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## COVID-19: WHAT WE ARE DOING FOR YOU

**WE ARE ALL IN THIS TOGETHER!** The unprecedented situation due to COVID-19 has sent us all for a loop. For most, every day life is much different than last month at this time. Some of you may have had to furlough your employees. Our self-employed members may be struggling to make ends meet thanks to a drop-off in business. Hopefully, you and your family are staying healthy and have managed to avoid contracting this new virus. **That is the most important thing.**

The Chamber staff is currently working remotely from home. Programs and events have been postponed. We are working to coordinate the new details. We are also trying to provide you with as much information on resources available to you as possible. Visit our website and click on the link on the home page for COVID-19 resources and news. We update it daily. There is help out there for businesses. We also have some helpful webinars coming up.

Finally, we know that this will pass. Things may look a little differently on the other side, but know that we will be there for you. If you are able to continue to support your Chamber during this time, we appreciate it. If you need to wait until the crisis has passed, we will wait with you and will be flexible to meet your needs.

## A JOURNEY COMES TO AN END

*By Anita Canfield Rosa*

In October 1988, Mr. Miller announced to his Torrington High School business class that the Chamber of Commerce needed a part time receptionist. Shop Rite was a fun job but this was a chance to get into a professional setting. I'll check it out!

I drove that Ford Escort downtown to Mason Street and, yes, I parallel-parked. I met with Michael Witte-Meredith who explained the two office people needed another hand. I'd answer phones, file, type; just help out. I must've knocked their socks off because they hired me - for \$4.25 an hour! See ya, Shop Rite! I was on to bigger and better things. October 28, 1988, a perfect day to start.

Seriously. I did not think it was the end all. It was my starting place. A launching pad. Home plate. Just throw a few down the middle and I'll take a swing.

I learned...a lot. About people, business and politics. I learned about the dynamics of downtown retail groups. I learned the trees that were being ripped down on Kennedy Drive was where the Chamber would be moving to. I learned to network - it's not always a natural gift. The customer is ALWAYS right. When the customer is wrong, they're still right. I learned some people use one another. I learned most people are good and kind and generous. I was thanked - just "for coming in today," (WGH). I discovered that you can be creative and be the bookkeeper at the same time.

*Continued on Page 6.*

## From the Desk of Our President & CEO

### JOANN RYAN



*Thank You, Anita, for Nearly 32 Years*

It is with mixed emotions that I share with you the resignation of Anita Rosa, the Chamber's Vice President of Finance & Operations. Anita has played a pivotal role throughout many years and will leave an indelible mark on the Chamber.

Anita began her career at the Chamber in 1988 under President Michael Witte-Meredith. She was a senior at Torrington High School and participated in the work release program. Following graduation, she accepted a full-time position as the Receptionist. Her duties included everything from typing, filing, answering phones to working with the Chamber staff in preparing for many events and programs.

A story from former President Bill Harding, told only as Bill could tell it, was that there was a change in staff under his leadership. One morning he walked into her office and informed her that she would be taking over the finances of the organization. Not to be overcome by a surprising challenge, Anita, possessing the talent and ability to get things done, quickly learned what she needed to do to work with the Chamber leadership, staff, Board and volunteers, to keep the Chamber moving forward financially. In this capacity, she has never waived.

In recognition of her efforts, dedication and hard work, she received the title of Vice President of Finance and Operations in 2008. Working with the staff and outstanding volunteers during the "Rebranding of the Chamber" three years ago, she successfully communicated the Chamber's role to the entire membership and the business community through social media, Constant Contacts, the Chamber Exchange, the Leads Groups and Newsletter. Together with the staff and interns, the goal was providing outstanding customer service, creating valuable benefits for our members and getting things done in a timely fashion. This was accomplished professionally by Anita, with thoughtful consideration and discussion, a vast knowledge of the ever-changing Chamber World and always with integrity.

For me, through my 18 years at the Chamber, it has been a privilege to work with Anita Rosa. On behalf of the Chamber staff, Board of Directors and our members, thank you, Anita, for your nearly 32 years of service and dedication. Best of luck in your new role but always know that you have a special place in our hearts and the Chamber world. We will miss you.

