



MARCH

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Eggs & Issues

**Eggs and Issues Breakfast
Exploring a Solution to the
Panhandling Issue**

**Thursday, March 22nd • 8:00am
DoubleTree Hotel**



The panhandling issue has been discussed to exhaustion by residents, business owners, city officials, county officials, nonprofit

organizations and the list goes on and on – but is there a solution that meets the needs of the business community?

Please join us on Thursday, March 22nd for an Eggs & Issues Breakfast that will include a panel of experts who can guide us through the complicated issue surrounding panhandling.

The cost is \$20 for Chamber Members and \$25 for Non-Members and includes a full breakfast. Reservations are required, so please register online at www.durangobusiness.org or call **970.247.0312**. *Cancellations after March 16th will be invoiced.*

Townhall update by:
Tim Walsworth

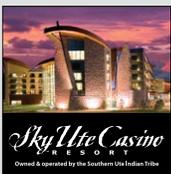
Executive Director - Business Improvement District

PANELISTS TO BE ANNOUNCED SOON

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NEWS & EVENTS

From the Executive Director's pen . . .



Don't sit on the sidelines – Be involved

Jack Llewellyn, Chamber Director

One thing I love most about Durango and La Plata County is the diversity of who we are as people. But with that, comes a diversity of opinion on a multitude of topics. Community leaders (including yours truly) endeavor to provide forums for you to help us shape the future and make our little piece of heaven the best it can be.

BUT, that requires some effort on your part. It requires your involvement. There's a great deal happening here. And we hope you won't be sitting on the sidelines.

Much has been broadcast about the County's revision of the Land Use Code. This potentially affects every landowner, as well as future business development. Review the code, see how it impacts you, and share your perspectives with our County Commissioners. Below are a couple links to get you started:

http://lpcds.org/planning/land_use_codes_and_plans
http://www.co.laplata.co.us/government/news/what_s_new/land_use_code_revison_project

We're seeing some great energy within the City to develop various Character Districts, beyond just "Downtown." Will it be Uptown Main? What about the Camino District? The Rocket District is underway south of Walmart... and more. If you have a business in any of the City's seven Character Districts, you should be involved in crafting their "character." It'll be key to your future branding and potential business success. Here is a link to the North Main and Camino Del Rio Character Districts study:

https://districts.durangogov.org/wp-content/uploads/2018/02/20180214DurangoCharacterDistricts_MasterPlan_Draft-1.pdf

And speaking of branding, our retail businesses need to take heed. While Amazon's statistics still indicate a relatively low percentage of sales compared to brick and mortar... impact is growing. We may see in the not too distant future (though it seems bizarre), daily Amazon deliveries to people's doorsteps via drones. At the Chamber, Buck and his cohorts are still alive and educating, encouraging dollars to be

spent locally. Also the Business Improvement District (BID) is enhancing its sidewalk sales weekends this year to encourage local shopping. Watch for the Spring Break promotion this March 23-25.

At our Eggs & Issues forum on March 22, in partnership with the BID, we will revisit the issue of panhandling similar to the Town Hall Forum last year. The Downtown Ambassador program and the Make It Count campaign (reminding people to give to charities and not panhandlers) are being enhanced. At Eggs & Issues, we hope to report on things we can do legally to deter aggressive panhandling on our sidewalks. Remember, the panhandling issue is different from homelessness in the community, which of course is another important topic. Ultimately we want to deter all kinds of unwanted behavior, including but not limited to disturbing the peace, aggressive panhandling, to graffiti.

And don't forget about LPEA, your rural electric cooperative. Ballots for the Board of Director elections will be mailed in April, and in addition to Director elections, the co-op is asking us to vote on Bylaw revisions – the directives that help guide the company. Learn about the issues and let your voice be heard – Vote. You can receive email notices about LPEA's meetings and activities by visiting www.lpea.coop and clicking on Contact Me to sign up. The Chamber will partner with La Plata Forum on April 10th with a LPEA candidates forum, details coming soon.

The City and County also offer numerous ways for citizens to be involved and help shape the future of our community. Read the local papers and magazines, listen to local radio, watch our local television broadcasts. Plus, stay informed through their email notifications. Click on "Notify Me" at www.durangogov.org and www.co.laplata.co.us for timely alerts.

Sometimes being the proverbial ostrich seems like the less stressful way to make it through life, but you might get to that place where you pull your head out of the sand and ask, "What on earth happened to our town?" Don't be the ostrich! Be involved.

NEWS & EVENTS

March Lunch & Learn

Wednesday, March 28, 2018 | 12 Noon

First National Bank of Durango (259 W. 9th Street)

*Utilizing Your Strengths and
Managing Your Weaknesses*Presented by **Steven Elias, Ph.D;** School of Business
Administration; Fort Lewis College

Have you ever thought about your strengths in relation to your weaknesses? Do you engage in activities that build upon your strengths in order to become more productive? Do you try to overcome weaknesses, or do you simply try to manage them? Join us for a discussion of strengths and weaknesses and how you can work with both to become more successful.

