

Back To Business Basics



Don't Miss Inside:

Upcoming Events/Calendar Pg. 5

Meet The Candidates Pg. 7

Public Meeting About Parking Plan Pg. 8

Welcome New Members Pg. 22

From the CEO's Pen by Jack Llewellyn, Chamber CEO

Getting Back to the Basics

As the summer winds down and schools start up again, we're reminded that it's time to get back to the basics.

The global pandemic and the resulting aftermath of inflation, labor shortages, and supply chain challenges have thrown all of us for a giant loop. We've had to reimagine how we do business, adhere to various public health ordinances and regulations, and find ways to comply with new laws that impact the bottom line. This has been no small feat for our businesses or community, but it's a true testament to how resilient we all are in the face of adversity.

I know of some businesses who are "surviving," but are exasperated with these challenges and continued pressure to turn a profit while being saddled with more government fees and regulations. Although times may be tough, now is a good opportunity to revisit your business plan, review the reasons that inspired you to start your business, and get back to the fundamentals.

While the idea of getting back to basics may seem fruitless now, it's important to take a moment to think about the foundation of your business, mission, vision, and values. This can help you forge ahead and reignite the passion.

At the Chamber, we're doing the same. We're analyzing the services and programs we offer and identifying better ways to provide resources to our members. We're also revisiting the role we play in the community and recognizing why having a strong Chamber of Commerce is important. Here's what we're assessing, which may also help your organization.

What is your purpose? It's the "why" to every operation. For the Chamber, our business is helping other businesses succeed. We provide workshops that can help your business grow. We also provide a big voice for small business. Our organization doesn't receive funding through government or grants. We are membership-based, which means we represent approximately 750 businesses

and advocate for our members when we speak to city, county, and state officials and weigh in on important issues that impact the business community.

Identify your customers and target market. Has it changed since the pandemic? This is always an important aspect to review as the world continues to evolve. A strong and healthy business environment is essential to our community, and the Chamber is committed to giving our small businesses a big voice so we can attract quality employers and employees.

What do your customers need/want? Knowing how your customers find you and what they want helps refine your marketing and messaging strategies and keeps you on track. The Chamber continually reaches out to our members to learn how businesses are doing, inquire what education programs are needed, and solicit feedback about issues that are most important to our business community. The data from our surveys is then shared with elected officials.

Who's your competition & can you learn something from them? Are there aspects that you can cultivate or do better? This is an opportunity to differentiate your business from the competition. At the Chamber, we have other partner organizations that aren't competitors but may cross over into each other's primary functions, which I refer to as "swim lanes." We continually look for ways to partner and collaborate, pooling our resources to provide added value to our community.

In the end, I encourage everyone to get back to the basics from time to time. By going back to the "why" you're in business helps you serve customers better; and the fundamentals can keep you grounded, no matter what comes your way.



Sept 13th Coffee Connections: The Sustainable Tourism Evolution of La Plata County

Join Visit Durango when they talk destination stewardship on Tuesday, Sept. 13, hosted at the Welcome Center at 8th Street and Main Avenue at 8am. Learn how the lodgers' tax is funding regenerative tourism programs. Get more information on Visit Durango's groundbreaking approach to stewardship and take part in a discussion about the goals that will drive La Plata County tourism moving forward. Learn about how the new lodgers' tax funding has jump-started the local regenerative tourism evolution. [Register now.](#)

Speakers include:

Rachel Brown, Visit Durango Executive Director

Weylin Ryan, Visit Durango Sustainability & Policy Manager



Sept 28th Lunch & Learn Power Hour: How to Negotiate in the Workplace

Brought to you in partnership with the Young Professionals of Durango and the Durango Chamber, and sponsored by TBK Bank.

This Lunch & Learn Power Hour series focuses on negotiating skills, which are utilized in nearly all aspects of work. Knowing your worth is a starting point. In this session, you'll learn negotiation tips to help you achieve what you want. We'll discuss tactics to help you confidently ask your employer for a raise, negotiate a salary, a promotion, or a better work-life balance. Learn from our panel of experts how best to approach these topics while on the job.

Panelists include:

- **Charles Spence, partner at Maynes, Bradford, Shipp, and Sheftel LLP Attorneys at Law**
- **Jennifer Bassignani, a certified Senior Professional of Human Resources management and the founder of Essential Operations HR**
- **Michelle Kress, Director of Human Resources at Sky Ute Casino Resort**

Registration: \$20 for Chamber Members/ \$25 for Non-Members - lunch included in price.*

[Register now to reserve your spot.](#)

Coffee Connections on Oct. 4th. How to build a Thriving Vibrant High Performing Life.

Join Stacy Reuille-Dupont, [Studio B](#), for this leadership learning session on Oct. 4 at 8am. She will share how creating connection and resiliency in a fast-paced stressed-out world can build your confidence and ability to thrive. For more details and to register, visit the Chamber's [website](#).



2022 CHAMBER BOARD OF DIRECTORS & STAFF

Staff

Jack Llewellyn, Chief Executive Officer
Kim Oyler, Chief Operations Officer
Jennifer Dickens, Communications Coordinator
Hannah Minkler, Office Assistant

2301 Main Avenue | Durango, CO 81301
970.247.0312 | Fax 970.385.7884
www.durangobusiness.org
chamber@durangobusiness.org

Board Members

Vaughn Morris, *Boys and Girls Club*
Brian Lundstrom, *Sky Ute Casino Resort*
Diana Murray, *ASAP Accounting & Payroll*
Charles Spence, *Maynes Bradford Shipp Sheftel*
Dr. Karen Cheser, *9-R School District*
Michael Hennon, *The Payroll Department*
Melissa Youssef, *City of Durango Representative*
Janae Hunderman, *Leadership La Plata Representative*
CO Workforce Dev. Council & the CO Dept. of Ed.
Deana Tomac, *Diplomat Representative*
Junction Creek Health & Rehab Center
Rebekah Click, *YPOD Representative*
Durango Motor Company

Featured Young Professional of Durango: Joseph Kuzma, Community Outreach Manager for the Community Foundation Serving Southwest Colorado



What's your role at the Community Foundation? I am responsible for the planning, development and implementation of marketing strategies, public relations activities, and events, such as the Durango Wine Experience, Making a Difference Speaker Series, concert series, nonprofit professional development, and more.