## Premier MEMBERS

Brandywine Living at Litchfield  
Chatterley's Banquet Facility  
Commercial Sewing, Inc.  
Eversource Energy  
Keystone Place at Newbury Brook  
Litchfield Woods Health Care Center  
Seitz LLC  
T&M Building Company, Inc.  
and Torrington Downtown Partners  
United Construction & Engineering, Inc.  
Valerie Manor  
Webster Bank

## Welcome

## NEW MEMBERS

### DLC MANAGEMENT

845-531-9838 • dlcmgmt.com  
Chris Aquina  
565 Taxter Road • Elmsford, NY  
Type of Business: Commercial Real Estate

### LEO PAUL VOICE OVER

860-459-5174 • leopaulvo.com  
Leo Paul  
P.O. Box 1176 • Litchfield  
Type of Business: Voice Acting/Voice Over Services



333 Kennedy Dr., Ste. R101, PO Box 59  
Torrington, CT 06790  
p 860.482.6586 • f 860-489-8851

**JoAnn Ryan**, President & CEO, joann@nwctchamberofcommerce.org  
**Anita Rosa**, VP Finance/Operations, anita@nwctchamberofcommerce.org  
**Lauren Zordan**, VP Programs/Events,  
lauren@nwctchamberofcommerce.org  
**Pamela LaRosa**, Director One-Stop Workforce Operations.  
pam@nwctchamberofcommerce.org  
**Sharon Kunay**, Receptionist • info@nwctchamberofcommerce.org

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855 Sullivan Avenue, Unit C  
South Windsor, CT 06074



*Coming Up At***NORTHWEST CONNECTICUT'S CHAMBER****JOB FAIR** NEW DATE OCTOBER 22, 2020

Our 16<sup>th</sup> annual Job Fair has been postponed to Thursday, October 22<sup>nd</sup> from 10 AM-3 PM at Torrington City Hall Auditorium. All industries and businesses are welcome. Every year, the event is attended by hundreds of job seekers from all over the region. The fee to exhibit is \$100 for Chamber members and \$150 for non-members. Reservations include a 6' table, 2 chairs and lunch.

To download the exhibitor form, visit our website at [nwctchamberofcommerce.org/events-programs/job-fair/](http://nwctchamberofcommerce.org/events-programs/job-fair/) and email the form to [Lauren@nwctchamberofcommerce.org](mailto:Lauren@nwctchamberofcommerce.org) or fax to 860-489-8851.

The Job Fair is sponsored by the City of Torrington, the Northwest Regional Workforce Investment Board, FM 97.3 WZBG, Connecticut Department of Labor, The Register Citizen, Republican-American, and [ctjobs.com](http://ctjobs.com).

**GREAT GIVEAWAY BUSINESS SHOWCASE** NEW DATE & PLACE

The annual Great Giveaway Business Showcase has been postponed to **Tuesday, November 17<sup>th</sup>**. The new location of the event is the gymnasium at **Torrington Middle School**.

Exhibitors will have the opportunity to network with other businesses in the room and enjoy some complimentary food from 4-5 pm before the event opens up to the public from 5-7 pm. This year, we're asking once again that each vendor provide an exciting giveaway and we'll raffle them off at the end of the event.

The event includes free parking and free food.

Reservations include an 8' skirted, covered table, 2 chairs and a company sign. The fee for Chamber members is \$200, non-members is \$300. Contact [Lauren@nwctchamberofcommerce.org](mailto:Lauren@nwctchamberofcommerce.org) or call 860-482-6586 to reserve your table today.

Sponsorships are also available at varying levels- gold, silver and bronze. If you're interested in sponsoring the event, contact the Chamber today.

**MANUFACTURERS' COALITION**

The Coalition has decided to postpone the April meeting to May 1<sup>st</sup>. The meeting will take place at Commercial Sewing, Inc., 65 Grant Street, Torrington. The topic is HR: The Past, The Present, The Future. This is an opportunity to hear how HR earns their place as part of the Strategic Management Team, elevating your organization in the eyes of your employees, your customers and the community.

Our speaker will be Sandi Mauro. Sandi is the Vice President of Human Resources for Cartamundi, North America. Cartamundi is the world's largest manufacturer of playing cards and board games, with 11 factories and 13 sales offices worldwide. Sandi sits on the North America Executive Team, supporting nearly 1,000 people and \$250 million+ in revenue, as well as serving on the International Strategic Team for Human Resources.