Lunch & Learn will be held Wednesday, March 28th at 12 Noon at First National Bank of Durango. The cost is only \$13 for Chamber Members and \$20 for non-members and includes a delicious lunch catered by Hot Tomatoes Catering. RESERVATIONS ARE REQUIRED,

so please use our convenient on-line registration at www.durangobusiness.org or call 970.247.0312. No shows and cancellations after March 23rd will be invoiced. Please remember to use street parking and reserve the parking lot for bank customers.

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[Click to Register](#)

MARCH CALENDAR

MARCH 6th	Tuesday Talk Coffee @ Carver's	7:45 am	Carver Brewing Company
MARCH 7th	5-Part Management Series - Session #2	8:30 am	Durango Public Library
MARCH 8th	Diplomat Meeting	5:15 pm	Keller Williams
MARCH 8th	LLP Steering Committee	5:00 pm	Wells Group
MARCH 13th	YPOD Lunches with Leaders	11:30 am	Ore House
MARCH 14th	5-Part Management Series - Session #3	8:30 am	Durango Public Library
MARCH 15th	Business After Hours	5:00 pm	Twin Buttes Dental/Peak Physical Therapy
MARCH 17th	Happy St. Patrick's Day	-----	
MARCH 22nd	Eggs & Issues Breakfast	8:00 am	DoubleTree Hotel
MARCH 28th	Lunch & Learn	12 Noon	First National Bank of Durango

NEWS & EVENTS

TECH-KNOWLEDGE 2018
CONFERENCE4th Annual Tech Conference
Coming April 27th

If the word "technology" sends you into a panic or on the flip side, if learning about the latest and greatest technology fuels your fire, then the **2018 TECH-KNOWLEDGE Conference** is for you! There will be breakout sessions offered for both the tech-savvy and the tech-unsavvy plus a keynote speaker that is sure to impress. And if that doesn't inspire you to attend then what about a presentation on Drone Technology featuring Lt. Col. Bruce Black, a retired US Airforce drone pilot who has logged more than 1500 hours flying drones in places like Iraq and Afghanistan.

Make plans to join us on **April 27th** at the DoubleTree Hotel for the **4th Annual Tech Conference** featuring keynote speaker, **NASA Engineer, Michael Genest**. You remember the Space Shuttle, and you know about the International Space Station. So, what's next in the future of human spaceflight? Mr. Genest, a 37 year veteran, will be speaking about the future of human spaceflight in the near-to-medium term. His approach will be to describe an evolutionary process of technology development that has begun with the assembly and operation of the International Space Station and the debut of commercial players in the spaceflight business and how these technologies will serve as a springboard for the establishment of a permanent human presence on and near the Moon.



Michael Genest

**Cost: Early Bird Pricing thru March 31st
Chamber Members only - \$50**

Chamber Member - \$70 (Beginning April 1st)

Non-Members - \$95

[Click to register](#)

Breakout sessions offered include:

- **Four Brilliant APPS Every Small Business Should Use** – Diana Murray, ASAP Accounting & Payroll
- **Leveraging Facebook (Facebook Video Conference)** – Facebook Small Business Team & Jeff Herr, Ballantine Communications
- **Update on Mobile Broadband and Speed Internet** – Cedar Networks
- **What a Firewall Subscription Gets You** – Gary Branham, Fortinet, Inc. & Ryan Furce, KOSH Solutions
- **Interactive Safe Computing for Local Business** – Nic Conroy, Think Network Technologies
- **Past, Present and Future of Clean Energy** – Dr. William Nollet, Fort Lewis College
- **Latest in Drone Technology** – Lt. Col. Bruce Black (retired) and Riley Fiselman, Skycapture Studios

TECHNOLOGY SPONSOR

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Girls Gone Golfing

Friday, June 1st, 2018 • Hillcrest Golf Course





SCHEDULING



COORDINATING

NEWS & EVENTS



BUDGETING

Management Series II Continues

There is still time to register for the remaining Management Series Sessions. Check out the upcoming classes taught by **Suzanne Phare (Real Ideal Coaching)** and **Dr. Barb (Durango Learns)** in partnership with the Durango Chamber of Commerce. These brand new topics will offer some great takeaways you can implement immediately within your organization. Don't miss out on this opportunity.

