants including Coldwater Creek, The Gap, Banana Republic, Old Chicago, Ted's Montana Grill, McCabe's and many more. A spokesperson for **Southlands** said the plaza will be a great place to gather with a twice-weekly farmer's market and other events throughout the year including a holiday tree-lighting, featured entertainment and an annual fireworks display.

Southlands is home to more than 40 retailers and restaurants, a United States post office, and a 16-plex cinema.



Southlands Life Style Center has gone from artist's concept to reality in three short years.

Leadership experts come to Colorado



James D. Maloney, Jr. CAE, Executive Director of The Community Leadership Association (back row left) got several of local Chambers and their Leadership Groups together to discuss opportunities and location suggestions. Pictured here are (back row) Maloney, Maureen McDonald (Denver Chamber Foundation), Kevin Hougen (Aurora Chamber); (middle row) Susan Barber (Denver Chamber Foundation), Susan Saks (Aurora Chamber), Kimberly Curtis (Thoughtbridge Leadership), Steve Scott (Lee County Leadership and Community Leadership Assn. Chairman of the Board); (front row) Yvonne Guzman (Metro Denver Convention and Visitors Board).

Hey Dude! Managing Age Diversity in Today's Workplace

It has been called "Lucy and Desi meet Beavis and Butthead" or the "Clash of the Cultures." "It" is the generation gap that is increasingly evident in today's workplace. But fear not, the Aurora Chamber, in association with the Colorado Chamber of Commerce Executives, is going to help.



Bob Wendover

If you have wondered how a "fifty-something" can lead a "twenty-something" or vice versa, you'll want to be on hand for a General Membership Luncheon featuring nationally known workplace specialist Bob Wendover on November 2 at the Doubletree Hotel at noon for an inside look at how you can better relate to those with whom you work.

Wendover points out that today's employees are far different from those of the past. To thrive in this new world, he can help you understand the values and attitudes of both new and experienced workers. Hey Dude! helps you take a realistic, yet amusing look at how the generations relate. Using both humor and solid data Wendover will help business people discover the new challenges and opportunities when people, values, trends and technologies all come together in your organization.

Reservations are a must as there is limited seating. Contact the Chamber at 303-344-1500.

The Chamber's Mission

The mission of the Aurora Chamber of Commerce is to serve as a voice for the business community, acting as an advocate for its members on issues that affect their growth and long-term economic vitality.

The **IMPACT** is published monthly for the members of the Aurora Chamber of Commerce. Subscription rate to nonmembers: \$50/year. Advertisers: The Chamber members—use the **IMPACT** to advertise your products and services to over 1700 Aurora Chamber members. Advertising space only available to members. The **IMPACT** also accepts preprinted inserts. Contact The Chamber for details. Deadlines: the 10th of the month prior to publication.

REMINDER

Please remember to add The Chamber (stephanie.mcdonnell@aurorachamber.org and naomi.colwell@aurorachamber.org) to your address book to continue receiving our updates in your e-mailbox!

Member News

Northrop Grumman to build new facility

Aurora's **Northrop Grumman** held a groundbreaking ceremony for its newest facility at its Aurora campus on September 19. Government and Business leaders gathered to celebrate the commencement of construction of a new 75,000 square-foot building that will be able to accommodate an additional 300 employees. The facility, located at 17455 E. Exposition Drive, is the company's fourth new building in Aurora in eight years. Northrop Grumman plans to add about 200 new positions over the next two years. The company is one of Aurora's largest private employers with approximately 1,100 employees. (include photo)



Shovels Up! – Mayor Ed Tauer (center) is joined by Pepper Fey and other executives from **Northrop Grumman** as they formally mark the beginning of the process that will enlarge the company's campus in Aurora. The Sept. 19 groundbreaking ceremony was for a 75,000 square-foot office building, the company's fourth new building in Aurora in eight years. The new facility will house approximately 300 employees. **Northrop Grumman's** Aurora operation, part of the company's Mission Systems sector, develops highly sophisticated hardware and software systems for various U.S. government customers in support of homeland security, national defense and intelligence programs. The ceremony included a "blessing of the ground" by John Emhoolah of the Kiowa Nation.

Photo Courtesy Paul Stuckenbruck, Northrop Grumman

Correction:

Last month's **IMPACT** listed **Mindtech Solutions** as a renewing member. In fact, Mindtech Solutions is a brand new member. If you see Chris Hong or James Duhachek, please welcome them to the Chamber.