With over 25 years of human resource experience, Sandi holds a bachelor's degree in management and has maintained her SPHR/SCP certifications since 2003. Sandi has served as a teacher for HR Certification preparation classes, holds training certifications in three Leadership training programs and is a certified executive coach.

*See More of What's Coming Up on Page 5.*

*Coming Up At*

## NORTHWEST CONNECTICUT'S CHAMBER

### WOW! FORUM

The Chamber's 16<sup>th</sup> annual WOW! Forum will be held on Friday, October 2<sup>nd</sup> at the Carole & Ray Neag Performing Arts Center at the Warner Theatre in Torrington. The Forum is a daylong professional women's conference featuring high energy and motivational speakers who are certain to inspire, challenge and energize you!

One of our speakers this year is comedian Linda Belt. Linda is a New Jersey native (a comedy routine in itself). She moved to CT in 1987 where she became a suburban pillar of the community attending PTO meetings and baseball games. Linda became very tired holding up that pillar and instead holds her own as a professional stand up comic. Her humor touches on the absurdities of modern life and explores marriage, parenting and social mores, in other words: any subject she feels like discussing!

Linda has performed throughout the US and Canada and has been featured in a number of comedy festivals, including the Hogtown Comedy Festival (Toronto) the Detroit Comedy Festival, the Long Island Comedy Festival, The Women in Comedy Festival (Boston), Laugh Your Asheville Off, Asheville, NC and the Boston Comedy Festival. Her many venues have included: The Comedy Stop at the Tropicana (Atlantic City) Mohegan Sun with Tree House Comedy, Turning Stone Casino, Broadway Comedy Club (NYC) & The Laugh Factory (NYC) as part of the "Broads of Broadway" show, The Comedy Cove (New Jersey), Yuk Yuks International: Toronto & Halifax, Brew Ha Ha Comedy Club at City Steam (Hartford), Mark Ridley's Comedy Castle (Detroit), Magooby's (Baltimore), Snickerz Comedy Club (Ft. Wayne, IN) Bonkerz Comedy Club (Various Locations), Comedy Zone (Various Locations), Royal Caribbean Cruise Line. As a full-time working comic, she can be found at various local & national venues, fundraisers, private and corporate events.



Linda was profiled in the Hartford Courant, The Chicago Tribune and The New Jersey Star Ledger. She has appeared on affiliates of NBC and ABC as well as PBS.

In addition to extraordinary speakers, WOW! Forum attendees will enjoy a continental breakfast, lunch, a dessert and wine reception with an auction, a gift and free parking.

The premier event sponsor is **TD Bank**, America's Most Convenient Bank. The WOW! Forum thanks TD Bank for their generous contribution and tremendous support of this professional women's conference. The WOW! Forum is a program of the Northwest Connecticut Chamber of Commerce, the premier business resource in the Northwest Corner of Connecticut.

Other major sponsors of the event include Conquest, Northwest Regional Workforce Investment Board, The Warner Theatre, Elevator Service Co., Inc., Charlotte Hungerford Hospital, Northwest Community Bank and Torrington Savings Bank.

For more information about this year's Forum, contact the Northwest CT Chamber of Commerce at 860-482-6586.

## A JOURNEY COMES TO AN END *Continued from page 1.*

I met more people than I can remember; and some I will never forget. Cornerstones of the business community of Northwestern Connecticut. Gentlemen and women. Outgoing, vivacious leaders and quiet, humble worker-bees. There were politicians and celebrities along the way, but my favorites were the local guys and gals that were regular people working hard to make a difference.

I witnessed groups volunteering to make our world better. To find a cure for many God-awful diseases. I saw neighbors surround the suffering in tough times. I remember our nation being attacked and the beautiful coming together in the wake of the tragedy. I saw the plenty of good times and the struggles of recession.

I learned that if you worked hard and were willing to learn, you could move up. That honest and trustworthiness were essential keys to a successful business relationship. I learned that if you knew how to keep a checkbook, you might be asked to handle one for a business. I discovered multi-tasking was a survival skill. I proved that not everyone who is sharp and talented comes with a college degree.