- ▶ **MARCH 7th Value of a Concise Message** – We share and ask for so much information yet rarely have time to read long emails, listen to verbose voicemails, or waste time elaborating on what we are trying to say. Get some guidance on ways to shorten and improve your message.
- ▶ **MARCH 14th What is Customer Service?** – Really, it's different for everyone. We will look at how we define customer service, what is good and bad customer service, and how to have a win-win connection between you and your customers.
- ▶ **APRIL 4th Formulating Fiercely Fabulous Feedback** – Learn how to get the message across without sparking a wave of emotions that render our feedback useless.
- ▶ **APRIL 11th What You CANNOT Do As A Leader** – Modeling the behavior you want to see in your employees is one of the best ways to lead. This class will help you with what NOT to do as a leader.

Classes will be held at the Durango Public Library located at 1900 E. 3rd Avenue, 8:30 – 10:00am. Register today using our convenient online registration at www.durangobusiness.org or give us a call at 970.247.0312. No shows and cancellations will be invoiced.



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Reach your potential. One session at a time.

**Chamber member
pricing \$57 per session
Non-Member
pricing \$77 per session**

[Click to Register](#)

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IT'S TWO BUSINESS AFTER HOURS IN ONE!**

MARCH

Business After Hours

THURSDAY • MARCH 15TH 5-7PM

Co Hosted By

Twin Buttes Dental

**& Peak Physical
Therapy**

125 CR 250 & 129 CR 250

\$10 Chamber Members & Guests

Lunch & Learn Thank You

Thank you to Steve Pease and Dave Smiley, Certified Financial Planners with Oxford Asset Management for a very informative Lunch & Learn presentation on February 28th. It's never too late to start saving for retirement. If you would like more information on the services offered by Oxford Asset Management visit <http://oxfordassetmanagement.net/locations/store/durango> or give them a call at 970.375.1291

Coffee @ Carver's
Join us at 7:45am on
Tuesday, March 6th



Topic: **Health & Wellness**
presented by **Drs. Haley & Carett Roop -
Pathfinder Chiropractic**

[Click now to register](#)

Complimentary coffee
provided by
Carver Brewing Co.



RIBBON CUTTINGS

Albertson's LLC

The Durango Diplomats celebrated the Grand Re-opening of Albertson's LLC on Wednesday, February 21st with a Ribbon Cutting ceremony. Albertson's new store director, Ryne Hayes, was on hand along with other dignitaries to celebrate the completion of a \$4 Million + remodel. The remodel has allowed them to bring in more than 3,000 new products and expand its offerings in produce, deli, bakery and meat departments. They have also updated their Starbucks and added customer seating. Albertsons has been proud to serve Durango customers for more than 25 years and as part of the ribbon cutting ceremony Albertson's presented a \$5,000 check to Park Elementary. Stop by the newly remodeled store conveniently located at 311 W. College Drive and check it out!



Discover Goodwill

The Durango Diplomats were on hand for the Grand Opening of the new Discover Goodwill on Saturday, February 17th. With 32 employees in Durango and more than 1300 employees statewide, the Discover Goodwill organization is excited to join the Durango community and learn how they can best serve its needs by talking to local leaders such as Chamber members. At the new Durango retail center, conveniently located at 1230 Escalante Drive, Goodwill employees and volunteers will be administering administering LEAP

(Low-income Energy Assistance Program) to help residents who qualify for support in paying their winter heating bills. Discover Goodwill is a nonprofit 501 (c) 3 organization and has been serving Coloradans for 55 years. For more information, call 979.422.4363 or visit www.DiscoverMyGoodwill.org, or stop by 1230 Escalante and see all the store has to offer.



Local Economic Conditions

JANUARY 2018

Collections of Prior Months' Filings



	January	%	Year to Date	%
SALES TAX	\$2,534,270	-1	\$2,534,270	-1
USE TAX RETURNS	\$95,146	11.9	\$95,146	11.9
USE TAX BUILDING PERMITS	\$29,485	-5.0	\$29,485	-5.0
USE TAX MOTOR VEHICLES	\$30,944	-21.0	\$30,944	-21.0



LODGERS TAX	\$61,413	-13.2	61,413	-13.2
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SALES TAX COLLECTIONS BY SIC CODE

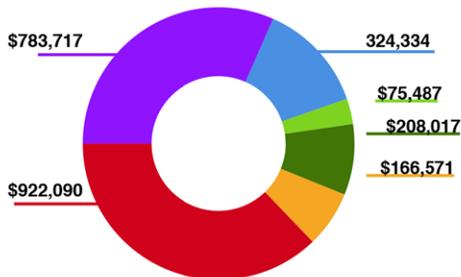


		% of Total Collected		% of Total Collected
RETAIL	\$50,783	2.05	\$50,783	2.05
MEDICAL	\$11,701	.47	\$11,701	0.47

