



THE BETTENDORF ROTARY CLUB NEWS...

Bettendorf, Iowa, Rotary Club
Jan. 5, 2022

Next:

Jan. 12 at Tanglewood Pavilion

Meet Dr. Amy Novak, new president of St. Ambrose

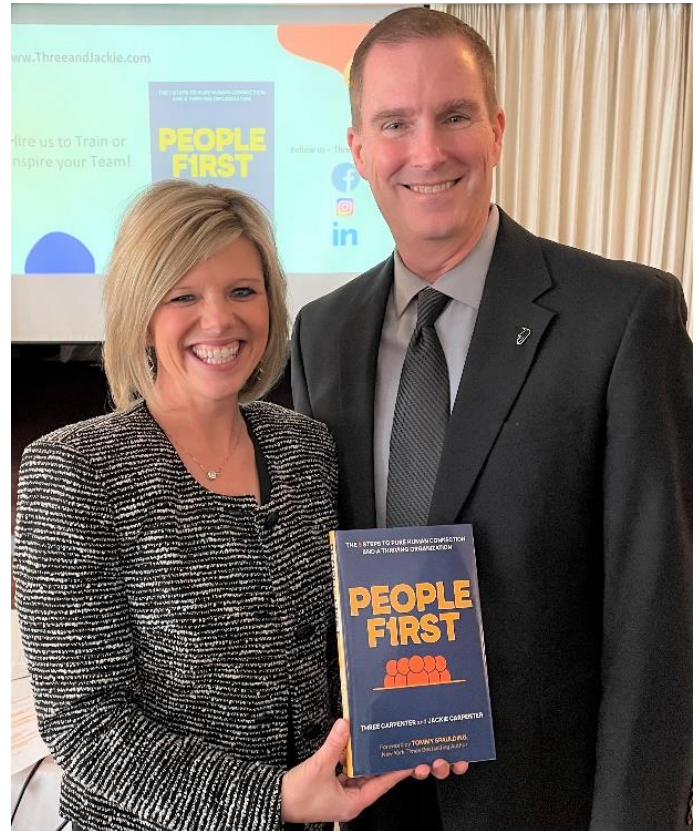
The scheduled speaker for the Jan. 12 meeting is Amy Novak, EdD, the 14th president of St. Ambrose University.

She comes to St. Ambrose after eight years at Dakota Wesleyan University, Mitchell, S.D. Her work there was the basis for a 2019 book, “Pivot: A Vision for the New University.”



According to the St. Ambrose website, “Dr. Novak began her career in higher education at DWU in 2003 after working in the private sector as she, her husband Ken, and their growing family travelled the country and the world during Ken’s career in the U.S. Air Force. The Novaks both are graduates of the University of Notre Dame.”

Jan. 5, 2022



Key to success: Put ‘People First’

Three and Jackie Carpenter came to the Jan. 5 meeting to tell us about the book they’ve just published, “People First.” Based on their years of experience managing staffs in private clubs, it presents a five-step process “to implementing a people-first philosophy” for managing any organization “where caring, connected leaders create loyalty, ownership, value and excellence,” which help that organization thrive.

Three (he shares his name with his father and grandfather) and Jackie have spent their careers in the private club industry – they now head the staff at Crow Valley Country Club. In that setting, the staff

must keep its mostly repeat customers – read that “members” – happy. For them to be happy, the staff also must be good at their jobs... and happy... often on weekends, holidays and other times when they would rather not be working, Three and Jackie said.



To develop workers who fit those expectations, they created the management style that puts people – their staff – first. They reason that, if they take good care of the organization’s staff, those staff members will take good care of the customers.

It all happens in five phases, which their book describes in detail. In a nutshell, the 5 Steps of Pure Human Connection and a Thriving Organization:

➔ **Credibility, or connecting phase:** This is where a newcomer begins to learn about the organization’s “brand,” and it must be consistent, truthful, trustworthy, Jackie said. “You can’t fake genuine.”

➔ **Caution, or hiring phase:** Continuing to get acquainted, the newcomer – not a team member yet – enters a conversation with the person in the organization, who must always be transparent, authentic and frankly reveal all expectations for someone coming into it.

➔ **Cultivation, or on-boarding phase.** Once someone is hired, the entire team must nurture that person, helping them

get all the knowledge they need to succeed and grow. Three said he worked with Southwest Airlines, which had such a corporate culture. He asked a sales person in the headquarters gift shop a question – and her answer was similar to the way the CEO had replied, he said.

➔ **Commitment, or ownership phase:** Now up to speed, the newcomer owns her or his job, connects with others on the team, has built confidence and is empowered to fully “own” the experience.

➔ **Care, the entire cycle phase:** At this stage, “we are all loyal to each other” and to the values of the organization – and we stay with an organization like this, Three and Jackie said. All phases are connected.