Why did you want to be a YPOD board member? I felt such a close connection with them from the very first YPOD event I attended last year. They made me feel very welcome and I've been able to create meaningful relationships with many of them and appreciate all they do for our community. I have been blessed to be a part of 5 other YP groups since my early 20's and have served on various boards and have been president of several of them. I look forward to sharing my enthusiasm, experience, and time to this amazing group of peers.

What are some activities you participate in your free time? I have a small videography company called Blue Lily Productions that is growing in the community and have enjoyed working with many local businesses and organizations. I enjoy sharing the light of our Creator with anyone I meet, gardening, camping, reading, biking, mentoring youth and volunteering my time in a myriad of ways.

Information about the YPODs can be found [here](#).

Featured Chamber Diplomat:

Brad Cook - Sales Manager for Academy Mortgage



How long have you been a DIP? 22 years

How long have you lived in Durango? 30 years

Tell us about your family: I've been married to Angelia for 25 years, and have two yellow Labradors: Maggie and Zoey

Why did you become a DIP? I wanted to become more active in the community, and to help support the Chamber. It has been a great networking opportunity.

What is your favorite part of being a DIP? The friendships I've built with other Diplomats and business owners in the community.

What are your favorite things to do in Durango? fly fish, ski, hike, and camp

Fun fact about you: I still love to play video games.

There are limited spots currently available for the Diplomat program. Click [here](#) to learn more.

Featured Leadership La Plata Alumnus: Rita Warfield



What LLP class were you in? 1988-1989 class

What do you love about LLP? I believe it was the steppingstone to my leadership future. I was young and really didn't know much about Durango outside my work at the City of Durango and socially.

What is your role now with LLP?

I recently got re-involved with LLP through the Alumni Committee. LLP has come a long way and is so much fun and really digs deep into our community, leadership, followership and creates a great foundation for someone who wants to be a part of the future of Durango and La Plata County. We are looking for alumni committee members to plan fun and innovative ways to keep our alumni members involved!

I am on 5 non-profits and several of them are members of the Chamber of Commerce. You can't imagine all the ways the Chamber can help a non-profit in identifying potential donors, board members, and supporters of various causes. I think more businesses should utilize the many benefits of being a member.

Interesting fact about you: Many people know me from when I worked at Parks and Recreation as an administrative assistant (when I first took the LLP class) and then many know me as a police officer. I retired in 2021 as a Police Commander. I still serve as a Reserve Officer with the Durango Police Department, do part time court security for Municipal Court, teach at the Police Academy, and do special investigations for other police agencies needing a contract investigator. In between all of that, I take time to be with my family, go hiking, garden, kayak, camp, and do anything I can socially, and I love to travel.

Interested in participating in LLP? Leadership La Plata Applications for the 2022/2023 Class are due May 31. To learn more about LLP or become involved in LLP committees, visit [Leadership La Plata.org](#).

Attend this Special Business After Hours! It's the Chamber's Annual Appreciation Party Sept. 15th!

Join us as we say thank you to all our members for their investment in our business community. The Durango Chamber is hosting its annual Member Appreciation Party on Thursday, Sept. 15 from 5pm to 7pm at the Chamber building, 2301 Main Avenue. Come celebrate community, connect with other members and enjoy incredible food and drinks. Thanks to the team at Steamworks Brewing, El Moro Spirits & Tavern, and HomeSlice Pizza for sponsoring the event. Please reserve your spot by Sept. 13th! [RSVP here](#).

Grow Your Business! Elevate Your Brand! Support the Community!

There are many reasons businesses, individuals and organizations join the Durango Chamber of Commerce. Whether you want to grow your business, elevate your brand, or impact the business community, the Chamber team is committed to providing you exceptional value and support. We will soon be announcing changes to our membership model. Rather than basing your membership investment on an employee count, we are transitioning to a model that focuses on the value of Chamber membership that you can choose, based on why you are joining the Chamber so you receive exactly what you want. Stay tuned for more details as we unveil the plan.

Lunch & Learn Workshop – Building More than Brands



Thank you to Ben Sorensen, founder of Ascent Digital Media for providing helpful marketing tips at the August Lunch & Learn workshop. Ben offered ideas to improve marketing messages by adding value with education, inspiring videos, and entertainment to capture audience attention. He also had insightful suggestions on how to build your community, with a concentration on quality versus quantity. To reach Ben and his team at Ascent Digital, log on to [AscentDigitalAgency.com](#).

Upcoming Programs & Events!

Click [here](#) for information.

Sept. 7 11am-1pm **Shred Day with Alpine Bank, Phoenix Recycling & the Durango Chamber** in Three Springs

Sept. 8 12:15pm **Ribbon Cutting** with the **Community Foundation**

Sept. 13 8am **Coffee Connections** with **Visit Durango**

Sept. 14 8am-10am **Eggs & Issues Local Candidate Forum**

Sept. 15 5-7pm **Member Appreciation Party** at the **Chamber**

Sept. 28 noon – 1pm **Lunch & Learn – How to Negotiate in the Workplace**

Oct. 4 8am **Coffee Connections - How to Build a Thriving High Performing Life**

What's Happening from Our Members:

Sept 10 WholeExpo - Four Corners Showcase of Holistic & Ecological Products, Services & Seminars.

Sept 10 Homebuyer Education Class in Durango [HomesFund.org](#)

Sept 16-19 Mindfulness Adventure Retreat with Movement Rx

Sept 17-18 Durango Autumn Arts Festival

Sept 21 Economic Development Alliance Summit

Do you want your program event to be included in this section, email brief information to Jennifer@DurangoBusiness.org no later than the 20th of the month for inclusion in the next month's newsletter plus post online for free.

Voters to Decide on What to Do with Excess Tax Collected from Lodgers’ Tax

The Durango City Council recently approved a ballot measure that requests voters’ permission to use the approximately \$1.1 million in excess revenues forecast to be collected in 2021 & 2022 from the lodgers’ tax. State law requires excess money to either be refunded, or an election be held where the city asks residents for permission to keep the money and spend it on other services.

After a city-produced survey was presented to the public, councilors opted to put the question to a vote, asking to spend the lodgers’ tax overage on three areas: 66% would be spent on affordable & workforce housing, 20% for transportation, parking, transit services, equipment & facilities; and 14% for arts & cultural events, programs and facilities.

