



In This Issue

2-3 Plan for Success in 2018:

4 Embracing Millennials

5 Who Am I? Complimentary Stealing

6 Could Your Business Survive a Disaster?

7 TDOT Supportive Services Upcoming Seminars & Workshops For 2018

8 New DBEs & Recently Renewed Firms

9 Letting Dates

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 DBE Supportive Services

New Year, Less Stress, No Worries!

David Neese

Director of the Small Business Development Program

Hello to everyone out there in DBE Access Land. To all that are reading this (and I like to think that everyone that gets the newsletter is hanging onto my every word) I want to wish you a Happy New Year and hope you were able to spend time with friends and family over the holidays. I know a lot of people are making (and many will soon be breaking) their New Year resolutions. So what I want to deal with in this short space has to do with something we all do to some degree and can probably make a resolution to do less of – WORRY! I received some good advice the other day concerning worry from my friend Tommy who used to work in management at TEMA.

TEMA, for those that may not know, is the Tennessee Emergency Management Agency. Part of their mission statement is to “coordinate preparedness, response and recovery from man-made, natural and technological hazards.” So basically, they deal with some heavy stuff, so who could blame them if they were stressed out and worried 24/7, right? Well, Tommy stated that whenever he saw staff worrying about something, he would ask them two questions: **1) What are you doing about it?** What are you, personally, doing to help bring change and thus (hopefully) changing the outcome? And **2) if there is nothing you can do about it, then WHY ARE YOU EVEN WORRYING ABOUT IT?** As simple and commonsensical as these questions are, I have really been thinking about them a lot.

How many times do I complain or worry over things at home or work and I don't make any effort to resolve? And how many of those things will I never be able to change and am worrying for nothing?

I hope you are not a worrier and are feeling a lot of stress on the job or at home. If so, I hope you start the New Year off thinking about what I stated above. To recap: “If you can change it, change it. If you can't, quit worrying about it.” May we all strive to adopt the philosophy of revered intellectual Alfred E. Neuman, who so eloquently states in Mad Magazine:

What, Me Worry?



...and as always, if we can help you with anything work related, please give myself or our Supportive Services Consultants a call.



Plan For Success In 2018:

Benefits of Participation in TDOT Supportive Services Program

The Tennessee Department of Transportation Small Business Development Program's primary goal is to increase the number of minority and female businesses in the highway and bridge construction industry. To reach this goal, TDOT made available the Supportive Services Program to provide quality management assistance, technical training resources, guidance, and other information to TNUCP-certified DBE firms.

Victor C. Tyler, P.E., M.ASCE, NSPE
Construction Business Management Expert



The Tyler Group & The Owners of Panther Construction, Inc. a Nashville, TN based firm, doing their monthly one-on-one business development review & planning session.

TDOT Supportive Services has been a valuable and necessary tool to ensure the improved growth of Tennessee DBEs and small business firms who are engaged in, or interested in performing, transportation construction and related work.

Since 2010, Tyler Construction Engineers, P.C. (Tyler) of Nashville, Tennessee has been the statewide program manager and service provider for TDOT's Supportive Services Program. Tyler works with DBE firms in a variety of ways - bringing together vast construction industry experience, utilizing proven systems and processes that focus on business improvement, improving cash flow, and increasing competitive capacity and profitability.

About TDOT Supportive Services

TDOT Supportive Services empowers TNUCP-certified DBE firms with the opportunity to obtain the systems and processes necessary to improve business performance in the key areas of business management, marketing, accounting, and human resources. TNUCP-certified DBE firms have access to training and other resources that can help transform a DBE company and their employee's work life, such as:

Business Assistance:

- Business Assessments
- Business Action Planning
- Strategic Marketing Plan
- Business/Leadership Coaching
- Loan/Bond Credit Reviews
- Invaluable Networking opportunities
- Excel Templates for Success

Professional Classroom Education:

- Construction Plans Reading & Estimating
- Bidding & Pricing Strategy
- Financial Analysis for Non-Accountants
- How To Develop An Employee Handbook
- Why Job Costing Is Important in Contracting
- Understanding & Customizing QuickBooks
- How To Communicate with Difficult Employees

The Supportive Services consultants at Tyler are passionate about the Engineering & Construction (E&C) Industry. They take pride in being part this E&C community and value long-term relationships with small businesses,



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BENEFITS OF SUPPORTIVE SERVICES PARTICIPATION

PROFITABILITY

Many contractors experience an increased profitability at both the project level and net profit level by focusing their resources better.

