



Flannery's
 EASTERN ON THE SQUARE, INC.
**MERCERSBURG
 TREE LIGHTING**
 Friday, November 29th
 6:00pm - 8:00pm
ON THE SQUARE

Businesses Bring the Holidays to Mercersburg

2013 Parade of Wreaths



Upcoming Events

Chamber Breakfast

Key Speaker Mike Ross FCADC
 December 12, 2013
 American Legion
 7:15-9am
 \$20 per member
 RSVP required 328-5827

Grand Opening

Main Street Insurance
 307 North Main Street, Mercersburg
 December 3, 2013 - 4pm
 RSVP required 328-5827



**SMALL BUSINESS
 SATURDAY**
 NOV 30

Tuscarora Area Chamber of Commerce

3 South Main Street, PO Box 161 • Mercersburg, PA 17236

www.tachamber.org • Phone 717-328-5827

BOARD OF DIRECTORS

Executive Board Members

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Tammy Oberholzer
Borough of Mercersburg

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Flannery's Tavern of the Square

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Bank of Mercersburg

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Mercersburg Academy

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Executive Director

Mary-Anne Gordon

The Chamber News is a monthly newsletter of the Tuscarora Area Chamber of Commerce. Submit your information by the 23rd of each month for inclusion. The Chamber reserves the right to edit content of submissions for space limitations. Ideas, opinions and statements expressed in articles by contributors are not necessarily those of the Chamber.

Director's Message

The Tuscarora Area Chamber of Commerce, the Borough of Mercersburg and the businesses of Mercersburg invite you to join them this Friday for their 2nd Annual Tree Lighting 6pm on the square of Mercersburg.

Mercersburg resident Adam Reeder donated the 25ft Douglas Fir, that was cut, delivered, and stood/secured on the Irwin House patio by Hunter Webster of East Coast Green and Kyle Burdette of Burdette's Ironworks. Kyle and Kristin Burdette of Mercersburg fabricated and donated the new tree stand used for the first time this year. Chamber Executive Director Mary-Anne Gordon and Agronomy's Melissa Stuff joined Hunter and Kyle to decorate this beautiful tree.

There will be free hot chocolate and cider by Flannery's and Susquehanna Bank, Just in Time will have free cupcakes, and the Buchanan Lioness made 100's of free cookies. Make an ornament with the First National Bank of Mercersburg or get a free jingle bell necklace at the F&M stand. Meet Congressman Shuster who will introduce Santa, after he/Santa arrives at 6:30pm to light the tree with a young boy or girl who wins the coloring contest.

Caroling led by Annalisa Ambrisco is sure to ignite the spirit of the season. All children will be able to meet Santa following the lighting. And don't miss The Parade of Wreaths, 60+ wreaths were custom decorated by local businesses and hung on Main Street parking meters.

All questions should be directed to the chamber, 328-5827.



Respectfully,

Mary-Anne Gordon



The Rotary Club of Mercersburg's Santa's Toy Box program received a donation from a Entrepreneurship Class, Team 6, Mercersburg Academy. This Team raises several hundred dollars with a dunk tank at Townfest September

ROLLING ROTARY RAFFLE

The Rotary Club of Mercersburg is currently selling raffle tickets to support our local and international service projects. The money raised through this raffle will help fund international Rotary campaigns including polio eradication, clean water initiatives and disaster shelter boxes, as well as local projects such as literacy programs, college scholarships, summer recreation programs, Fix JB Sports and much more. Each ticket costs \$20.00 and enters the purchaser into a weekly drawing for a \$25.00 cash prize.

There will be 20 weekly drawings from January through May followed by a spaghetti dinner/prize night on June 19th, 2014. At the prize night 15 additional cash prizes will be given out ranging from \$25.00 to \$250.00. Tickets are on sale from now until the first drawing on January 16th, 2014. Please contact any member of The Rotary Club of Mercersburg to purchase a ticket or contact the chairperson, David Bell, at 328-1474.