I grew up. Became a wife and mother - three times blessed - and learned to balance work and home. I found that day care is too expensive and not all marriages last forever. I came to truly believe that everything happens for a reason and really good guys do exist (and one of them became a husband and a father of three a June day 15 years ago). I learned my faith was instilled in me for a reason and I learned a deep gratitude for it. It was proven to me that families are there for you, thank the good Lord. I discovered the unceasing pain of losing someone you love to that dreaded disease - cancer. And I witnessed a warrior beat the hell out of it when it tried to take her on.

Looking back now, I thought it was a launching pad, but the galaxy was a great place to be. Yeah, it was home plate, but I was supposed to be the catcher! It was a perfect place to start and it could be good to end here too. I liked where I was.

But then the phone rings. An opportunity calls. I answered. And after much thought, prayer, consulting with family and trusted friends, I have decided it's time to bring these 31 1/2 years of experience to a new home.

I've had the privilege of working for some extraordinary people. Four Chamber Presidents who I am grateful to have had as bosses: Michael Witte-Meredith, William G. Harding, David E. Battistoni and JoAnn Ryan. Each brought unique gifts and talents to this organization and taught me plenty over the years. Thank you all for your trust and confidence.

The countless Treasurers and Chairmen of the Board, directors and officers who dedicated their time to the Chamber, thank you for stepping up and volunteering and for the leadership you provided. Thousands of members who have supported the organization over the years, without you, we'd have no Chamber.

Then there are the co-workers (and this includes the presidents mentioned earlier). You have all helped form the fabulous memories of my Chamber life. They say the people you work with can become like a second family. Wow, whoever "they" are, they nailed it! I am blessed to have worked with you and there's a permanent place in my heart for my "family members". I hope you know how much you mean to me.

To all of my Chamber peeps- thanks for the ride, for the memories and for the friendships. I'm grateful for you. And I am pumped for the possibilities of the future!! I'm still around and will help as a volunteer whenever I can. If you need me, shoot me an email at [anitarosa1971@gmail.com](mailto:anitarosa1971@gmail.com).

As my Dad would tell us so often when he said goodbye, "Remember to find the time to love each other today" and every day. Talk soon!





# Charlotte Hungerford Hospital



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### Blood Drawing Services

540 Litchfield Street, Torrington.....(860) 496-6620  
115 Spencer Street, Winsted.....(860) 738-6658

### Cardiac Rehabilitation Services

780 Litchfield Street, Torrington.....(860) 496-9512  
115 Spencer Street, Winsted.....(860) 738-6660

### Center For Cancer Care

200 Kennedy Drive, Torrington.....(860) 489-6718

### Center For Healthy Aging

540 Litchfield Street, Torrington.....(860) 496-6240

### Emergency Services

540 Litchfield Street, Torrington.....(860) 496-6650  
115 Spencer Street, Winsted.....(860) 738-6650

### Foot Center

540 Litchfield Street, Torrington.....(860) 496-6723

### Lions Low Vision Center

1151 East Main Street, Torrington.....(860) 496-0046

### Mammography Services

220 Kennedy Drive, Torrington.....(860) 496-0826  
115 Spencer Street, Winsted.....(860) 738-6665

### MRI /Advanced Medical Imaging

540 Litchfield Street, Torrington.....(860) 489-7314

### Radiology / X-ray Services

540 Litchfield Street, Torrington.....(860) 496-6550  
115 Spencer Street, Winsted.....(860) 738-6664

### HHC Rehabilitation Network

538 Litchfield Street, Torrington.....(860) 496-6875  
1151 East Main Street, Torrington.....(860) 496-0046

### Sleep Center

115 Spencer Street, Winsted.....(860) 738-6620

### Wound Care & Hyperbaric Medicine

7 Felicity Lane, Torrington .....(860) 489-0418

## *What's Been Happening*

# AT THE CHAMBER

## LEADERSHIP NORTHWEST

The March Leadership session was held on March 4<sup>th</sup>. Every year, our Chamber takes the Leadership class to the Capital for CBIA's Connecticut Business Day. The mission of the session is to share their challenges and successes with state lawmakers and join hundreds of business leaders for Connecticut Business Day.