CASH FLOW

By streamlining processes including the customer selection, billing and collection process the contractor should experience increased cash flow.

STRONGER TEAM

Over the course of the program, most contractors develop a stronger management team allowing them to grow more profitably.

BETTER CUSTOMER BASE

With more of a strategic focus on what types of customers the company should be going after, financial data to reinforce who the best customers are and a plan to acquire more of those customers the contractor should expect a significant improvement to the quality of their customer base.

EASE-OF-MIND

The hectic daily grind of building a business can become overwhelming at times. By backing up every couple of weeks, looking at the big picture, bouncing ideas around and creating an action plan the contractor may enjoy more of a sense of control. The rest of the team may respond better when the owner is in this more relaxed and controlled state-of-mind.

Driven to provide excellent customer service

Tyler continues to develop innovative and comprehensive business development training services designed to assist small businesses to compete successfully for contracts with TDOT and other entities. The TDOT Supportive Services is a dynamic service program that helps small contractors improve their business performance. The supportive services consultants work side-by-side with company management and key employees to offer proven training techniques in business tools usage and processes.

When TNUCP-certified firms participate in the Supportive Services Program, many not only grow, they become more profitable and productive. The program's goal is to help small contractors create a business culture that results in measurable, sustainable growth.

Do you want to get back on the success track? Then hopefully as you read through this newsletter, you will experience renewed energy and confidence to work on improving your management practices in 2018 and beyond. If you are a TNUCP-certified DBE, be sure to contact the TDOT Supportive Services and attend all the Supportive Services Workshops in your area so that our team of consultants can walk you through creating your success roadmap.

Hope you all have a great and prosperous New Year!
Much Success!

TDOT Supportive Services Consultants

- Victor Tyler, P.E., (Construction Analytics, Estimating & Bidding)
- Marshall Tabb, Financial Analysis & Leadership Coaching
- Teresa Daniel, PHR, Human Resource
- Ericka Hayes, CPA, Accounting, Business Organization & Technology
- Jay B. Mercer, EA, QuickBooks Pro-Advisor
- Curtis Webb, Strategic Marketing & Business Development
- Sandra Webb, Accounting Software Trainer
- Marie Williams, Human Resource & Leadership Coaching



Embracing Millennials



Some front-line supervisors and managers find this a daunting task. Why?

One of the more obvious reasons is, Millennials are generally thought of as self-serving individuals (Me, Myself and I). Another reason is the perception millennials are not as committed to performance, as say the Baby Boomer or Gen-X generations. I'll admit I somewhat adopted those thoughts as I listened to many of my peers (Baby Boomers). For the past few years I have developed my own independent assessment of the millennial generation.

Millennials, as I have witnessed, want to be coached, encouraged, praised and feel as if they are contributing to a defined objective. I use the word "defined" as many leaders have not defined nor, in many cases, communicated the objective throughout the organization. Top management may know, but it may not always filter down to the troops. The reason, many Baby Boomers were groomed by individuals from the Traditionalist generation, where top-down management style was the order of the day. "Just do as I say and not as I do."

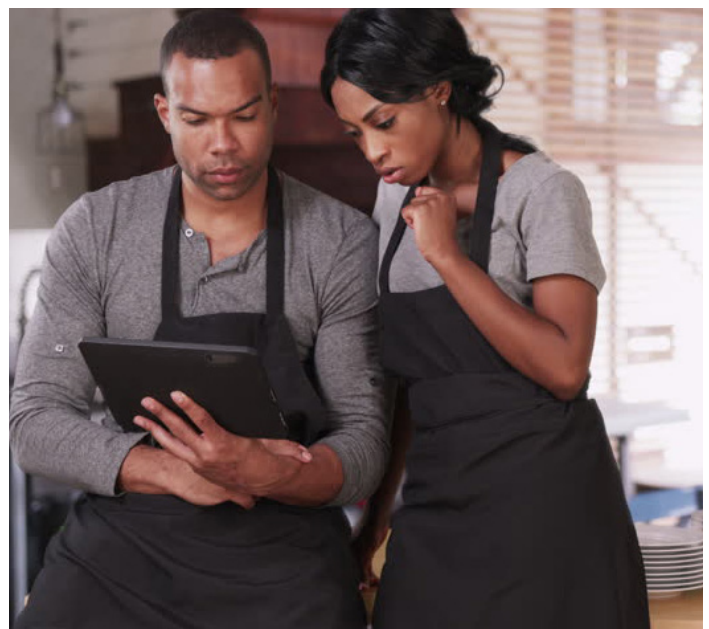
Whenever I go to a movie, restaurant or retail store, I observe Millennials in action as they service customers. I remember after being served popcorn and a drink by a movie concession worker, saying "I like your work ethic!" The worker immediately responded "thank you so much and enjoy your movie!" That smile on the worker's face let me know she appreciated the fact I acknowledged her efforts to make me a satisfied movie-goer.