Deal to develop bioscience park

The **Fitzsimons Redevelopment Authority** has approved a 30-year development agreement with Forest City Fitzsimons, Inc., a subsidiary of **Forest City Enterprises**, to develop the bioscience park adjacent to the **University of Colorado Health Sciences Center** campus at the former Fitzsimons Army Medical Center in Aurora. This 160-acre private-sector development project will take approximately 25 years, with the potential for attracting 10,000 high-paying jobs.

Under the agreement, **Forest City** will lease land on a phased basis from the **Fitzsimons Redevelopment Authority (FRA)** to develop life sciences-oriented facilities in the bioscience park, including major office and laboratory facilities for biotechnology companies and supporting services. In return, FRA will receive fixed annual payments as well as an equity share of net cash flow from the buildings to be constructed. The agreement also includes requirements and restrictions for how the facilities will be used, to ensure that the mutual goal of

creating a critical mass of life-sciences companies in the bioscience park is achieved.

Fellman receives award

Ken Fellman of the law firm **Kissinger & Fellman P.C.** has received the President's Special Recognition award from the National Association of Telecommunications Officers and Advisors during the organization's annual conference in Orlando.



Ken Fellman

NATOA President Lori Panzino-Tillery commended Fellman for his eloquent testimony on behalf of NATOA and other government agencies before the U.S. House and Senate Commerce Committees in 2006.

"Ken fielded questions and addressed difficult issues in a truly professional manner, and he always made us proud he was working on our behalf," Panzino-Tillery said. Fellman is a member of the board of directors of NATOA, and he serves as chairman of the Colorado Municipal League Telecommunications Committee.

Please Help your Community this Holiday Season

Holiday Hope is a partnership between companies and nonprofits in our community. Last year, the Aurora Chamber of Commerce, **1st Sergeants at Buckley Air Force Base**, Mercy Housing and **Aurora Housing Authority** worked together in providing over 2,100 families with a Holiday meal. The goal of the project this year is to provide 10,000 people in need with a Thanksgiving food basket and to distribute new toys and gifts to over 50 organizations in need in December. Individuals and companies can help with a tax deductible monetary donation, volunteering or by holding a food or toy drive. For more information on how to make a difference, please call 303-962-2270 or visit www.prcolorado.org.

UCDHSC Doctors Recognized by Champions in Health Care Awards

E. David Crawford, MD, a researcher and professor at the **University of Colorado at Denver and Health Sciences Center**, was recently honored as health care provider of the year by the *Denver Business Journal's* Champions in Health Care Awards. Two other

UCDHSC faculty members were finalists for the awards, Stuart Kassan, MD, clinical professor of medicine, as Physician of the Year and Spero Manson, PhD, professor of psychiatry and head of the American Indian and Alaska Native Program, as Lifetime Champion.

The Champions in Health Care awards honor those who have made outstanding contributions to the medical community. Awards were given in seven categories: lifetime champion, community outreach, innovator, manager, nurse, physician and provider. UCDHSC Faculty members were represented in three of these categories.

Crawford was awarded for his significant accomplishments in the promotion of early detection of prostate cancer. He has dedicated himself to raising awareness of the benefits of early detection by founding the Prostate Education Council, which later evolved into Prostate Cancer Awareness Week, he has been able to realize his goal of making free to low-cost screenings available to the public.

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LEADERSHIP AURORA SEPTEMBER RETREAT



Barbara Atwell, Chief, Community Relations at the 460th, Buckley AFB, writes about her experience as a class member at the Leadership Aurora opening retreat in September.

The 2006-07 Leadership Aurora class met for the first time in September during a two-day opening retreat and leadership experience at the Iron Horse Resort in Winter Park.

As the weekend began, 37 strangers began a journey seated around a large table at a beautiful resort in the Colorado mountains.

Members of the Leadership Aurora board welcomed the participants and shared a little bit about where the weekend's journey would take them, what experiences lie ahead for them during the upcoming year and participants spent a little time getting to know their classmates. The introduction, however, was not enough to prepare the class members for the weekend experience.

The second day of the retreat, participants were treated to a leadership experience led by Sam and Stephen McGhee. Sam is an Aurora Police Officer and Stephen, his brother, is president of Stephen McGhee Leadership. Both individuals shared with the class participants several techniques and guidelines to improve leadership qualities.

During this all-day experience, the group also participated in several team building exercises including being led, blind-folded, through the trees and up a hill.