“It all starts with you – whoever you are in the organization,” they said, “and it spreads throughout the organization.”

To stay in touch with the Carpenters and receive their newsletter, go to: www.threeandjackie.com.

Announcements...

➔ **Christmas baskets: Mike Ingleby**



reported that the club delivered baskets of food to 20 families – and toys to children in those families. He said his granddaughter went with him. **Dan Harvey** said his early-life experience made

him especially thankful to be able to help a deserving family in this way. **Harry Coin** said he delivered a basket to a 94-year-old shut-in at her home in Eldridge

➔ **Holiday party: President Larry Thein** said the Holiday Party that took the place of the Dec. 22 meeting was well attended and a really good time.

➔ **An Acre of Warmth:** Larry promised an update at next week's meeting on the club's project to collect blankets and distribute them to social service agencies.

➔ **Dates to remember:** Larry reminded us to reserve these dates in our calendar:
➔ **Red Badge meeting, Tuesday, Feb. 8,** 6 p.m. at the Tanglewood Chapel reception room.
➔ **Awarding of grants, Feb. 16,** at the Waterfront Convention Center – 11:30 a.m.-1:30 p.m.

BRC Happy \$\$ Plus...

President Larry Thein took the microphone around the room so members could report these bits of happiness and other news: **Bill Daley** – happy to welcome the Carpenters, his friends, who are this week's speakers... **Tim Lane** – happy we *didn't* sing "My Bonnie Lies Over the Ocean" today... **John Rabine** – relating how much he enjoys being the member of a book club, he invited all who are interested to check out the possibilities at the Bettendorf Public Library... **Dan Harvey** – saying how its program had helped him lose weight and get into shape, invited interested members to enroll in the winter session at Farrell's Extreme Body Shaping, which begins Jan. 8 – 563-505-4240 / <https://bettendorf53rd.extremebodyshaping.com>... **Decker Ploehn** – thanked **Brian Strusz** for calling his *early* this morning to let him know members of the Bettendorf Police were on the job helping three cars that had slid off the road near his house... **Maria Osterberg** (via ZOOM) – over the Christmas break, her Mom had to go to the hospital but is



doing well now... after the meeting **Dr. Tom Olson** shared, not a pun, but a photo he captioned "Two and Three" – since he shares his father's name (Thomas Ward Olson) and Three Carpenter shares the name of his father and grandfather.



The meeting opened...

President Larry Thein hit the bell, called the meeting to order and wished everyone a happy New Year, including those attending via ZOOM. He asked

Scott Naumann to lead the recitation of The Four-Way Test. **Tom Howard** led the singing of the day's patriotic song, "This Is My Country." **Rick Bormann** led the Pledge of Allegiance. Larry led the Moment of Silence – during which

we remembered our troops (thanks to **S.K. Nanda**) and learned of the passing of past Bettendorf City Council member Pat Sprague (thanks to **Decker Ploehn**).

Mike Ingleby introduced visitors Drew Boster, Liz Nino and Deanna Freeman Foster, guests of Decker, and Jeff Bloemker, guest of Scott.

After announcements, Tom led the singing of “Rotary Ideals” and “Happy Birthday, Dear Rotarians.” We’ll learn which Bettendorf Rotarians have January birthdays at next week’s meeting.

At the end...



... of the meeting today, **John Rabine** won the drawing for a free make-up from among the names of members who shared their news in today’s installment of “BRC Happy \$\$ Plus.”

For more on Bettendorf Rotary...

Website:

<http://www.bettendorffrotary.com/>

Facebook: <https://www.facebook.com/bettendorffrotary>

BRC News staff...

Editor, reporter: Fred Anderson
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To join BRC meetings...

<https://us02web.zoom.us/j/7823748708?pwd=Q1dKblVLSFhLZUJZVnA3YzVnLzRKZz09>

Meeting ID: 782 374 8708

Passcode: 236034

For more on Rotary International:

<https://www.rotary.org/>

Upcoming meetings & more...

Meeting programs thanks to Program Chair **Scott Naumann, 563-505-7953;**
scottnaumann@msn.com:



Jan. 12: We’ll meet Dr. Amy Novak, the new president of St. Ambrose University
Tuesday, Feb. 8: Red Badge meeting at Tanglewood Chapel reception room, 6 p.m.

Feb. 16: Awarding of \$37,000 in BRC Charitable Grants, 11:30 a.m.-1:30 p.m. at the Waterfront Convention Center

April 22-23: All-Iowa District Conference (Districts 6000 and 5970), Coralville Hyatt

June 4-8: Rotary International Convention, Houston, Texas

Make up at another QC club...

[NOTE: To update any of these listings, please notify the editor; thanks]

Monday, noon: Davenport – Davenport YMCA

Monday, noon: Moline –Trinity Lutheran Church, Moline

Monday, 6 p.m.: QC Illinois – Club Room, Hy-Vee, 7th Street & John Deere Road, Moline [changing soon...]