I know Millennials, as well as other generations, are products of the events and trends of their era. Rotary dial phones vs cell phones; keeping financial records manually

vs use of accounting software; managing meetings and calendars on paper vs Outlook, Google or some other app. I do very little shopping on-line, as I like to feel the item I'm purchasing. My son, conversely, will whip out his iPhone in a heartbeat and purchase on the spot. There's nothing wrong with either method as we are both satisfied and accomplish our objective.

As company leaders; what can we do to embrace Millennials?

- 1) *Create a culture that embraces all generations. We are all human.*
- 2) *When hiring, emphasize how a person will fit in as it relates to your core values, more so than talent.*
- 3) *Recognize accomplishments.*
- 4) *Offer opportunities for improvement.*
- 5) *Encourage coaching at every level.*
- 6) *Showing respect from the top is mandatory!*



More than one-in-three American workers today are Millennials. I know this generation embraces leadership that coaches, encourages and praises their efforts. Remember we can't go back to "a time when." But we can surly embrace "time now."

Marshall Tabb,
Financial Management & Leadership Coaching



WHO AM I? A Self-Assessment

During this time of year we are asked to look at budgets, our goals, and business plans.

I would also like to challenge you to take this time to do a personal self-awareness check-up to determine your leadership style, what drives your behavior, and how you make decisions.

Research has shown that leaders who demonstrate the most credibility are leaders who have a clear vision of their values, effectively share/communicate their values to others, and have

a leadership style that is consistent with their values. Values are personal core standards that drive us and make us who we are. What about you? How do you make decisions? Does your behavior and decision making mirror your values/belief system?

I invite you to take a deep dive into your self-awareness to get a true picture of what your values/belief system say about you as a leader. What's important to you? Is it honesty, integrity, wealth, family, philanthropy, power, community, learning, teamwork, or spirituality?

The list above consist of just a few items that may be helpful as you reflect on who you are. For a complete Self-Awareness Challenge Assessment contact Tyler Construction Engineers, P.C. to schedule a session for you or your leadership team.

"It's not hard to make decisions once you know what your values are"
Roy Disney

Teresa Daniel, PHR,
Human Resource Specialist

Complimentary Stealing

An approach many will use as a path to success for 2018!

Curtis Webb
Strategic Marketing & Business Development Specialist

Some time ago we worked with a client that owned a Temporary Employment Agency. Their agency supplied temporary workers to large corporate and government entities. Over time they noticed how these large companies would end their contract with the agency but retain the worker without any additional compensation to the agency. You would think a fix to this problem would be to simply include language within the worker's contract that would address this issue. We won't spend time on how to construct a viable contract here, but more or less show the mentality of some corporate and government agencies. Their goal is to fill a need with the best possible solution which in this case is to simply take, or expressed in other terms, STEAL away a worker.

It happens all the time in athletics with players, as well as coaches. It happens in the educational community with teachers. In the healthcare community, you will find hospitals stealing away doctors. And if you are thinking this is just morally wrong, think about how churches pull pastors from one church to another for those who see a more equitable situation.

So what is the common trait here? Those who are targeted have demonstrated or showcased a needed skill. Someone liked them and they were pursued. I call it, "Complimentary Stealing."

The same goes for ideas, concepts, processes, and even quotes. When you or something you have created starts being used by others, it means that someone liked what you were doing enough to copy. It would be great if you could get compensated but typically you don't. Again, that's why I call it "Complimentary Stealing."