The retreat ended the morning of the third day. After listening to a panel of leaders from Aurora share their experiences and knowledge, the class elected its leadership for the upcoming year.

And, as the first mountain snow for the season began to fall, the retreat ended. Many of the class shared that this was one of the best leadership and team building retreats they had ever attended. They also expressed that instead of being 37 strangers, they now had 36 new best friends."



Onward Leadership Soldiers — Not quite the blind leading the blind, but close. Geoff Smith from **Aurora Mental Health** leads other members of his Leadership Aurora Class of 2006-07 as part of an exercise to learn to communicate by other means. The class participated in a series of networking and teambuilding exercises at their Leadership Aurora Retreat in September.



Upsy-daisy! — What are the chances of three bald guys, in public service working together? Throw in a local business supporter and, well, they might save the world. Here Aurora police officers Lt. Roy Minter, Public Information Officer Marcus Dudley and Deputy Chief Bob Leigh work with Melodie Sattler from **Padgett Business Services** in completing the task of grasping hands and standing up at the same time, not as simple as it looks...try it. (Melodie is the one with hair!)

Ambassador Retreat



What goes up... — Ruth Dunmyre, a Chamber Ambassador stands 60 feet above her colleagues and more than 120 feet above the valley floor as she prepares to experience the "Zip Line" at **Snow Mountain Ranch**. Eight other Ambassadors and three Chamber staffers experienced the thrill of leaping off an 18" square platform and zipping down a 1,000 ft. cable that crossed the valley at the ranch.



...must come down — Ambassador Cheyenne Eckart expresses the excitement of a Zip Line trip as she passes by the photographer at a high rate of speed. The Zip Line experience is designed to help individuals overcome their fears and build confidence in their colleagues.

Photos by Barbara Peck, In Your Element Photography

Caption — Chamber Ambassadors (clockwise) Judy Booth, Cheryl Twesme, Sandy Pruess and Aaron Tucker concentrate fiercely as they try to solve a word puzzle as part of a competition at the Ambassador Retreat Sept. 27 - 28. The annual gathering was held at the **YMCA of the Rockies** Snow Mountain Ranch and involved team building, fellowship, recognition and fun for the hard-working Chamber Ambassadors.



AURORA CHAMBER SELECTED AS ONE OF NINE NEW WHEN WORK WORKS "CIRCLE OF CITIES" NATIONWIDE

The Chamber is among twenty-four communities nationwide added to the ranks of cities chosen to host and participate in the When Work Works initiative, a national and community-based initiative that operates through local chambers of commerce. Selected cities host business forums to share research on workplace flexibility and highlight strategies to create effective workplaces. In these same communities, businesses are eligible to apply for **The Alfred P. Sloan Awards for Business Excellence in Workplace Flexibility**.

The Alfred P. Sloan Awards for Business Excellence in Workplace Flexibility is part of *When Work Works*, an ongoing initiative from Families and Work Institute, the Center for Workforce Preparation (an affiliate of the U.S. Chamber of Commerce), and the Twiga Foundation, with sponsor The Alfred P. Sloan Foundation. *When Work Works* highlights the importance of workforce effectiveness and flexibility as strategies to enhance business' competitive advantage in the global economy and yield positive business results.

All organizations with 10 or more employees in the Eastern Metro Area are eligible to apply. Applications are conducted online for a period of approximately 6 weeks, beginning on December 1st 2006. For more

information about applying for the Alfred P. Sloan Awards for Business Excellence in Workplace Flexibility, please go to www.whenworkworks.org.



"We are very pleased to welcome (chamber name) into the ranks of the When Work Works Circle of Cities, and help us share the message that workplace flexibility can be a win-win for employers and employees. We encourage local businesses to apply for The Alfred P. Sloan Award for Business Excellence in Workplace Flexibility, which honors organizations that are working with flexibility as an essential ingredient of effectiveness," says Ellen Galinsky, president of Families and Work Institute.

Pinnacol offers safety tips, training for ESL employees

The Chamber's provider of worker's comp insurance, **Pinnacol Assurance**, says non-English speaking employees are an increasingly important part of Colorado's economy. In fact, Spanish-speaking workers now comprise about 16 percent of

Colorado's workforce. Safety training for these employees does present challenges. But the cost of injuries – both in human and financial terms – can't be ignored. For example, one Spanish-speaking employee of a **Pinnacol Assurance** policyholder who was severely injured on the job (in part due to inadequate safety training) incurred claims costs of close to a quarter of a million dollars. Correspondingly, the policyholder's premium increased by 71 percent.