The morning started with a Commissioner's Panel featuring the Commissioners of the Department of Revenue Services, Department of Energy and Environmental Protection, Department of Administrative Services, and Department of Economic and Community Development. Each Commissioner spoke about projects and initiatives they're working on and what they hope to accomplish in the future. The next speaker was Governor Ned Lamont. He talked about how the state needs to do a better job marketing itself and attracting/retaining businesses and individuals, updated the group on bills he's working on passing, transportation concerns, technology initiatives, and more. He also fielded quite a few questions from the audience.

After a quick legislative update from CBIA, our group had the opportunity to meet with our local delegation and hear about the different bills affecting Litchfield County and our local businesses and got to ask questions. Our group had some great questions for them!

In the afternoon, we walked to Hartford Superior Court to meet with Judge Susan Cobb. Judge Cobb talked about her career, some cases she's presided over, and answered great questions about the judicial system from our class members. Following her talk, the class got to sit in on court proceedings.

The next session, taking place April 8<sup>th</sup>, will be a webinar for the participants. Due to the COVID-19 crisis, we've had to make some adjustments to our schedule.

Thank you to our sponsor Torrington Savings Bank and to Northwest Regional Workforce Investment Board for their support of the program.



## Corporate Partner SHOUT OUTS .

### LITCHFIELD BANCORP

Thomas Villanova, President & CEO of Litchfield Bancorp is pleased to announce the promotion of Laura Murphy to Branch Manager of the Torrington office, as of March 9, 2020.

Laura Murphy began her banking career as a Teller in 2008 and since then has held multiple positions in retail banking, including Creative Marketing. Starting her career with Litchfield Bancorp, Laura has called the Torrington office her home for the last eleven years, successfully climbing through the ranks to this position.

"Tom and I are so proud to announce this promotion. Laura's work ethic, interpersonal skills, intelligence, incredible knack to get things done, and her desire to take on any new assignment made this an easy decision." Paul McLaughlin, Executive Vice President and Chief Operating Officer of Litchfield Bancorp said when making the announcement.

Laura is a 2014 graduate of "Investing in People," a leadership development program through Learning Dynamics, as well as a 2015 graduate of "Leadership Northwest," a program through the Northwest Connecticut Chamber of Commerce designed to develop resourceful, motivated business leaders. Laura is currently attending the Connecticut School of Finance and Management, a two-year program sponsored by the Connecticut Bankers Association, with an expected graduation to be held in 2021.

Laura is active in the community, volunteering with the United Way of Northwest and a member of Northwest Connecticut Chamber of Commerce's Young Professionals Organization.



## Chamber Member NEWS

**NORTHWEST CONNECT / NW HILLS COUNCIL OF GOVERNMENTS** Broadband has become as important as roads and electricity. A recent study commissioned by the Northwest Hills Council of Governments found that 35% of homes in our region do not have adequate broadband and almost none of us have the broadband speeds we will need in five or ten years. If you are interested in receiving a monthly e-newsletter about an initiative here in Northwest Connecticut to meet our current and future high-speed broadband needs, please go to [www.northwest-connect.org](http://www.northwest-connect.org) and click on "subscribe to our newsletter". You can also find detailed information about this initiative there.

### PETROVITS PATRICK SMITH & CO.

Quality downtown professional office spaces available, busy Prospect St exposure! Three separate spaces that can be combined or remain separated . First space is 870 sq. ft. with reception room and three private offices. Second space is 400 sq. ft. with reception room and 1 treatment room. Third space is up to 1360 sq. ft. with reception room and two private offices and space to configure as needed. All of this space is offered at \$10.00/sq. ft. NNN equivalent. Buildout is negotiable. On-site parking provided. WOW....\$10/ sq. ft....GREAT SPACE FOR YOUR BUSINESS. Contact [ypatrickhome@gmail.com](mailto:ypatrickhome@gmail.com) for information.