If voters do not approve the ballot measure, the monies will be refunded to resident utility customers in Durango (city-limits only), currently estimated at \$218 per account.

Results from the survey asking respondents to rank their preference among three options for reallocating the excess lodgers’ tax. Respondents ranked housing as their number 1 choice 50% of the time, transportation was the number 1 choice 32% of the time, and arts/culture was the top-ranked item 19% of the time. The election will be held Tuesday, Nov. 8.



	Rank 1 st	Rank 2 nd	Rank 3	Ranking Position
Housing	272	171	98	1
Transportation/Parking	174	245	123	2
Arts & Culture	104	119	313	3

*Courtesy of the City of Durango

Lodging Metrics in La Plata County 2022

	Occupancy %	ADR (Average Daily Rate)	RevPar (Revenue Per Available Room)
April	52.4%	\$112.91	\$59.77
May	69.8%	\$141.67	\$101.74
June	79.4%	\$184.28	\$146.76
July	82.2%	\$191.48	\$157.66

*Courtesy of Visit Durango

Don’t Miss Eggs & Issues Local Candidate Forum September 14

Hear first-hand from our local candidates running for County Commissioner District 1 and County Treasurer during the Chamber’s Eggs & Issues Local Candidate Forum on Sept. 14 at 8am. Learn about important issues facing our community and where the candidates stand on priorities and issues before you go to the ballot box. **Register by Sept. 9 for discounted rate:** DurangoBusiness.org.

TREASURER CANDIDATES:

Allison Aichele

I have eight years’ experience as the LPC Treasurer and Public Trustee. My credentials include: MBA, BA in Accounting, certifications in both public and private treasury management. I am also the treasurer on some well-known, local non-profit boards. During my tenure, I implemented multiple technology systems, including electronic payments. No need to be physically present or use the postal service! In the next four years, I want to implement emerging payment technologies designed for the next generation.



Erin Hutchins

Working in county government for over 11 years has provided me with a respect and understanding of the responsibilities for an elected office. The La Plata County Treasurer’s office is in need of a leadership that can rebuild the trust in compliance, operations and customer service for all county tax-payers. I am grateful for the opportunity to advance this office for the benefit of county residents.



COUNTY COMMISSIONER CANDIDATES:

Clyde Church

As your County Commissioner, I’m current on the complex issues facing the County. I have developed relationships with our partners, especially CDOT and Region 9 Economic Development. I’m working to continuously improve the Land Use Code, bring Doppler Radar to the County, and increase funding for fire mitigation. I’m focused on the development of safe, attainable housing for families with funding, in part, through the Infrastructure, Investment and Jobs Act. Clyde Church (970) 946-4855



Brad Blake

As a commissioner I served on the La Plata Economic Alliance, Region 9 Economic Development and Workforce Boards for four years. I have also owned and operated several businesses in La Plata County for almost 35 years. As a business owner we have had to make hard budget and economic decisions. Over these years we employed hundreds of great employees. This gives me a unique insight into challenges local businesses face everyday.



Jack Turner

My commitment is to be a prepared, responsible, and fair County Commissioner. It’s about HARD WORK as my family and I have done locally for six generations. I’m Independent and will serve you without obligation or favor to any political party or special interest to address affordable workforce housing, economic development (jobs), sustainable agriculture, resource conservation, property rights & responsibility, and challenges to our home, well-being, traditions, and future generations.



Make Your Voice Heard: Public Meeting on Parking Priorities in Durango Sept. 13 at 5:30pm

The City is holding a public meeting on Tuesday, Sept. 13 at 5:30pm to receive feedback on parking priorities. The meeting will be held at the Center for Innovation, 835 Main Avenue on the second floor of the Main Mall.

Findings from previous public meetings and the online questionnaire will be presented as the City develops its directional phase of the planning process for a comprehensive parking master plan in Duango.

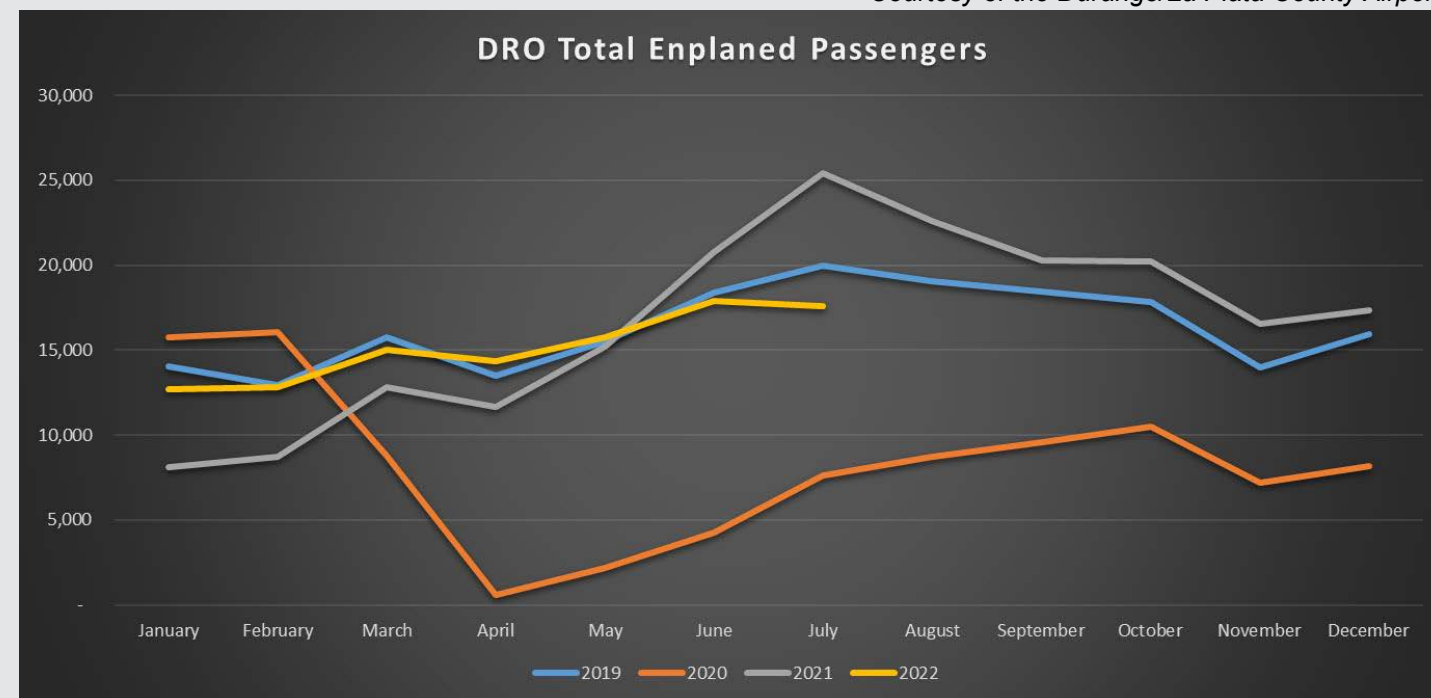
The public is invited to attend and provide input on Sept. 13. For more information, view the press release [here](#), or on the city's [website](#).

