

OF NOTE



Need another cup of joe?

Starbucks Corp., the international leader in counter-sale coffee and related products, is forecasting same-store sales below expectations for the current quarter and lower new store growth in fiscal 2019. "We must move faster to address the more rapidly changing preferences and needs of our customers," said Starbucks CEO Kevin Johnson.

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As part of the investigation and site evaluation for the awarding of a Frontier Observatory for Research in Geothermal Energy research grant from the Department of Energy, truck-mounted vibrator plates probe the earth near Milford with seismic waves to determine suitability for thermal energy development. The Beaver County site was selected over four other western United States sites for \$140 million in funding.

UofU wins \$140 million grant for Beaver Co. geothermal project

John Rogers

The Enterprise

Utah is getting into the geothermal energy business in a big way.

A research site in Beaver County, operated by the University of Utah, has been selected by the U.S. Department of Energy (DOE) to receive up to \$140 million in continued funding over the next five years for cutting-edge geothermal development. After three years of planning and site characterization, the proposed site outside of Milford has been selected as the location of the Frontier Observatory for Research in Geothermal Energy (FORGE) field laborato-

ry. The Utah site was chosen over sites in California, Idaho, Nevada and Oregon to receive the funding for continued research and development of enhanced geothermal systems (EGS), or manmade geothermal reservoirs.

John McLennan, co-principal investigator of Utah's FORGE team, said the funding was the result of a cooperative effort. He credited state support from Gov. Gary Herbert's office, the Utah School and Trust Lands Administration and the state's congressional delegation. "We thank the U.S. Department of Energy for this exceptional

see FORGE page 15

Unemployment rate just keeps dropping in Utah

The news for Utah's jobholders just keeps getting better. The unemployment rate in the state dropped one-tenth of a percentage point in May to 3 percent. Nationwide, the jobless rate dropped the same amount to 3.8 percent, according to the U.S. Bureau of Labor Statistics.

Meanwhile, Utah's nonfarm payroll employment for May grew by an estimated 3.5 percent, adding 51,900 jobs to the economy since May of last year. Utah's current employment level sits at 1,516,000.

The unemployment rate translates to 48,100 people actively looking for jobs in Utah, according to the Department of Workforce Services (DWS).

"May was an especially positive month for Utah's labor market," said Carrie Mayne, chief economist at DWS. "Gains across the gamut show that Utah's businesses are performing well and absorbing the state's labor force growth."

Utah's private sector employment grew by 3.9 percent year-over-year with the addition of 47,900 positions. Nine of the 10 private sector industry groups measured in the survey posted net job increases in May, while natural resources and mining lost 300 jobs year-over-year. The largest private sector employment increases were in trade, transportation and utilities (12,400 jobs); professional and business services (9,100 jobs); and construction (7,400 jobs). The fastest employment growth occurred in construction (7.6 percent); trade, transportation and utilities (4.5 percent); and professional and business services (4.4 percent).

Past ski season down a little, but still pretty good

Brice Wallace

The Enterprise

The streak of setting new records for skier visits is over, but Utah still had its sixth-best season ever during the 2017-18 ski season.

After setting new highs in both 2015-16 with more than 4.4 million skier days and 2016-17 with nearly 4.6 million, Ski Utah reported that the most recent season had 4,145,321, down 9.6 percent from the prior season and even with Utah's 10-year average. The 2017-18 season started Nov. 21 at Brighton Resort and ended May 13 at Snowbird.

Skier days are defined as one person

visiting a ski area for all or any part of a day or night in order to ski or snowboard.

For comparison, the worst season in the past decade in Utah was 2011-12, with 3.8 million skier days.

Nationally, skier days were down 2.8 percent, falling from 54.8 million in 2016-17 to 53.3 million in 2017-18. Snowfall, an important metric in driving visitation, was down in most regions across the U.S. Utah was not immune, with statewide Utah snowfall totals reaching only 60 percent of average, with Wasatch valley temperatures three to five degrees above normal during the ski season, according to Brian McInerney, hydrologist with the National Weather Service.

Still, total ski/snowboard-related spending in Utah reached its second-highest level,

at over \$1.32 billion, compared with the record of \$1.43 billion set in the 2016-17 season. Out-of-state per-skier spending rose from \$309 per capita per day in 2016-17 to \$337 during the past season. Utah residents' per-day spending was essentially flat, rising by \$1 to reach \$107 last season.