### NORTHWESTERN CONNECTICUT COMMUNITY COLLEGE

In an effort to make a difference and to help alleviate the existing shortage of Personal Protective Equipment and supplies in the fight against the growing spread of the COVID-19 disease, the Science, Nursing, Allied Health, Art and Veterinary Departments of Northwestern Connecticut Community College (NCCC) voluntarily donated supplies to Charlotte Hungerford Hospital (CHH) and Trinity Health of New England EMS, both located in Torrington. CHH responded with gratitude to the NCCC community since it has been facing a critical shortage of the donated items. Employees of Trinity Health, via video, expressed their appreciation for the much-needed PPE materials.



## Chamber Member **NEWS** *Continued from Page 8.*

A large quantity of gloves, surgical masks, respirator masks, surgical gowns, surgical duckbill masks, goggles and applicator swabs were delivered to CHH, while Trinity Health of New England EMS received respirator masks, nitrile gloves and examination gowns.

Due to the ongoing COVID-19 Coronavirus epidemic, Northwestern Connecticut Community College is closed to the public and all classes are being held online through the remainder of the Spring 2020 semester.



### **WISDOM HOUSE**

Wisdom House Retreat and Conference Center of Litchfield, located at 229 East Litchfield Road, will host an internationally-impactful photo exhibit by Watertown photographer Lee Cantelon May 2<sup>nd</sup> through August 15, 2020. The photos were taken during his three years of travel throughout Nigeria to document women and girls rescued or released from being held hostage by the Boko Haram. A free Artist's Talk and Reception For "A Place For You" Exhibition will be held for the public on Saturday, May 2, 3:30 to 5:00 PM. The exhibit is a collection of photos from Cantelon's time spent among the displaced women and children who are victims of the Boko Haram and Fulani violence. The theme of the exhibit is 'understanding the meaning of being 'internally displaced' while people search for security and peace in both their external and internal worlds, both here in the West and the far reaches of the world.' For information, call Wisdom House at 860-567-3163, email to [programs@wisdomhouse.org](mailto:programs@wisdomhouse.org), or visit [www.wisdomhouse.org](http://www.wisdomhouse.org).

*Pictured at left: Lee Cantelon with Fulani Refugees.*

### **SALISBURY BANK**

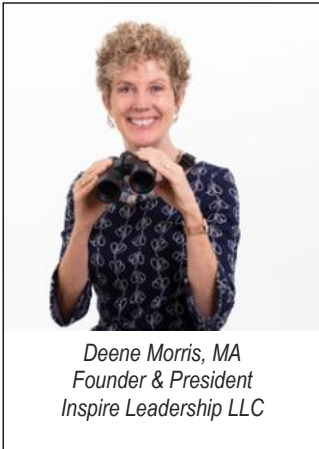
Community Days will include a Free Shred Day - as part of the Bank's commitment to help in the fight against Identity Theft, and a Food Drive - to support local food pantries in the area. The Community Days will take place during the months of May through September at our branches throughout the tri-state area, and are open to all local residents and businesses.

Each person may bring up to 4 boxes of paper (paper only; no binders) for shredding by Legal Shred personnel and our volunteers, to any of the locations listed below from 9:00 a.m. to Noon (*locations listed limited to NW CT Chamber service area*).

- Saturday, July 18<sup>th</sup> - Canaan Branch, 100 Main Street, Canaan, CT
- Saturday, August 8<sup>th</sup> - Lakeville Branch, 5 Bissell Street, Lakeville, CT
- Saturday, September 26<sup>th</sup> - Sharon Branch, 5 Gay Street, Sharon, CT

Please consider bringing a non-perishable food donation as well - local pantries are in need of a variety of donations including: canned goods, cereals, macaroni and cheese, cake mix, peanut butter, mayonnaise, ketchup, mustard, and tomato sauce. Household necessities such as paper towels, diapers, shampoo, and soap are also appreciated.

These services are brought to you by Salisbury Bank, as a way of enriching the communities it serves. All shredded paper will be recycled and all collected items will be donated directly to local food pantries. For more information on protecting yourself against Identity Theft, visit [salisburybank.com/protected](http://salisburybank.com/protected).

*Chamber Member***IN THE SPOTLIGHT**

Deene Morris, MA  
 Founder & President  
 Inspire Leadership LLC

Greetings and it's a pleasure to meet you – virtually, of course. I've been a Chamber member since 2015 and a trainer with the fantastic Northwest Leadership program, too. (That's me with the 2020 Leadership team on the Chamber home page.)