Find the downtown's Next Step preferred (parking) design concept [here](#).



DRO Passenger Demographics

Courtesy of the Durango/La Plata County Airport



Through July, 2022 passenger traffic was down 3% YTD from 2019, and up 4% YTD from 2021. Peak summer traffic is down from both 2019 and 2021 as the airlines continue to struggle with an ongoing pilot shortage and have not been able to provide expected frequencies in many regional markets throughout the country.

DRO Airport Runway rehabilitation and closure

The Durango-La Plata County Airport (DRO) will be rehabilitating one runway in September 2022. A full runway closure is planned for **Wednesday, Sept. 7 – Friday, Sept. 16, 2022**. [Learn more](#).

LOCAL REAL ESTATE MARKET UPDATE LA PLATA COUNTY RESIDENTIAL- JULY 2022

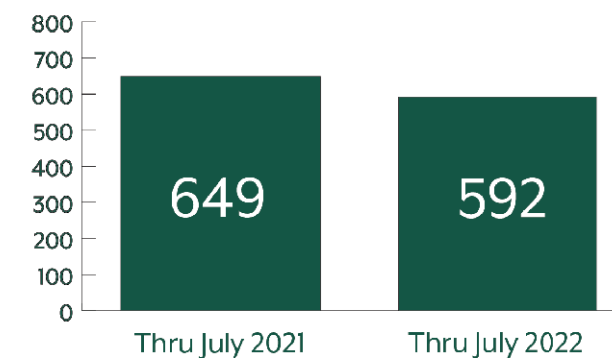
The only constant in the world is “change”.

As many of you know, and as you can see from these statistics, the value of residential properties are at an all time high. Additionally, the inventory, although slowly building again, has been at an all time low. With the increasing cost of mortgages and the higher prices, we have seen a slow down in certain price sectors, therefore seeing fewer homes closing compared to a year ago.

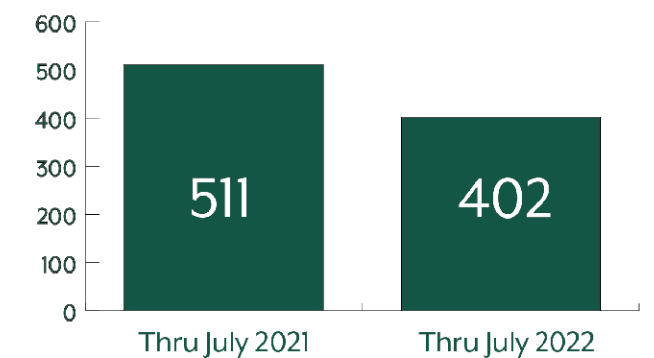
Keep in mind last year was an ALL time high for real estate transactions by dollar volume. If you compare 2022 year-to-date to pre-Covid years, we are still seeing a stronger pace of sales in the market. Looking forward, we predict continued inventory issues resulting in more residents needing housing, either to own or rent, as we do have a need for more housing county wide.

The market is still moving quickly as we see a shorter than normal days on the market time frame.

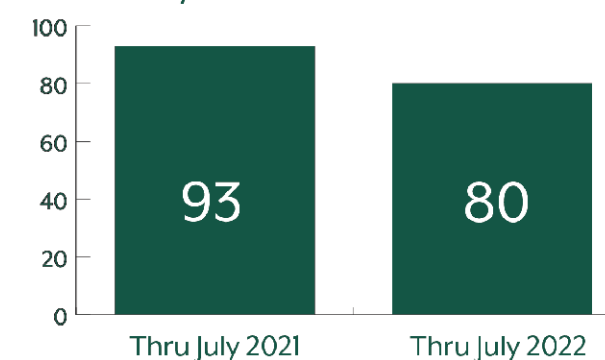
New Listings



Closed Sales



Days on Market Until Sale



2022 Year-to-date

Median Sales Price

↑ \$640,000
+15.3%

Average Sales Price

↑ \$747,978
+14.5%

CONTACT ANY OF OUR FULL TIME BROKERS FOR MORE INFORMATION ABOUT TODAY'S MARKET

Leading REAL ESTATE COMPANIES OF THE WORLD®

1130 MAIN AVENUE DURANGO, CO 81301 970.259.6680 WELLSGROUPDURANGO.COM

Current as of August 3, 2022. All data from CREN - Colorado Real Estate Network and REcolorado. Report © 2022 ShowingTime.

**WELLS
GROUP**
REAL ESTATE

Ideas: Make Your Business Communications Meaningful & Inspiring

Excerpt from [Barbara's book](#): *The Creative Communicator-399 Ways to Make Your Business Communications Meaningful & Inspiring*; (McGraw-Hill)

Electronic mail seems to be the “technology of the day” as evidenced by the many creative ideas in this section. However, because it is such advanced technology, it becomes extremely important to add the Human touch to our messages in any way we can. It only takes awareness and sometimes a little extra time.

I recently was doing a pilot session of our foundational customer service training program with a group of senior level executives, and in that program we talk a lot about the human level and the importance of empathy and other listening skills with your customers, both internal and external. At lunch on the second day, many of them went back to their offices to answer messages and calls. When one of them returned, he was grinning like a little kid, and he told this story:

*“When I began to answer my E-mail message, I, as usual, got right to the point of the business. Then, all of a sudden, everything you had been saying clicked, and I went back and **rewrote** my messages, always responding to the human needs of the internal customer first. Boy, did it feel good!”*

He then proceeded to share a couple of his “before” and “after” answers. I could not have set up a more dramatic learning experience for that whole group!