Tuesday, 7:15 a.m.: River Cities – Brothers Restaurant, Rapids City
Tuesday, noon: Rock Island – QC Botanical Center

Wednesday, noon: Bettendorf – Tanglewood Hills Pavilion

Wednesday, 5 p.m.: Mini Meet – Lunardi’s Restaurant, Davenport

Thursday, 7 a.m.: Iowa Quad Cities – J-Bar, Elmore Avenue, Davenport

Thursday, noon: East Moline – Christ United Methodist Church

Thursday, noon: Milan – Pinnacle Country Club

2nd and 4th Thursdays, 5:30 p.m.: Twin Rivers Rotary After Hours – Bierstube, Moline

Friday, noon: North Scott – Steeplegate Inn, Davenport

Rotary elsewhere...

Our district helps with recovery after storms ravage Kentucky...



BRC member **Sandy Yoder** serves on the Rotary District 6000 Disaster Relief and Human Services Committee. He reported that committee had “approved

spending up to \$1,000 to reimburse expenses for a team from the district going to Kentucky to help in the tornado cleanup effort.” He included this message from Troy Thompson, committee chair:

“PDG Steve Dakin is organizing a group which (went) to Kentucky on (Jan. 4). Governor Alka (Khanolkar) is going along and possibly Governor Nominee Dennis Drager. There are also three other

Rotarians going with the group. PDG Steve will be towing a skid loader and other needed items to help.... So, we will have boots on the ground.

“The reimbursement funds will be used for food, fuel and lodging. The food portion will likely be minor as my experience in disaster relief is that there is usually plenty of food available for workers and residents. I believe that Steve has had contact with Go Serve Global and they have a house that can be utilized for \$300 per week that is in a small town just outside of Mayfield....

“Secondly..., Gov. Alka sent out a district wide email asking for feedback regarding funding and service opportunities for both the multi-state tornado and the Iowa derecho.... Sadly, we have had no response....

The Rotary Foundation Minute...



[Thanks to **S.K. Nanda**, BRC’s Rotary Foundation chair.]

Happy New Year to all Rotarians

Welcome to Week 1 of Rotary International’s

Month of Vocational Service.

Welcome to 2022, with all of its anticipated expectations, challenges and successes. January is Rotary International’s month of Vocational Service. This is the Avenue of Service whereby Rotarian advance high ethical standards by being a positive example among colleagues in their community. They achieve this through personal commitment to high ethical standards in relations with customers, vendors and

business associates and treating each business interaction with care and consideration. Additionally, the promotion of socially and environmentally responsible practices in their businesses and organizations is another way Rotarians can manifest the spirit of Vocational Service.



Trustee Chair John Germ states why Rotary has been so successful: “we all came into Rotary because we wanted to join with others in service and make a difference. Similarly, when Rotary teams up with like-minded organizations to work toward our shared goals, there is nothing that we can’t accomplish. Partnerships amplify our impact.” (Rotary January 2022).

In this new calendar year, let us hope Rotarians and Rotary clubs around the world will continue to contribute to TRF. This will allow Rotarians to execute wonderful projects both locally and globally and to amplify our impact.

In Rotary,
Olabisi Gwamna, PhD
Rotary Club of Mt. Pleasant,
Editor, Foundation Minute

D6000 needs a new director...

Carolyn Scharff of the District 6000 office announced that there will be an opening in July for a new at-large director for a three-year term. She said:

“As an at-large director, you would be expected to attend and participate in the 4-5 District Board meetings which are usually held in August, October,

December, February (usually online) and May each year.

“Please review The District Policies and Procedures Manual (especially section II. A), the By-Laws and a self-nomination form, which are here:

<https://mail.google.com/mail/u/0/?tab=rm&ogbl#inbox/FMfcgzGmtNbPdKbCJGIBrZpMVgbGxrxG>.

“If you are interested in nominating yourself, please email the District Office dis6000admin@Lisco.com by Jan. 28. Include a self-nomination form and a resume of your Rotary experiences, including what offices and titles you have held. A subcommittee will review the responses and make a recommendation to District Gov. Elect Steve Wieneke who will make the selection.”

Rotary District 6000 governor...



The R.I.S.E. Action Team shares these thoughts.

"You can never cross the ocean unless you have the courage to lose site of the shore".

"You are what you do, not what you say you'll do".

IN ROTARY FELLOWSHIP

Alka K Khanolkar | District 6000
Governor 2021-22
Email - akhanolkar6000@gmail.com
Cell – 319-504-9857

All Iowa District Conference...

Friday, April 22-Saturday, April 23, 2022, at the Coralville Hyatt. Check with Carolyn Scharff, 877-976-8279.