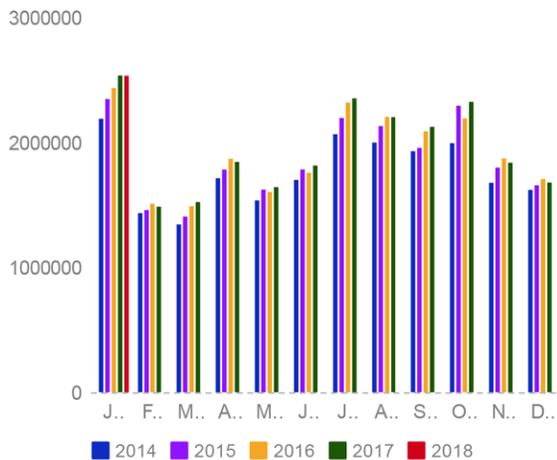
MONTHLY BY AREA

Does not include penalty, interest, refunds or adjustment

- Central Business District (31.60%)
- North Durango (13.08%) ■ Other Durango (3.04%)
- Outside City Limits (8.39%)
- Sales Tax Only (6.72%) ■ South Durango (37.18%)



5 YEAR HISTORY OF 3% SALES TAX



Source: durangogov.org

President

Charles Spence, *Maynes Bradford Shipp's Sheftel*

Board Members

- Joe Lloyd, Past President, *Durango Joe's Coffee House*
- Mark Jastorff, *Fort Lewis College Foundation*
- Amanda Erickson, *Durango Area Association of Realtors*
- Christi Zeller, *La Plata County Energy Council*
- Greg Behn, *Bank of Colorado*
- Suzanne Phare, *Real Ideal Coaching*
- Brian Lundstrom, *Sky Ute Casino*
- Chris Bettin, City of Durango Representative
Durango Land & Homes
- Tara Kiene, Leadership La Plata Representative
Community Connections, Inc.
- Diana Murray, Diplomat Representative
ASAP Accounting & Payroll
- Zeb Smith, YPOD Representative
Ascent Accounting

2018

CHAMBER BOARD OF DIRECTORS & STAFF

Staff

- Jack Llewellyn, Executive Director
- Rita Simon, Chamber Manager
- Peggy McCulloch, Office Assistant
- Jennifer Dickens, Communications Coordinator

1199 Main Avenue, Suite 217 | Durango CO 81301
 970.247.0312 | Fax 970.385.7884
www.durangobusiness.org
chamber@durangobusiness.org

THE LEADERSHIP LINE

Building Strong Community Leaders – Help Us Spread the Word

We are accepting applications for the 30th Leadership La Plata Class and we want your help to nominate great candidates!

In the small communities of La Plata County we have learned that often the most effective form of marketing comes down to good old fashioned “word of mouth.” When we hear recommendations directly from our friends, family, colleagues, employers and respected community members we listen. Over the past 30 years, this simple approach for Leadership La Plata (LLP) has been extremely effective in recruiting and building a region of diverse and dynamic leaders. It is now the time to look at those individuals who you could encourage to apply for next year’s LLP class.

If you are an employer, LLP alumni or passionate community member, please take a few minutes to think of those around us who may benefit from the most comprehensive community education and leadership training program in the region. You can submit nominees to our recruitment committee via e-mail at info@leadershiplaplata.org or via message on our Facebook Page. Please submit nominations by 3/31. And remember, we all benefit from strong, knowledgeable leadership in the community!

Information and applications are now available online at: www.leadershiplaplata.org and due in May.

Walk the Talk

Alumni, we’re looking at you! You are our greatest asset in finding the next perfect candidate for our program. As alum Karen Thompson describes, “My experience as a Leadership La Plata (LLP) participant was a wonderful way to learn the intricacies and challenges of life and work in Durango. Because my experience was so rewarding, I am always on the lookout for other individuals who would benefit from LLP and would apply what they learn to their work, relationships with their fellow citizens and the success of the community. Take a look around you...who do you know who has the willingness and ability to be a leader in the community? Who has energy, creativity, innovative ideas? Get those names to us, encourage them to apply and applaud their participation. It is a wonderful feeling to know that you are helping identify and encourage Durango’s emerging leaders.”

A huge thank you to our Alumni Wine Tasting Event Sponsors – Sorrel Sky Gallery, Star Liquors & El Moro!



February Thank You
A very special thank you to our Education Program Day sponsors:

**JOHN & CISSY
Anderson**



**New Month
New Ideas**

“Throughout my career I have participated in numerous leadership training programs. For me Leadership La Plata was by far the most effective. My only regret is not having done it sooner.” - Tim Kroes, Class of 2015-2016

NEW MEMBERS

Total Members: 797

Backcountry Experience

Ben Rockis
 1205 Camino Del Rio
 Durango, CO 81301
 (970) 247-5830
www.bcexp.com
 Sporting Goods

Buena Vista Builders, Inc.