Some suggestions for ways to “humanize” your E-mail system as well as to communicate a commitment to organizational beliefs and values are: If your organization has gone through any Service Quality training, have a “Skill du jour” (or week or month) that comes up on their screens when they turn on their computer. This serves as a constant reminder of what the organization is committed to. Another idea is to have a “Quote of the day” (or week or month) which comes up on their screens. These can be chosen for their relevance to company values. Don’t forget to use quotations or thoughts from your senior managers as well as from employees. This becomes a wonderful vehicle for frustrated writers to have their thoughts in print—as long as they’re short! You might also use the first access on the screens for reminders about service trainings or other events important to the organization. Remember, everyone must turn on their machines in order to get their mail, so for a few seconds, you have a captive audience, and if you are creative, people get “hooked” on those daily messages. In fact, they are disappointed when they are not there.

Barbara Glanz Biography

A member of the prestigious **Speaker Hall of Fame** and one of fewer than 700 Certified Speaking Professionals worldwide, Barbara Glanz, CSP, CPAE, works with organizations to improve morale, retention and service and with people who want to rediscover the joy in their work and in their lives. She is the first speaker on record to have spoken **on all 7 continents and in all 50 states**. Known as “the business speaker who speaks to your heart as well as to your head,” Barbara is the author of twelve books including *The Simple Truths of Service Inspired by Johnny the Bagger®*, *CARE Packages for the Workplace*, and *180 Ways to Spread Contagious Enthusiasm™*. Voted “best keynote presenter you have heard or used” by Meetings & Conventions Magazine, Barbara uses her Master’s degree in Adult Learning to design programs that cause behavior change. She lives and breathes her personal motto: “Spreading Contagious Enthusiasm™” and can be reached at bglanz@barbaraglanz.com and www.barbaraglanz.com.

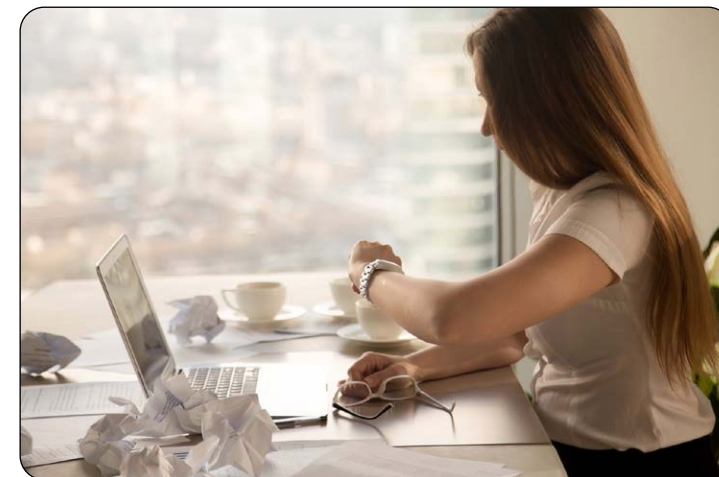


The Art of Following Up Graciously

We’ve all been there: You email someone asking for a conversation, information, input, or an introduction, and you get no response. It’s frustrating, but you shouldn’t jump to the conclusion that you’re being ghosted. We’re all juggling a lot these days, so here’s how to reach out with a gentle nudge. Start with a compelling subject line. Avoid generic phrases like “Following up” or “Checking in” that are not only vague, they may also make the recipient feel bad for being slow to respond (even further delaying a reply).

Instead, be more specific, for example, “Next steps on X project” or “Question on job application.” Next, be mindful of your tone. Research shows emails that are slightly to moderately positive in tone have a 10 to 15% higher response rate than more neutral messages. So aim to be friendly and polite. Finally, be succinct and specific about your ask — and offer your recipient an easy out. This will give them an opportunity to save face and preserve the relationship. If you do all this and you still don’t get a response, be judicious about following up again. You may need to cut your losses and move on.

Adapted from [“How to Follow Up With Someone Who’s Not Getting Back to You,”](#) by Rebecca Zucker





Celebrate With Us!

BOOK YOUR HOLIDAY PARTY

**Book between August 25th and September 30th
and receive 10% off your Powerhouse venue rental!**




970 259 9234 x 108

THE POWERHOUSE
Science Center | TinkerLab

events@powsci.org

Extraordinary Employee Incentives Still In Play Amidst Possible Labor Market Cool Down



80% of Businesses are Taking Steps to Make Hiring Easier

While some segments of the U.S. labor force have started to eliminate positions amid labor market and economic instability, a recent survey indicates competition for top talent is still fierce as 80% of companies are taking steps to make hiring easier.

This is according to a new study from The Harris Poll commissioned by Express Employment Professionals.

Four in five U.S. hiring decision-makers (80%) say their company is taking steps to make hiring easier—including offering higher starting salaries (33%) and hiring bonuses (29%). More than a quarter report they are offering remote work (27%) and/or offering better benefits (e.g., more paid time off, flexible hours, etc.) (27%). Around 1 in 5 say their company is expanding the geographic area where they advertise open positions (e.g., other cities, states, etc.) (21%), offering more internships (19%) and/or reducing qualification criteria for open jobs (19%).

Seventy-one percent of businesses also report they have modified benefits in the hopes of retaining current employees or attracting new ones. Further, 3 in 10 say they have increased the amount of paid time off offered to employees (32%), increased the amount of sick leave offered (31%) and/or offered additional healthcare incentives, such as a gym membership or mental health resources (28%).

However, despite the strides companies are making to compensate workers, delivering on all employees' compensation expectations can be complicated.

Roughly 71% of U.S. hiring decision-makers say it is impossible for them to offer all of the benefits that employees want now—a sentiment that has held steady since 2021 (69% both in the first and second half of 2021).

In line with these sentiments, approximately 3 in 10 say their company has experienced an increase in employee turnover so far this year due to

better pay/benefits being offered elsewhere (31%). Twenty-six percent of employers report better perks being offered elsewhere (e.g., summer Fridays and unlimited vacation days) as a contributing factor to the higher turnover.

Companies add that their lack of competitive pay (16%) and/or benefits (16%) are among the biggest hiring challenges they will face over the next year.

Investing in quality employees who bring value to the table is imperative to the success of any company, according to Express Employment International CEO Bill Stoller.