Is it legal? We can't make a claim on either side but the claim we can make is that when done correctly, it does give you a jump start to what you are trying to accomplish. Good people are very hard to find and good people directed with a good plan are the life blood to success. For 2018 you may want to consider the legal form of complimentary stealing to boost your people, and processes, as an overall business strategy!

Stay tuned, and plan to attend our next workshop so you can learn techniques and strategies to enhance your business and watch your profits grow! —*Provide excellence, stay consistent, and above all ...Be Epic!*





COULD YOUR BUSINESS SURVIVE A DISASTER?



As business owners, we want to remain optimistic about our business's future. But life can happen, and we need to be prepared.

Jay B. Mercer,
QuickBooks Pro-Advisor & Tax Specialist

A good business owner thinks about all the risks to their business and has a plan in place to reduce or eliminate them. In 2017, we've already had both floods and fires in the Midwest and California, a healthy dose of tornadoes, and an ice storm earlier in the year. And those are just the weather disasters. Are you ready?

In 2015, Nationwide Insurance ran a survey that revealed that three out of four small business do not have a disaster plan. The same survey noted that 52 percent of small business owners thought it would take three months to recover from a disaster.

The most common solution is to create two plans:

- A disaster recovery plan, which details the steps needed to recover the business from a catastrophic loss
- A business continuity plan, which details the steps needed to keep the business running in case of a major loss, such as a loss of electricity, location, or key personnel

There's a lot of help online to help you create your plan. A few of the major items that should be covered include:

- Employee safety: you'll need an evacuation plan in case of a disaster that is life- or health-threatening.
- Communication plan: how will you reach employees in an emergency?

- Electricity contingency: will you need to access a generator?
- Internet contingency: can your business survive without the internet for long periods of time, or will you need to find a way to get connected?
- Location contingency: if your worksite is inoperable, do employees have another place to report to?
- Employee roles: who will carry out the plan?
- Private data: how will you safeguard private company and customer data?
- Systems: do you have an inventory of hardware and



software, including vendor technical support contacts? How will you prioritize which system to get back up first? Do you have agreements with vendors who can come to your aid quickly?

Creating a disaster recovery plan can be the lowest priority item on your to-do list as a business owner – until it isn't. If you have a lot to lose, and who doesn't, then consider spending some time on a plan to give you peace of mind. Getting a plan together for 2018 should be one of your new year's resolution.



January 2018 - Nashville

Detailed Assembly Estimating for Subcontractors

Emphasis on Construction Plans for Highways, Public Works and Underground Utilities
Instructor: Victor C. Tyler, PE, M.ASCE, NSPE - Tyler Construction Engineers, P.C.

February 2018 - Nashville, Knoxville, Chattanooga & Memphis

Detailed Assembly Estimating for Trade Contractors

Emphasis on Residential and Light Commercial
Instructor: Victor C. Tyler, PE, M.ASCE, NSPE - Tyler Construction Engineers, P.C.

March 2018 - Nashville, Knoxville, Chattanooga & Memphis

Contract Project Accounting: How to Create More Predictable Profits

Instructors: Marshall Tabb and Victor C. Tyler, PE, M.ASCE, NSPE - Tyler Construction Engineers, P.C.

April 2018 - Nashville, Knoxville, Chattanooga & Memphis

The One Day Strategic Plan: How to Create a Purpose Driven Business

Instructor: Ericka L. Hayes, CPA - Tyler Construction Engineers, P.C.

May 2018 - Nashville, Knoxville, Chattanooga & Memphis

How to Effectively Communicate Company Policies with Difficult Employees

Instructor: Teresa Daniel, PHR - Tyler Construction Engineers, P.C.

June 2018 - Nashville, Knoxville, Chattanooga & Memphis

How to Cultivate a Healthy Company Culture: Office and Field Employees

Instructors: Marshall Tabb and Teresa Daniel, PHR - Tyler Construction Engineers, P.C.

August 27-28, 2018

TDOT DBE Small Business Annual Meeting – Embassy Suites, Murfreesboro, TN

Interested in Bringing Training Classes To Your Organization?