Sarah Doane
 125 Mercado St, STE 117
 Durango, CO 81301
 (970) 382-0962
www.buonavistabuilders.net
 Construction/Construction Related

G.O.A.L. Academy High School

Ryan Mathews
 835 Main Ave, STE 221
 Durango, CO 81301
 (877) 776-4625
<http://www.goalac.org>
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<http://www.justaskchristy.com>
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 Alpine Lumber Co.
 Animas Brewing Company
 Another Dimension Design
 ARAMARK/ Mesa Verde Co.
 Athena Communications
 Atlas Specific
 Bank of the San Juans
 Bob's Johns, Inc.
 Brown's Shoe Fit Company
 Business Improvement District
 Christian Science Reading Room
 Cole & Company, Inc.
 Colorado Outback Adventures
 Colorado PERA
 Community Foundation Serving SW Colorado
 Condos East & West
 Conservation Legacy
 Coordinations
 Dental Associates of the SW
 Dietz Market, Inc.
 DoubleTree by Hilton Durango
 Durango Adult Education Center
 Durango Arts Center
 Durango Credit & Collection Co., Inc.
 Durango Dog Ranch
 Durango KOA
 Durango Magazine
 Durango Soda Company, Inc.
 Durango VA Clinic
 Durango.com
 Durango/La Plata Crimestoppers
 Eagle Block Company
 Eggleston Kosnik LLC
 FASTSIGNS/Durango TV
 Formrite Custom Counters, Inc.
 Gateway Reservations
 Grassburger
 Haley Thompson Arias
 Home Builders Association of SW Colorado
 Jay Short Insurance
- KREZ-TV
 La Plata County
 La Plata Economic Development Alliance
 Lone Wolf Cabins & Getaway
 Luna Communications, LLC
 Manna - Durango Soup Kitchen
 The Mark Craig Agency Inc. Colo Farm Bureau
 Maynes Bradford Shipps Sheftel
 Needle Mountain Chalet
 Open Mortgage LLC
 The Payroll Department, Inc.
 Pinnacol Assurance
 Powerhouse Science Center
 Purgatory Resort
 Rapp Corral
 Red Cliff Guest House
 Reliable Power Consultants
 River Liquors
 RMBA Architects
 Rocky Mountain Chocolate Factory Corporate HQ
 Roto-Rooter Service
 Santé
 Scenic Aperture
 Serious Texas BBQ
 Solo Arts Media
 Southwest Colorado Community College
 a Division of PCC
 Southwest Republican Women
 Summit Custom Homes of Durango
 Sunnyside Meats, Inc.
 Superior Alarm, Inc.
 Tech Wood, LLC
 Tosch & Associates
 US Bank
 Vallecito Resort
 Vaughn Johnson DDS MS Orthodontics
 Veritas Fine Homes, Inc.
 Wagon Wheel Liquors
 Wells Fargo Bank
 Willow Tree Kennels
 Wines of the San Juan

BUSINESS CONNECTION

Pattie Adler, Executive Director Community Health Action Coalition



CHAC, the name by which the Community Health Action Coalition is most commonly known, might be best described as “a facilitator for effective communication and collaboration among local agencies and individuals concerned with community health.” Towards this end, CHAC identifies unmet health needs in La Plata County, educates the public, and advocates for healthy lifestyles, the prevention of disease and disability, and for integrated health services that are accessible and affordable for everyone. “CHAC’s goal,” Pattie Adler says, “is to be a catalyzer for change and improvement - but we don’t want to lead an effort on an ongoing basis. Hopefully the effort lives on in a more sustainable way led by partners that CHAC has involved. CHAC began as a grass roots organization in 2001 - and it still is to this day. It’s driven by what people in the community see that we need.”

Pattie, who has a Masters degree in Public Health, moved to Durango from Fairbanks, Alaska in 1996. She worked at San Juan Basin Health for sixteen years before becoming Executive Director at CHAC four years ago. “For the past couple years we’ve been working with advance care planning,” Pattie says. “This comes into play when someone needs medical care but is no longer able to express their wishes - for instance, a young person who has been in a terrible car accident - or an elderly person who has lost the ability to make his or her wishes known.”

CHAC created a community wide initiative in 2016 called ‘My Life: Deciding in Advance’. This initiative is designed to encourage adults in La Plata County who are eighteen and over to establish an Advance Directive that is electronically accessible to the local healthcare system. CHAC is facilitating free community education and offering a Personal Resource Specialist who can help individuals, one on one, to address advance care planning. The goal is to make sure the local healthcare system has access to a record of an individual’s wishes, since documents sitting in a desk drawer at home will be of little use in an emergency situation. “We are working hard to reach out to local business and faith communities,” Pattie says. “We will send trained speakers to share a presentation with any group. We don’t charge and are willing to go to work sites and community groups.”

CHAC has a monthly meeting that everyone is invited to attend. Call 970.799.0218 to learn more - or visit www.chaclaplata.org. Advanced Directive forms are available at no charge on the website. CHAC will present the program at Lunch & Learn this coming July. “I appreciate the Chamber’s help in getting the word out,” Pattie says.