“Not all businesses can offer everything job seekers desire for employment, but oftentimes, reasonable pay and benefits coupled with a healthy work environment will attract the right workers at the right time,” he said.

Survey Methodology

The survey was conducted online within the United States by The Harris Poll on behalf of Express Employment Professionals between May 3 and May 23, 2022, among 1,003 U.S. hiring decision-makers (defined as adults ages 18+ in the U.S. who are employed full-time or self-employed, work at companies with more than one employee, and have full/significant involvement in hiring decisions at their company). Data were weighted where necessary by company size to bring them into line with their actual proportions in the population.

The Durango Express office is located at 321 So Camino Del and serves the Four Corners area. Local businesses and applicants are encouraged to stop by, visit ExpressPros.com/durangoco or call (970) 403-8780.



Want to Grow Your Business?

Join a Chamber LEADS GROUP

Call or email today to join or find out more information!

970.247.0312 or chamber@durangobusiness.org



Leading with Heart

Empowering the way we work, live, learn & play

Keynote Speakers



Bring your leadership team and key employees to take part in this leadership development opportunity.

This year's theme "Leading with Heart" is the title of the book recently published by scheduled keynote speaker, Edward Sullivan. Former Top Gun Executive Officer and Commander of the Pacific Fleet, Admiral Mike "Wizard" McCabe, workforce specialist and TedX speaker, Sally Thornton and Kerry Siggins, CEO of Stone Age will also be featured keynotes.



yeslpc.com

September 21st at Sky Ute Casino
8:00am - 4:30pm

300 Leaders talking about community

Business Connection

Customer Service and Local Business is The Payroll Department's Main Focus!

By Sara Lynn Valentine



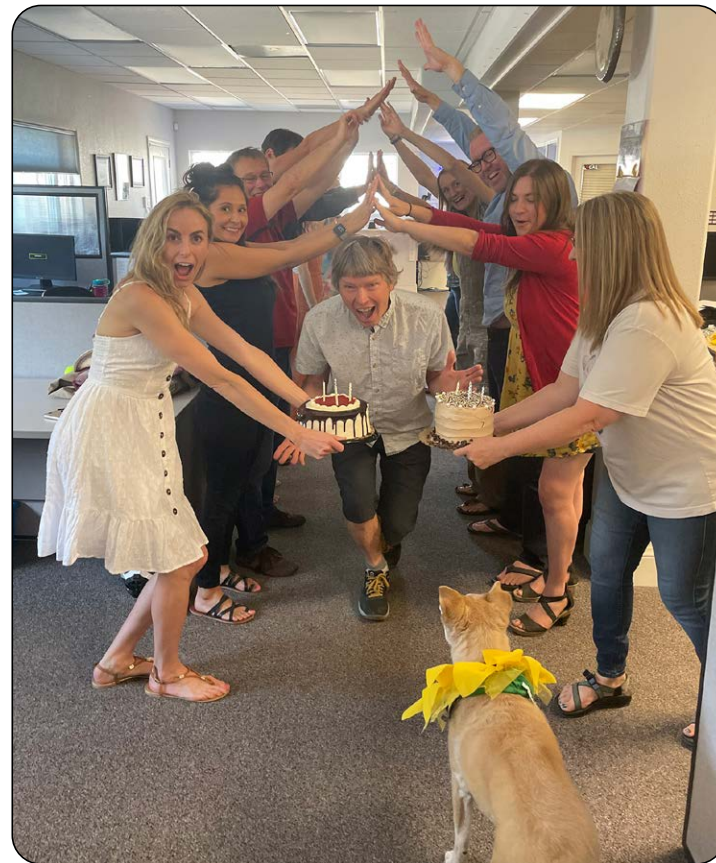
Michael Hennon and his wife relocated from San Francisco to Durango two and a half years ago. After a Covid-inspired examination of priorities, they decided they wanted to return to Colorado, where they'd met. "We had family in

Durango. When everybody went remote in San Francisco, we pulled the plug and made the move." Michael says. Right about then, the CEO of The Payroll Department was retiring. "It was an amazing chance for me to join a great organization." The Payroll Department was started almost thirty years ago by Bryan Dear, who built it one client/one telephone call at a time. "We now have nearly 900 clients and 21 employees," Michael says. "The key to our ongoing success is outstanding customer service. We set ourselves apart by providing outstanding service."



"Our clients can always reach a human being here at The Payroll Department. If we don't answer the phone, we'll call you back within two hours. We immediately address any issues our clients have. The world of payroll and compliance has become more complex since Covid, and it's only getting more difficult. We take

very good care of our clients in this regard. A lot of business owners aren't aware of how complicated compliance can be. You can have a great business but if a business isn't compliant, it can end up with serious problems. We focus on our clients' payroll so our clients can focus on their business."



"The Payroll Department has a tremendous impact on the local economy. We help pay over 19,000 people each year. We make sure that hard-won wages get into the accounts of our clients' employees accurately and on time. We're also proud of being a great place to work. We pay our people well, so they don't have to do the 'Durango-tango.' In other words, our employees don't need two or three jobs to make it in Durango. We are proud to be one of Durango's top employers. We're also known in the community for giving back. We donate a significant amount of money to community organizations, mostly non-profits."

"Local businesses here support other local businesses. The Payroll Department is a founding member of Local First. Local business has always been and still is our main focus. You can't walk very far on Main Avenue without passing one of our clients. The Durango Chamber is an important advocate for small businesses, so membership in the Chamber is important for us. If small businesses don't band together, and have one voice, they're not going to be heard. Organizations like Local First and the Chamber help small local businesses continue to thrive."

Learn more at Payrolldept.biz or call (970) 247-6960

RUN YOUR BUSINESS AT THE SPEED OF LIGHT

FastTrack's high-speed fiber-optic technology powers businesses, municipalities and community lifelines throughout the region at competitive rates. Could your business use a boost?



FASTER *always-on* INTERNET

- Symmetrical connections up to 10G+
- Speeds guaranteed
- 99.99% uptime
- Reliable, redundant network
- Local customer care

LESS EXPENSIVE *feature-rich* INTERNET CALLING

- Keep your numbers
- Full features
- Voice messaging
- Free local calls
- Domestic long distance
- International long distance
- VoIP
- 8xx service

RELIABLE, SECURE *data transport*

- Flexible and scalable
- Cost-effective
- Easy to deploy and use
- Available in a variety of technologies to fit your needs

powered by
FASTTRACK
communications
Your Local Fiber Internet Provider

Call 970.247.3366 or visit FastTrackComm.net

La Plata Extension: Health Tip of the Month by Nicole Clark
Have you 'bean' thinking about a new protein source?