In training non-English speaking employees, here are some key things to remember:

People learn by seeing and doing. Lecturing is one of the least effective teaching methods – particularly if employees barely understand your language! Use pictures and other visual aids, and whenever possible, physically demonstrate what you want them to do. Even better, let them participate in demonstrations. Practice and repetition are great teachers.

Keep it simple. Don't try to cover everything in one session. Pick one topic – say, ladder safety, or working with power tools – and devote the entire session to that. Use simple, short sentences, and again, actual demonstrations whenever possible.

Think about their viewpoint. How you would feel if you didn't understand the language? You might be afraid (or unable) to ask questions, or even pretend to understand things you don't for fear of losing your job. Make sure you have a way to gauge if employees are "getting it." You might consider having an interpreter help you, perhaps a bilingual employee that other workers know and trust.

Pinnacol Assurance offers free Spanish-language safety materials, including posters, training booklets, and paycheck stuffers, on a variety of safety topics. To order these materials – or to speak with a **Pinnacol** safety consultant about effective employee training – call **Pinnacol Assurance** at 303-361-4000.

Additionally, **Pinnacol** offers an employer safety seminar titled "Training Non-English Speaking Employees." The seminar also fulfills the requirement that, in order to qualify for a potential association dividend, individual policyholders must attend at least one safety seminar per year. This seminar will be held one more time in 2006: November 14, 7:30 a.m. to 9:30 a.m., at **Pinnacol's** Denver offices. To attend, please register online at www.pinnacol.com/employers/semist.html or call 303-361-4776.

Ribbon Cuttings

Seriously Citywide — Branch President Tom Flannagan (with scissors) is joined by his new Vice President Deb Neeley, staff members and Chamber Ambassadors as they mark the grand RE-opening of **Citywide Bank** at 10660 East Colfax. The locally owned and independently operated bank has been operating in Aurora since 1963 and is dedicated to providing fully customized solutions to their customers. **Citywide** is considered a specialist in Aurora small business banking.

Photo by Brian Molitoris



Brian Molitoris Photographer 303 570 7857



Oh the excitement!! — Another fine day at the **Southlands** as JCPenney store manager, Terri Putman cuts the ribbon to open their new store – and just in time for the holidays! Terri was joined by City Council woman Sue Sandstrom, and Councilman Bob Broom, store associates, several Chamber Ambassadors and Chamber Staff, including President Kevin Hougen in marking the event.



Defense Council

When the two-star speaks – Members of the Chamber Defense Council, including chair Diane Garcia (right) with **2G Associates** listen intently as Major General Mason Whitney, Colorado State Adjutant General, briefs them on the changing nature of the Colorado Guard. The group visited **Colorado National Guard** Headquarters in September as part of their effort to become more knowledgeable about the many military units serving in the Metro area.



And in the end... — Principals in the Chamber's "Showdown for the Seventh" (l-r) Ed Perlmutter, Kevin Hougen, Fred Brown and Rick O'Donnell practice détente following the lively debate Perlmutter and O'Donnell engaged in earlier that morning. Sponsored by **Comcast**, the breakfast program featured the candidates for the 7th Congressional District in an affair moderated by Denver Post columnist Brown and introduced by Chamber President Hougen. More than 150 people attended the event held on Oct. 9.

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LifeMoxie! Are you the CEO of your own life? **START HERE** **INSURANCE**

The Cable Center, 8am - 6pm Saturday, November 18, 2006

The LifeMoxie! Women's Economic Power Day gives you all the skills, resources, and attitude to start creating your own economic power. An on-fire, energy exploding, life-changing power summit to put the power where it belongs — with you!

- Receive tips to negotiate your next raise
- Attain skills to write your business plan
- Acquire sales skills for your business and your life
- Find out how to budget, save and deal with debt
- Invest in 401k, IRA, mutual funds, and real estate
- Understand ways to fund your business ideas
- Discover how to relentlessly self-promote yourself
- Obtain communication skills
- Improve your credit score
- Uncover your new career!

- Meet experts
- Gain resources
- Be inspired
- Discover your own moxie!

Women's Economic Power Day 2006

www.lifemoxie.com 1.888.Ms.Moxie (1.888.676.6943)

Anyone from the Aurora Chamber who would like to pre-register on line will receive a 40% discount on tickets. They will be able to register for \$77.00 instead of the \$127.00 price.