*Check out
the Chamber
videos plus our
member’s
videos.*

The screenshot displays the Chamber website interface. At the top, there is a navigation bar with the Chamber logo and a menu for 'COMMUNITY MOVIES'. Below this, a video player shows a man in a suit speaking. To the left of the video player is a sidebar with a menu containing: Welcome, Why Be A Member?, Quality of Life, Relocation, and Community Organization. The website is surrounded by numerous member logos, including:

- Anchor on the Coast (Crested Cliffs)
- VERITAS (VERITAS REALTY GROUP, INC.)
- FEDERATION OF PROFESSIONAL REALTORS
- EXIT (EXIT REALTY GROUP, INC.)
- Guid (GUID REALTY GROUP, INC.)
- Blue Bonnet & COUNTRY INN
- RAYFIELD REALTY
- Alpine Bank
- Mantel Recreators (Mantel Recreators, Inc.)
- INFRANIC DERMATOLOGY
- TOMSIC (TOMSIC physical therapy)
- FARMERS INSURANCE GROUP (WOODSLEY)
- SOUTHWEST APPLIANCE
- ASCENT
- STAR LIQUORS
- COUCHER (COUCHER REALTY)

 At the bottom, there is a footer with small text: 'Business Anchor Listings ©2018 CGI Communications, Inc. Protected by US Patents No. 8,103,957, 8,417,797 and 7,871,708' and a navigation bar with links: Testimonials, BAA, TF, Next, Sponsorship, Packages, Show me!

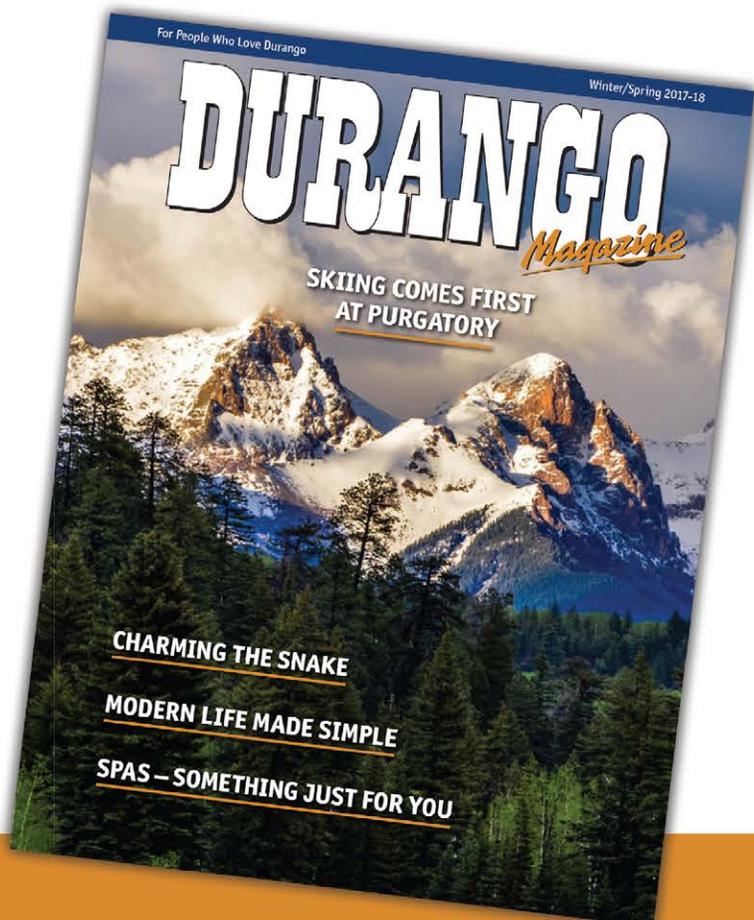
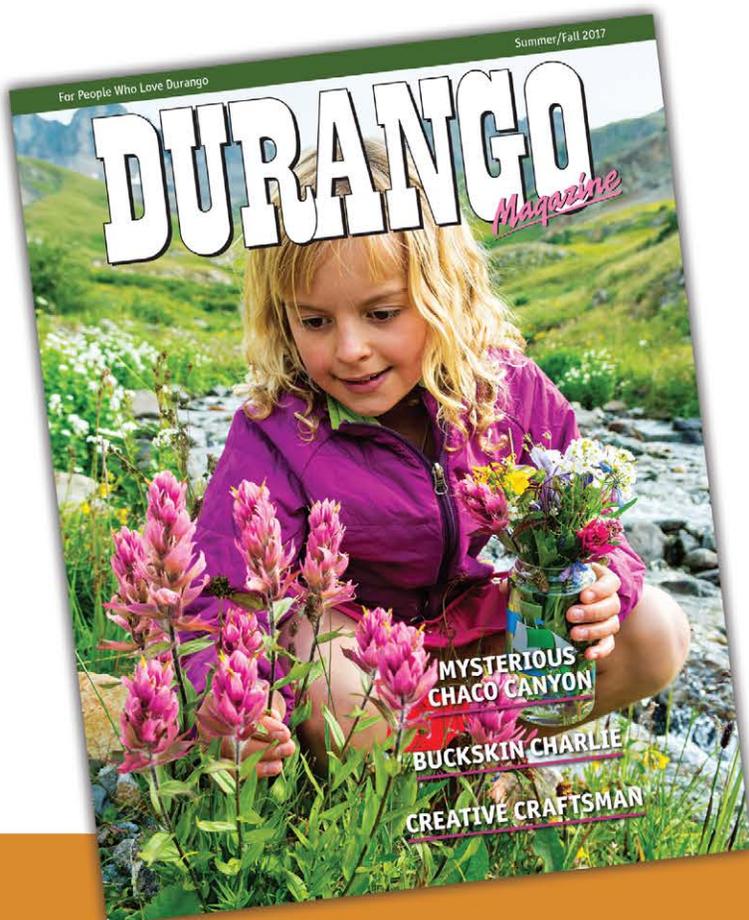
PHOTO GALLERY