"Utah's ski industry continues to be a strong player in driving the state's tourism and economy," said Nathan Rafferty, president of Ski Utah, the marketing arm of the Utah Ski & Snowboard Association. "Multiple factors need to come together to make a successful ski season, and with limited natural snowfall, Utah's resorts stepped up by investing in snowmaking infrastructure and delivering unparalleled experiences for skiers and riders on and off the slopes."



Eight companies get Rural Fast Track grants

Eight Utah companies were endorsed for Rural Fast Track (RFT) grants during the June meeting of the Governor's Office of Economic Development (GOED) board.

The grant awards previously had been approved by the Governor's Rural Partnership Board.

Companies receiving the grants are:

- Rocky Mountain Filtration, of Mount Pleasant, Sanpete County, endorsed for a \$50,000 RFT grant to help expand its current facility and upgrade and add new surface conditioners, buy an ink jet stamper and make other modifications to existing equipment in order to increase output. The \$103,275 project is expected to result in five new full-time positions.

- Eastern Utah Women's Health, Price, Carbon County, endorsed for a \$50,000 grant to help purchase a laser machine. The \$115,000 project is expected to result in two new full-time positions.

- Grist Mill Inn, Monticello, San Juan County, endorsed for a

\$50,000 grant to help expand the business with the renovation of the site and the addition of a bar and grill. The \$118,786 project is expected to result in three new full-time positions.

- TBH Heating & Air Conditions, Mount Pleasant, Sanpete County, endorsed for a \$50,000 grant to help expand its current facility to add office space, show room area, plan room, service bay, fabrication shop and testing area. The \$139,750 project is expected to result in three new full-time positions.

- Anvil Cabinet & Mill, Brigham City, Box Elder County, endorsed for a \$50,000 grant to help purchase an edge-banding machine. The \$230,000 project is expected to result in one new full-time position.

- Cedar Valley Building & Renovation, Enoch, Iron County, endorsed for a \$24,924 grant to help purchase a utility bed service truck and trailer. The \$77,880 project is expected to result in one new full-time position.

- H+ Aesthetics, Blanding, San Juan County, endorsed for a

\$50,000 grant to expand the business and buy a building and equipment, including a sauna, teeth-whitening machine, laser pen and an LED face mask. The \$139,750 project is expected to result in one new full-time position.

- Ashton Farms Custom Meats, Fillmore, Millard County, endorsed for a \$50,000 grant to expand the current facility and purchase additional equipment, including an extra carcass cooler, an additional walk-in freezer and a wrapping room. The \$250,250 project is expected to result in one new full-time position.

The Rural Fast Track program is a post-performance grant available to small companies in rural Utah. It is designed to provide an efficient way for existing small companies to receive incentives for creating high-paying jobs in the rural areas of the state and to further promote business and economic development. Recipient businesses must have been in business at least two years and have at least two full-time employees. The top grant amount is \$50,000.

Studies Weekly tabs McCurdy to replace Rickers as CEO

Studies Weekly, an Orem-based K-6 standards-based curriculum company, has announced that John McCurdy has been appointed its chief executive officer. He succeeds Ed Rickers, who is retiring after 20 years with the company. The change took place on May 1.

"The educational process has always been a passion of mine," said McCurdy. "A long time ago, I learned that what many call entertainment, also serves as education in disguise. If students aren't learning the way we teach, then we must adjust and teach the way they learn. In today's world of amazing innovations, the educational process may be evolving, but the fundamentals of connecting with the student remain the same. When the educational process is entertaining, the pace at which the student learns increases."

"I've observed John's successful career since 1996. We have so much in common in the way we think and believe," said Rickers. "Some people are wordsmiths, John is a 'people smither' and I think he's part Jedi. As Yoda would say, 'Understand the Studies Weekly vision to make a difference for students, he does.'"

McCurdy has spent the last 29 years in the technology industry with roles spanning from sales representative to vice president of worldwide sales, the company said in a release. He has experience in team development, strategy, operations and channel programs. He joins Studies Weekly after playing a consultative role with the company.

McCurdy graduated from Brigham Young University in business management with an emphasis in finance and marketing.



Petroteq Energy has finished a two-year rebuild of its oil sands processing and extraction plant near Vernal in the Uintah Basin. The facility began producing heavy oil on June 18.