Your support of Rotary is greatly appreciated and will allow us to continue to serve the needs of citizens in our own community and around the world.

We earned the seal of approval. Member of the Area Chamber of Commerce

Now we'd like yours.

The technology used by APPI Energy forces the suppliers to compete for our business. Their process was seamless and required minimal time commitment and no upfront cost. Not only did they negotiate our first contract, we have just signed a renewal agreement with their help.

Bob Zentz • Fellowship Communities

Contact the trusted energy experts at 800-520-6685 or info@appienergy.com.




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SMALL BUSINESS SATURDAY

NOV 30

A day to rally people nationwide to get out & shop small




CELEBRATE SMALL BUSINESS SATURDAY
NOVEMBER 30TH 10am - 12pm
FAST INK
17 SOUTH MAIN ST
MERCERSBURG

MEET MIKE COLLIER
RETIRED RUNNING BACK
Pittsburgh Steelers / Buffalo Bills
Super Bowls 9-10



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Leadership Made **E.A.S.Y.**® eZine: *Why Do You Attack Instead of Talk?*



- Why is it so hard for so many managers to simply talk with their employees about less-than-expected performance?
- Why do so many managers become mean when they simply need to make employees aware their behaviors are taking them down the path towards disciplinary actions or possibly -- termination?
- Why do so many managers default to "attack mode" instead of "talk mode" to tell employees they are performing in unacceptable ways?

From my experience, the reasons vary. However, there are two very common reasons. The first reason is that managers tend to model "disciplinary" behaviors they've seen or experienced themselves. They model snarky, sneaky (i.e., passive-aggressive), or just plain mean behaviors in attacking, belittling, and demeaning the employees who have frustrated them. They equate letting employees know they're performing in unacceptable ways with slamming the employees. *They take a sledge hammer approach instead of a highlighter approach to make the employees aware they're performance is not acceptable. They attack in a big way instead of teach with insight.*

The second most common reason for the attack mode I see is: Fear. Fear of having a "difficult conversation" with an employee. The manager anticipates a potentially, emotion-filled interaction that may result in hostility, tears, yelling, or hurt feelings. So, to "gear up" for such an interaction, many managers put on their "attack gear." They get themselves worked up emotionally and mentally. They hold off meeting with employees until they have several examples of poor behavior so they can build a strong case against the employee. Their own frustration level increases because the employees "just continue to perform poorly." *They attack with proof instead of teach with small, incremental examples along the way.*

So what should *you* do when *your employees* do not perform as expected or in unacceptable ways? Tell them right away. Tell them immediately when you see them do something that is clearly unacceptable. If they're violating some policy, procedure or law, You obviously need to deal with that immediately. However, if your employees are underperforming or behaving in ways that will lead them astray, tell them. Clue them in. Talk with them regularly so they become aware, but more so, so they get comfortable with you regularly refocusing and guiding them. If they only hear from you when you've built a case against them, why shouldn't they feel blind-sided? Why shouldn't they get defensive and possibly become hostile or have hurt feelings? You set them up. *Talk with them regularly. Don't attack them.*

I've shared this idea before, but I'll share it again because I've seen it work with many of my clients. If you do nothing else, stop thinking of conversations with your employees about unacceptable performance as "difficult conversations." That term alone brings to mind the anxiety and negative emotions outlined above. Instead, think of conversations you need to have with your employees about their performance as "Necessary Conversations." *They're necessary because you need to clue your employees in now. They're necessary because if they don't occur, your employees are likely to continue down an unacceptable path of behavior. They're necessary because it's part of your job to teach, inform, refocus, and guide your employees - not slam them. They're necessary because they'll help you talk with your employees instead of attack your employees.*



Holiday Chamber Mixer

JOIN US

DEC. 17, 2013
5 P.M. - 7 P.M.
JENSEN DINING HALL

Hosted by Wilson College
and Menno Haven

*Chambersburg * Tuscarora
Greencastle-Antrim * Shippensburg
Waynesboro*



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