I'm Deene (short for Bernardine) and my firm is Inspire Leadership LLC

([www.inspireleadershiptoday.com](http://www.inspireleadershiptoday.com)). We're often onsite with clients, but these days, we're all online.

I call myself an Interpersonal Adventure Guide because I know that relationships are the foundation for personal and professional success.

And right now, as we hunker down in survival mode, sustaining these relationships with clients, staff and colleagues is especially essential, and stressful. A challenging adventure, indeed.

We know that more than 85% of job success is based upon interpersonal "soft" skills. We also know that safety and trust, or "psychological safety," is core to problem-solving, innovation, collaboration and communication.

I help teams, boards, business partners, entrepreneurs, school systems and companies build this safety. We uncover the areas of silent dissension or unhealthy and unanimous agreement—and increase risk-taking to open up a genuine dialogue. This leads to rigorous exploration of conflicting views for comprehensive problem-solving.

We achieve this together through online, engaging and insightful workshops, webinars, retreats and EQ coaching for the public and non-profit sector and entrepreneurial businesses. Whether with a group of 5 or 200, our clients consistently report greater self-awareness, employee engagement, team collaboration, innovation and creativity—along with a stable, motivated workforce.

**Team Building in Turbulent Times & Leadership Council:  
 Online and Interactive Workshops & Coaching**

Right now, our clients are calling us to facilitate the following:

- Sustain team performance
- Successfully navigate change and conflict
- Successfully communicate in a remote environment
- Leverage core motivational needs and drives
- Increase EQ self-perception, self-expression, interpersonal relationships, decision making and stress management
- Successfully integrate new leadership with team turnover
- Identify individual and team stress triggers and solutions

*Our Tools and Assessments*

We are certified in numerous tools and assessments to provide you, your team or organization a shared language to sustain collaboration through crisis. We have pre-designed workshops or we will customize to meet your goals and objectives.

Learning assessments include:

- Hardiness Resilience Gauge (HRG)
- EQ-i 2.0 and EQ-i 360 (Emotional Intelligence)
- Essential Motivator (Temperament) Patterns
- FIRO-B and FIRO-Business
- MBTI Personality Type
- Interaction Communication Styles
- Thomas-Kilmann Conflict Instrument (TKI)

Teams and organizations don't change—people do—you do. Now more than ever, we need to answer the call to leadership.

We have the tools, the resources and the experience to provide you practical and immediate insights and application as you preserve and protect for the future.

Visit our website solutions at [inspireleadershiptoday.com](http://inspireleadershiptoday.com). Sign up for our e-blogs for insights and inspiration at the bottom of any page. And look for our complimentary webinar series on Team Building in Turbulence on the Chamber website.

Your employees depend upon you. Your clients depend upon you. You need the resources to be resilient and ready on the other side of this crisis. Let us help you leverage your interpersonal resources, because soon enough you'll need all your energy to re-boot, re-energize, re-focus and surge forward.

E-mail me at [deene@inspireleadershiptoday.com](mailto:deene@inspireleadershiptoday.com) or call me at 860.214.4934. I look forward to hearing from you!

*Thanks to Our*

## RENEWING MEMBERS

The following Chamber members renewed their memberships during the period of February 27th through March 31st. Thank you for your continued commitment to Northwest Connecticut's Chamber of Commerce. Companies listed in bold, underlined capital letters signify a Corporate Partner. Companies listed in bold signify a Premier Member. Milestone anniversaries are indicated in parentheses.