Business After Hours Thank You

A big thank you to **Michelle, Emily and the entire crew** at the **La Plata County Humane Society and Thrift Shop** for hosting the February Business After Hours. Everyone enjoyed the tours and shopping along with the great food and beverages. If you would like to find out more about the services offered visit www.lpchumanesociety.org or visit the center at 1111 S. Camino del Rio.



Be a part of Durango's premier print and digital magazine.



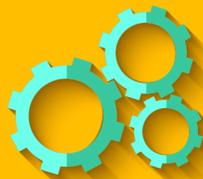
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The deadline to advertise in the upcoming summer/fall edition is March 19, 2018.

DURANGO
Magazine

To advertise, contact
durangomagazine@durango.net
or the sales department at 385-4030



Chamber to offer Management Series:

5-part Management Series Beginning February 28th

Durango Public Library

Presented by: **Suzy Phare (Real Ideal Coaching) and
Dr. Barb (DurangoLearns)**



Real Ideal
COACHING



Durango
LEARNERS
Reach your potential! Grow your future! Inspire others!

**Sign up
today!**

FEBRUARY 28TH

8:30 - 10:00 am

How We Get In Our Own Way As A Manager

✓ **Completed**
Sometimes our patterns of behavior prevent us from leading others well. Learn how to recognize and understand how your current limitations.

MARCH 7TH

8:30 - 10:00 am

Value of a Concise Message

We share and ask for so much information yet rarely have time to read long emails, listen to verbose voicemails, or waste time elaborating on what we are trying to say. Get some guidance on ways to shorten and improve your message.

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Really, it's different for everyone. We will look at how we define customer service, what is good and bad customer service, and how to have a win-win connection between you and your customers.

APRIL 4TH

8:30 - 10:00 am

Formulating Fiercely Fabulous Feedback

Learn how to get the message across without sparking a wave of emotions that render our feedback useless.

APRIL 11TH

8:30 - 10:00 am

What You CANNOT Do As A Leader

Modeling the behavior you want to see in your employees is one of the best ways to lead. This class will help you with what NOT to do as a leader.

Click to register



**Chamber member pricing - \$57 per session
Non Member pricing - \$77 per session or \$357**

Register today using our convenient online registration at www.durangobusiness.org or give us a call at 970.247.0312.

No shows and cancellations will be invoiced.



TARGET



BUDGETING



SCHEDULING



LOGISTICS



LOCATION



MARKETING



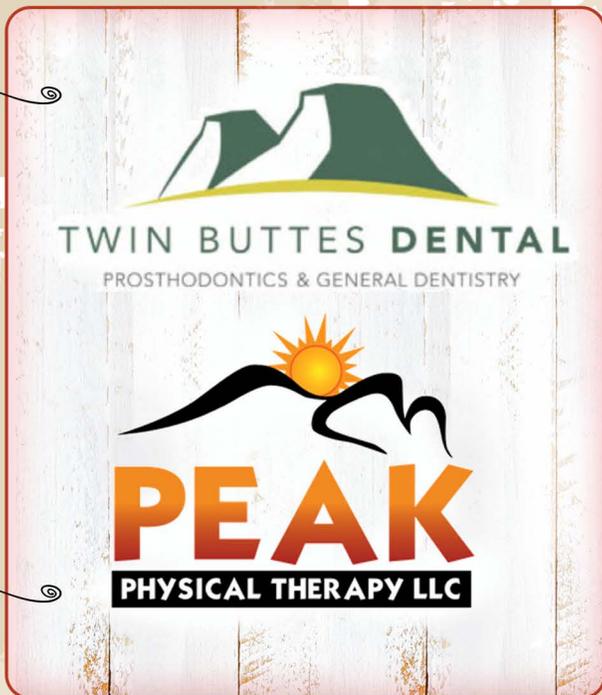
COORDINATING

MARCH BUSINESS AFTER HOURS

Food! Drinks!
Wine! Beer!