One component of a complete meal is protein. Often times, it is the most expensive ingredient in your meal.

How unfortunate because dietary proteins provide your body with twenty two essential amino acids. Essential meaning they must come from our diet, the body cannot make them.

In our society, meat from poultry, beef, fish, lamb and pork are commonly considered the protein sources for a meal. To their credit, they are good sources of protein because they contain all of the essential amino acids.

And, they taste good thanks to free glutamate naturally found in meat. Glutamate is the flavor we refer to as savory, umami, or simply delicious.

If we set aside preconceived notions that a meal will only be satisfying if it has meat, we can reduce food costs, meet nutritional needs, and most importantly, continue to enjoy the taste of our food.

At \$1.67 per dried pound compared to beef at \$6.91/pound or cut chicken at \$2.50/pound (USDA, Aug 2022) the infamous, if not under-appreciated, bean is a fantastic substitute, or partial replacement, for the traditional protein portion of your meal.

Rightly so, your memories of canned beans served directly out of the can, understandably left a lot to be desired. Beans may need a little culinary intervention in order to shine. But don't worry, it's minimal effort.

It's worth the try because beans are an excellent source of nutrition. For more details, join (via Zoom) CSU PhD student Chelsea Didinger on September 14, 6:00 - 7:00 pm to learn the fascinating role of beans in Colorado agriculture and the health of your body.
[Beans: Good for You, Good for the Planet](#)

For now, consider choosing at least one meal a week where you add a bean based side, either as a substitute for meat, or as a way to reduce meat portion sizes.

Start with small portions, until your digestive tract gets used to this fiber rich food.

These recipes are sure to impress!

1. [Five bean salad with smoked paprika](#)
2. [Vegetarian chipotle chile](#) (tonight...Frito pie tomorrow!)
3. [Peanut butter bean blondies](#)
4. [Black bean and corn salsa](#)
5. [Mung bean hummus](#)

Register for Beans:
 Good for You, Good for the Planet
<https://zoom.us/meeting/register/tJMucO2rrD4tEt3nkHMI9SQP3mCRzSzqmzwa>



Save the Date for the Annual Durango Community Shelter and Southwest Safehouse

Shelter from the STORM Luncheon

The luncheon will highlight the work, progress, and ever-growing needs of the Volunteers of America Southwest Colorado Shelters.

Wednesday, November 9, 2022

12:00pm–1:00pm

For more information, please RSVP.

To **RSVP** and learn more about this event or sponsorship opportunities, contact the Volunteers of America office at **970-259-1021** or email Perla Gething at pgething@voacolorado.org.



Animas Surgical Hospital Acquires a New State-of-the-Art MRI

The Chamber Diplomats recently celebrated with the team at Animas Surgical Hospital when they acquired a new mobile GE 1.5T 23X MRI. It will temporarily be on-site while the hospital installs a new, permanent MRI. The new mobile machine is on the Animas Surgical Hospital campus, and features a new power injector, enabling MRA and MRV studies. Both are specialized exams that create detailed images of the head, specifically designed to examine blood vessels. ASH is also able to offer higher-quality imaging with faster scan times. For more information about any of Animas Surgical Hospital's three facilities & its services, visit AnimasSurgical.com.



Improve Your Critical Thinking Skills

To make good decisions, it's important to think critically. And, yet, too many leaders accept the first solution proposed to them or don't take the time to evaluate a topic from all sides. To guard against these mistakes, there are several things you can do to hone your critical thinking skills. First, question your assumptions, especially when the stakes are high. If you're coming up with a new business strategy, for example, ask: Why is this the best way forward? What does the research say about our expectations for the future of the market? Second, poke at the logic. When evaluating arguments, consider if the evidence builds on itself to produce a sound conclusion. Is the logic supported by data at each point? Third, seek out fresh perspectives. It's tempting to rely on your inner circle to help you think through these questions but that won't be productive if they all look and think like you. Get outside your bubble and ask different people to question and challenge your logic.



Adapted from "[3 Simple Habits to Improve Your Critical Thinking](#)," by Helen Lee Bouygues



Discount. Discount. Discount.

Wendy Most Insurance Agcy Inc
Wendy Most, Agent
1854 Main Ave
Durango, CO 81301
Bus: 970-259-2550

Get them all with Discount Double Check®.

It's a quick and easy way to make sure you're saving all you can. And it's free.
GET TO A BETTER STATE™.
CALL ME TODAY.



GET BACK TO YOUR LIFE!

- ✓ Pre/Post Surgical Rehab
- ✓ Return To Sport
- ✓ Pelvic Health
- ✓ Manual Therapy
- ✓ Taping
- ✓ Dry Needling
- ✓ Cupping
- ✓ Exercise Therapy
- ✓ Extremity Specialist

Providing you with effective care so you can get back to your life!

Ohana PT is a member of Local First!



130 Rock Point Drive Unit C Durango, CO 81301
t 970 247 7895 ♦ f 970 459 8404
ohanaphysicaltherapydurango@gmail.com
ohanaphysicaltherapydurango.com

Business After Hours August Host – Zia Taqueria

Thank you to Zia Taqueria for hosting the August Business After Hours at the upstairs Cantina on North Main Avenue. The food and drinks were fantastic, and it was a great opportunity to reconnect with other community members. For more information about Zia Taqueria, check out their website at ZiaTaqueria.com



VETERANS OF FOREIGN WARS.

Post 4031

Did you Know?

The VFW Post 4031 offers scholarship contests to local students.

Middle School (Grades 6-8) - The contest is called Patriot's Pen. This years subject is "My Pledge to Our Veterans." Top prize is \$5,000.00.

High School (Grades 9-12) - The contest is called Voice of Democracy. This years subject is "Why the Veteran is Important." Top prize is \$30,000.00.

For more information go to VFW4031.org or contact Jeff Punches, (970) 247-0384.