If you have multiple employees who can benefit from our training offerings, we can bring our onsite training program to your office upon request. (No cost to TNUCP-Certified DBE firms.) Contact TDOT Supportive Services at [DBE Supportive Services@tyler-engineers.com](mailto:DBE_Supportive_Services@tyler-engineers.com). To view our latest detailed workshop descriptions visit <http://tylerengineers.com/events>



New DBEs *Welcome*

Region 1

NACI Construction Management, Inc.

Reuben Mitchell

Residential Remodelers; Poured Concrete Foundation and Structure Contractors; Finish Carpentry Contractors; Landscaping

Region 2

N/A

Region 3

Customized Landscaping and Specialty Consulting

Latha Pannoppa

Landscaping Services

Region 4

N/A

Recently Renewed Firms

Region 1

Cannon & Cannon, Inc.

Angela Y. Cannon

Engineering Services; Surveying and Mapping (except Geophysical) Services

G & G Rebar, Inc.

Elvia V. Palacios

Steel Placement for Concrete Structures

Lynn Sanford Construction, Inc.

Mary L. Forrester

General Construction Contractor, Hydro-seeding, Landscaping, Sodding, Seeding and Erosion Control, Tie Rebar, Concrete Construction (Flatwork, Pour and Form), Precast Beams and Beam Erection, Site Preparation, and Traffic Control

Region 2

Thomason Company, Inc.

Judy Thomason

Clearing, grubbing, tree, bush and brush removal

Region 3

Civil Infrastructure Associates, LLC

Linda Sullivan

Civil Engineering Consulting Services, Surveying and Drafting

Herbert Lawncare and Landscaping, LLC

Joseph Herbert, II

Lawncare, Landscaping, Irrigation, Sod and Seed

Mitchell & Everett Construction, Inc.

Anetra Mitchell

Painting & Sandblasting

W. D. Schock Company, Inc.

Leigh Tanney Lasley

Commercial and Institutional Building Construction; Highway, Street, and Bridge Construction; Lessors of Other Real Estate Property; Residential Property Managers; Nonresidential Property Managers

Region 4

BASS ANNIE, Inc.

Annie Ruth Rice

Eosmetic repairs to boats, fleet, automobile for corporations and individuals, general automotive repair, Automotive Exhaust System Repair, Automotive Transmission Repair, Automotive Glass Replacement Shops,

Bass Annie, Inc. con't

Automotive Oil Change and Lubrication Shops, General Freight Trucking, General Freight Trucking, Long-Distance, Truckload, General Freight Trucking, Long-Distance, Less Than Truckload, Automotive Parts and Accessories Stores, Tire Dealers, Recreational Vehicle Dealers, Boat Dealers, Motorcycle, ATV, and All Other, Motor Vehicle Dealers, Motor Vehicle Gasoline, Engine and Engine Parts Manufacturing, Motor Vehicle Electrical and Electronic Equipment Manufacturing, Motor Vehicle Steering and Suspension Components (except Spring) Manufacturing, Motor Vehicle Body Manufacturing, Truck Trailer Manufacturing, Motor Home Manufacturing, Heavy Duty Truck Manufacturing, Automobile Manufacturing, Light Truck and Utility Vehicle Manufacturing, Travel Trailer and Camper Manufacturing

Interstate Transportation, LLC

Marsha Via

Transportation: Hauling asphalt, sand gravel

Powers Hill Design

Nisha Powers

Civil Engineering Design and Consulting Services



TDOT
Department of
Transportation

**Scheduled
Letting Dates
2018**

February 9, March 23, May 11,
June 22, August 17, October 5,
November 2, (Mowing & Litter
Removal), & December 7

The TDOT Civil Rights Division Small Business Development Program and its Supportive Services Consultants offer a variety of training classes designed to assist TNUCP certified DBE firms to succeed in the transportation construction industry. Seminars and informational meetings are made available throughout the state. The primary focus of these seminars is to disseminate industry specific information on strategic marketing, branding, accounting, estimating, cash flow management, business planning, leadership development, and human resource assistance. Look for seminar and workshop announcements soon in your email in-box.

Our Supportive Services Consultants are ready and waiting to assist you with ANY question you have! Give us a call today 888-385.9022.

“The quality of your life is determined by the quality of your relationships. The quality of your business is no different.”

-Harvey Mackay

**Civil Rights Division
Small Business Development
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