March 15th | 5 to 7pm

\$10 Chamber Members
& Guests



Fabulous Door Prizes!
Beer provided
by A & L Coors

Join us for a
Fun Evening of Networking!
Cohosted by
Twin Buttes Dental and
Peak Physical Therapy
of Durango
125 & 129 County Rd 250

Eggs & Issues

Exploring a Solution to the Panhandling Issue

Thursday | March 22, 2018

8 a.m. | DoubleTree Hotel

\$20 Chamber Members / \$25 Non-Members

EGGS & ISSUES →

The panhandling issue has been discussed to exhaustion by residents, business owners, city officials, county officials, nonprofit organizations and the list goes on and on – but is there a solution that meets the needs of the business community?

Please join us on Thursday, March 22nd for an Eggs & Issues Breakfast that will include a panel of experts who can guide us through the complicated issue surrounding panhandling. **Townhall update by Tim Walsworth, Executive Director - Business Improvement District.**

— **PANELISTS** —
TO BE ANNOUNCED SOON

Reservations are required, so please use our convenient online registration at www.durangobusiness.org or call 970.247.0312. Cancellations after March 16th will be invoiced.

Thank you to our sponsors!



Utilizing Your **Strengths** **and Managing** Your Weaknesses

Presented by:

Steven Elias, Ph.D, School of Business Administration; Fort Lewis College



Have you ever thought about your strengths in relation to your weaknesses? Do you engage in activities that build upon your strengths in order to become more productive? Do you try to overcome weaknesses, or do you simply try to manage them? Join us for a discussion of strengths and weaknesses and how you can work with both to become more successful.

Reservations are required, so please register at www.duangobusiness.org or 970.247.0312. No shows and cancellations after March 17th will be invoiced.

March
LUNCH & LEARN
WEDNESDAY
March 28 - NOON
FIRST NATIONAL BANK
OF DURANGO (259 W. 9th)
\$13 CHAMBER MEMBERS
\$20 NON-MEMBERS
Includes a delicious lunch catered
by **HOT TOMATOES CATERING.**

{ Please use street parking and reserve parking lot for bank customers }

TECH-KNOWLEDGE 2018

CONFERENCE

04.27.18 DOUBLETREE HOTEL
501 CAMINO DEL RIO



Join us for a day of technology inspired, educational sessions.

PRESENTING SPONSOR

+ImageNet
Consulting

8:00AM - 8:30AM

REGISTRATION &
CONTINENTAL BREAKFAST

8:30AM - 8:50AM

INTRODUCTIONS & HOUSEKEEPING

Jack Llewellyn, Durango Chamber of Commerce
Executive Director

8:50AM - 9:20AM

WELCOME

Mitch Dye, Marketing President, ImageNet Consulting

SESSION 1

9:30AM - 10:20AM

LEVERAGING FACEBOOK
FACEBOOK VIDEO CONFERENCE

Facebook Small Business Team,
Jeff Herr, Vice President, Ballantine Communications

UPDATE ON MOBILE BROADBAND
AND HIGH SPEED INTERNET

Chris Stebner, Cedar Networks

SESSION 2

10:30AM - 11:20AM

4 BRILLIANT APPS EVERY
SMALL BUSINESS SHOULD USE

Diana Murray, ASAP Accounting & Payroll, Inc.

WHAT A FIREWALL SUBSCRIPTION GETS YOU

Gary Branham, Fortinet, Inc.
Ruben Guadiana, Kosh Solutions

SESSION 3

11:30AM - 12:20PM

INTERACTIVE SAFE COMPUTING
FOR LOCAL BUSINESS

Nic Conroy, Business Development Manager,
Think Network Technologies

PAST, PRESENT, AND FUTURE OF CLEAN ENERGY

Dr. William K. Nollet, Assistant Professor, Physics and
Engineering, Fort Lewis College

EARLY BIRD PRICING

Chamber Members only - \$50 (by March 31st)

Chamber Member \$70 (April 1st) | Non-Members \$95

LUNCH AND KEYNOTE

12:30PM - 1:35PM

SPEAKER

MICHAEL GENEST, retired
NASA Engineer



SESSION 4

1:45PM - 3:00PM

LATEST WITH DRONE TECHNOLOGY

Lt. Col. Bruce Black, retired US Air Force/ Private Consultant
Riley Fiselman; Skycapture Studios

3:20PM - 3:30PM

WRAP UP

3:30PM - 4:00PM

MIX-N-MINGLE

[CLICK HERE TO REGISTER](#)

GOLD LEVEL



SILVER LEVEL



BRONZE LEVEL