- ◆ 2nd Home, LLC
- ◆ All About You Collaborative Health Care Services, LLC
- ◆ Allume Home Care
- ◆ All-Star Transportation (15 Years)
- ◆ American Cancer Society, Graham Kobs
- ◆ Berkshire Hathaway, Jade Athas
- ◆ Catholic Cemetery Association of the Archdiocese of Hartford, St. Francis and St. Peter Cemeteries
- ◆ **CHARLOTTE HUNGERFORD HOSPITAL**
- ◆ City of Torrington
- ◆ CSI - Torrington AIC
- ◆ DataPay Payroll Services
- ◆ defend-id
- ◆ Effectv
- ◆ Elaine Murphy at Shear Bliss of Burlington
- ◆ Forman School
- ◆ Garnet Consulting Services, Inc. (10 Years)
- ◆ Giordano Signs & Graphics
- ◆ Global Resources, Inc.
- ◆ Greenwood Trails
- ◆ Herrington's
- ◆ Housatonic Valley Association (5 Years)
- ◆ Integrity Real Estate, LLC
- ◆ Junior Achievement of Southwest New England
- ◆ Lakeville Interiors
- ◆ Ledgebrook Spirit Shop
- ◆ Litchfield Distillery (5 Years)
- ◆ Maletta Pfeiffer & Associates, LLC
- ◆ Matson Financial Advisors, Inc.
- ◆ Mongeau Productions, LLC
- ◆ Murphy Boyz Printing & Marketing
- ◆ Northwestern Connecticut YMCA
- ◆ Pro Film
- ◆ Rougeot Electric (15 Years)
- ◆ Salisbury Bank
- ◆ Secor, Cassidy & McPartland, P.C.
- ◆ SOC Construction, Inc.
- ◆ Technical Industries (15 Years)
- ◆ Torrington Little League Softball
- ◆ Torrington Municipal & Teachers Federal Credit Union
- ◆ Town of Warren (5 Years)
- ◆ **United Construction & Engineering**
- ◆ W.L. Gilbert Trust Corporation
- ◆ Warner Theatre
- ◆ **Webster Bank (25 Years)**
- ◆ Whiting Mills, LLC
- ◆ Winchester Public Schools

## REMOTE & THRIVING:

*Webinar Series*

### BUSINESS & TEAM LEADERSHIP IN TURBULENT TIMES

High-quality communication is absolutely critical now – for new virtual teams, and for onsite teams functioning under sustained stress and with limited resources. This is our new normal. And it's quite likely that the skills that have served you well before are no longer sufficient now. Perhaps you can already see the wear and tear in your organization.

Join Deene Morris (Inspire Leadership LLC, [www.inspireleadershiptoday.com](http://www.inspireleadershiptoday.com)) for a 6-week, complimentary and interactive Webinar Series. (Come to one or come to all.) You will gain practical and specific techniques based on scientifically rigorous tools and assessments to improve communication, collaboration, conflict resolution and motivation - for you, your team and organization. What you learn now will serve you well into your future.

These webinars will be fast-paced and insightful. Advanced registration is required and you will also receive handouts in advance. The specific workshop topics will be announced shortly and we will cover: Building Resilience: Making Stress Work for You, From Inclusion to Innovation: Increase Team Trust to Problem Solving, Keeping Your Clients: Communication Tools to Keep the (Virtual) Connection, Interpersonal Skills for Online Meetings, Leveraging Core Motivational Needs & Talents, Leveraging Core Communication Styles & Drives, Reframing Conflict for Creative Solutions.

These webinars offer a crisis intervention in turbulent times to reboot, refocus and re-change. Hope to see you online soon!





## Upcoming **CHAMBER EVENTS**

Our Calendar of Events may look a little slim right now. JUST WAIT until the COVID-19 crisis has passed. We'll be offering you and your business plenty of opportunities for growth and success!

Please check our website <http://www.nwctchamberofcommerce.org> for updated programs, webinars and events.

- April 15th -** **“Remote & Thriving” Webinar Series.** Details on page 11.
- May 1st -** **Manufacturers’ Coalition Meeting** at Commercial Sewing, 65 Grant Street, Torrington, 8 a.m.
- October 2nd -** **WOW! Forum** at the Carole & Ray Neag Performing Arts Center, Warner Theatre.  
Details on page 5.
- October 22nd -** **Annual Job Fair** at Torrington City Hall, 10 AM to 3 PM. Details on page 4.
- November 17th -** **Great Giveaway Business Showcase** at Torrington Middle School. Details on page 4.

Our **Annual Meeting & Chamber Hall of Fame Luncheon** will be rescheduled as soon as possible. Also, keep an eye out for our networking programs and events to resume!

WE ARE STILL HERE FOR YOU! Call us at 860-482-6586 or email [joann@nwctchamberofcommerce.org](mailto:joann@nwctchamberofcommerce.org) with any questions, concerns or suggestions you have. Thank you for working with us through this unusual time in our lives.