1550 Main Avenue | (970) 247-0384 | VFW4031.org

New Members

American Legion Trujillo-Sheets Post 28

Alvin Luther
878 E. 2nd. Ave.
Durango, CO 81301

Four Corners Insurance Investments LLC

Stephen Wilson
956 Waterfall Lane
Durango, CO 81301

Joseph Kallis

10 Town Plaza, #141
Durango, CO 81301

Melanie Head Consulting

Melanie Head
192 Needle Creek Trl.
Durango, CO 81301

Movement Rx

Per Larson
5745 Kearny Villa Road
San Diego, CA 92123
[website](#)

Southwest Colorado Education Collaborative

Jessica Morrison
1000 Rim Drive EBH 140
Durango, CO 81301
[website](#)

Spinal Reflex Analysis Research Foundation

Frank Jarrell
1401 Main Ave Suite A
Durango, CO 81301

The Good Health Coach

Jeralyn Bienvenu
565 Tipple Ave.
Durango, CO 81301
[website](#)

Veterans of Foreign Wars Post 4031

Jeffery Panches
1550 Main Ave.
Durango, CO 81301
[website](#)

WildMtn Innovations, LLC

Adam & Lori Jasmer
1223 E. Pioneer Dr.
Durango, CO 81301
[website](#)



Watch this week's Member Moment Video
featuring [Wells Group](#).

Click [here](#) for past member Moment Videos

Renewed Members

| 2TAKEFLIGHT | 4U |

4 The Children

Animas Surgical Hospital

ARAMARK/ Mesa Verde Co.

Axis Health System

Bechtel & Santo

Big Brothers Big Sisters of Southwest Colorado

BPX Durango, Inc

Community Banks of Colorado

Custom Animal Services Pet Sitting

Dale Willbanks Agency, Inc.
American Family Insurance

Domino's Pizza

Durango Botanic Gardens

Durango Craft Spirits

Durango Nursery & Supply, Inc.

Durango Outdoor Exchange

Durango Rivertrippers & Adventure Tours

Durango School District 9-R

Ecosphere Environmental Services, Inc.

Four Corners Community Bank

Four Corners Oral & Maxillofacial Surgery

GOAL Academy High School

Habitat for Humanity of La Plata County

Housing Solutions for the SW

Humana- Brandon Ojala Local Insurance Agent

J. Paul & Debbie Brown

Jaynes Corporation of Colorado

KSUT Public Radio

Livingston Hearing Aid Center

MUNIREvs Inc

Next Level

Olde Tymer's Cafe

Over The Hill Outfitters, Inc.

Parker's Animal Rescue

Pathfinder Chiropractic

Pepsi Beverages Company

PhRMA

R. Bell & Associates, PC CPAS

Real Ideal Coaching

Riverside RV Park

San Juan BOCES

San Juan Mountains Association

Seasons Rotisserie-Grill

Silver SPRUCE Academy, Inc.

Southern Ute Cultural Center & Museum

State Farm Insurance/ Denise Elliott

The Gallery A Division of Task Masters

The San Juan Angler

Thrive Chiropractic Studio

Tico Time River Resort

Union Social House

Wilson Structural Engineering, Inc.



DURANGO ROCKS

Nominate an individual, non-profit or business
that has made a positive impact on our
Community over the past year!

[Click to nominate](#)

Deadline: October 31st.

LLP Monthly Focus: Leaders Ask Questions

LeadershipLaPlata
DURANGO CHAMBER OF COMMERCE

By Stacy Reuille-Dupont, StudioB

Since it's back to school time, I thought it'd be a great opportunity to talk about what it's like to be questioning. Many who are leaders often describe leadership as doing "boss-like things." It's important to do "boss things," like set vision, create strategy, implement structure, and hold expectations of our team members. However, one of the most important things a leader can do is ask questions. Questions are what hold the answers and curiosity is the key to unlocking them.

Questions hold the answers. For many, this statement can be very confusing. How can asking a question hold the answers needed when trying to find solutions? Yet when questions are asked, especially of our team members who are engaged and passionate, you listen to collective knowledge.

By tapping into the wisdom of this collective, and playing off intelligence points from the group, you are able to create solutions, ideas, concepts, and strategies more robust than you could on your own.

Another key piece of asking questions, is the ability to help other people see how they fit into the problem and solution, along with future strategy.

Some leaders feel that offering an opportunity for team members to engage in solutions and the creation of ideas is going to take too long. They may lose authority, and others may not understand where things are going. Some may believe that team members just need to do the work they're told to do. However, good leadership is rarely about being bossy.

It's about noticing what your team members are good at or not, plus making sure that your team is balanced between weaknesses and strengths. A good leader balances a team to play to their strengths.

You need a diverse team with diverse skill sets, ideas, thoughts, and ways of working to create the strongest teams you can.

Curiosity holds the key to unlocking questions. Curiosity is often used to maintain a cognitive perspective with a mindful and emotional connection. Curiosity allows openness, authenticity, genuine ideas, and vulnerability that comes with sharing what's in one's mind with others.

Creativity cannot happen without authenticity and vulnerability. A good leader knows this is when creative ideas begin to flow.



You can develop the creative potential of your team by creating a culture of relational safety that allows curiosity to unlock answers to questions facing the company.

Check in. Are you a leader who can ask questions of your team? Can you ask questions about "how you're going to do this?" Can you ask "how to get to X?" Along with questions about why it is important to each team member to contribute to X right now?

This way, team members not only understand what is needed and why it's important, but they can see themselves in the roles that will do the work to get it done.

When this happens your team becomes so much more than dollars and cents, sales and profits, and isn't just operating like a machine with no connection to the human capital that drives it. Instead, your team members are engaged because they recognize they are part of something larger than themselves. When you offer opportunities for curiosity you engage the full human system. You allow a workspace to balance intellectual and emotional aspects of yourself to solve problems.

Connecting to something larger than yourself is a basic human need. Be the leader that provides purpose and meaning in the everyday lives of your employees through a collaborative, questioning, and curious work environment. Together, you can create great things.

If you want to know more about how to be a good leader and understand your own strengths and weaknesses, consider joining the next class of LLP. You can learn more about Leadership La Plata here.

Monthly Sponsor:



Learn more about Stacy – www.stacyrd.com & her integrative psychology clinic Studio B – www.studiob.life.

SPORTS BETTING ON YOUR PHONE



Sky Ute
SportsBook

**Bet on sports with the
Sky Ute SportsBook app**

DOWNLOAD NOW