Petroteq thinks its Asphalt Ridge oil sands plant is commercially viable

John Rogers
The Enterprise

Petroteq Energy Inc. has begun production at its renovated heavy oil processing and extraction plant at Asphalt Ridge near Vernal. Petroteq claims proprietary processes for removing the semi-solid petroleum product called bitumen from the sandstone at the site and transforming it into heavy oil that is then turned into diesel fuel, kerosene and jet fuel or mixed with lighter oils.

The Asphalt Ridge plant has been shut down for two years for major revamping of the equipment, which included moving the majority of the plant to a new location at the site. The changes al-

low the company to increase its operational capacity 1,000 barrels per day, Petroteq said.

Petroteq says its process is extremely environmentally friendly for a number of reasons. One of the primary assets is the location of the oil-rich rock. The Uintah Basin deposit is on the surface of the ground. That means there is no overburden — material that has to be removed and stacked — meaning no tailing ponds that are an environmental nightmare like those at oil shale and oil sand extraction sites in other locations like Canadian oil fields. Petroteq says it can now extract over 99 percent of the hydrocarbons in the mined rock using no high temperatures or pressures.

In addition, the Petroteq pro-

cess is a closed-loop system that uses no water and produces no greenhouse gasses. The company has spent years developing a proprietary "benign" solvent that is used in the extraction process. The solvent is recycled and recirculated through the plant. The resultant oil product is low in sulfur, contains no paraffin and is low in heavy metals like nickel and vanadium — all pluses for the environment, company officials claim.

Startup of the plant on June 18 was done in the presence of national and local press representatives, who were given an explanation and demonstration of the production process.

"This event at the plant was a culmination of two years of hard work by our entire team and get-

ting back into production is a tremendous accomplishment for Petroteq technically and organizationally, as well as the harbinger of value creation to come," said Alex Blyumkin, chairman of Petroteq. "We have worked hard to demonstrate our commitment to shareholders through the completion of our facility. We have received our permits to produce oil at Asphalt Ridge; we have developed a comprehensive mining plan and demonstrated that our expanded plant can produce oil. Our dedication and focus on relaunching our facility demonstrates our commitment to our investors who have supported us throughout this journey."

One of the major concerns in the recommissioning of the Petroteq plant has been available

capital to rebuild in order to produce enough product to make the site self-sustaining. "We now have a plant that has the level of scale that allows us to be self-sufficient and generate cash flow to add value to our shareholders," Blyumkin said.

Blyumkin said that Petroteq's goal is to produce as much as 2,000 barrels per day by the end of 2019 and 5,000 barrels per day by the end of 2020.

Utah Geological Survey says Utah's oil sand deposits as the largest in the United States at about 14 billion to 15 billion barrels of oil. Petroteq's Asphalt Ridge plant is projected to be the first commercially viable extraction project for the extraction of usable oil, according to state energy officials.

Five productions set to shoot in Utah as GOED board approves incentives

Brice Wallace
The Enterprise

Five new film and TV productions — including two TV series — will be shooting in Utah after being approved for incentives by the Governor's Office of Economic Development (GOED) board.

The board approved the incentives during its June meeting. The five productions are expected to have a total economic impact of \$15.6 million and create about 400 local jobs.

The highest spending amount in Utah — \$5.5 million — will be by Camera 40 Productions LLC for the second season of "The Outpost." The first season will air on the CW Network in July. The state incentive is a tax credit of up to \$1.38 million. The production is expected to have 60 cast members and 80 people in the crew. Principal photography is Jan. 7-April 27 next year, with post-production set for Jan. 14-Aug.

31. Directors are John Lyde and Clare Niederpruem.

"The Outpost" tells the story of the sole survivor of a race called Blackbloods and who discovers a supernatural power she will use to defend the world against a fanatical dictator.

"We are thrilled to be shooting our upcoming season of 'The

Outpost' in Utah," producer and creator Jason Faller said in a prepared statement. "The Utah TV crew are brilliant and highly proficient, the landscapes are breathtaking, and the Utah Film Commission has been instrumental in our decision to stay in Utah. We hope to build, expand and employ here in Utah for years to come."



Jessica Green stars as the lone survivor of a race called "Blackbloods" in the CW Network production of "The Outpost," which will begin filming in Utah next year.

The GOED board approved a tax credit of up to \$500,000 for Vineyard Productions for its TV series titled "Dwight in Shining Armor." Expected to air on BYUtv, the show has begun production in Salt Lake City. Shooting is expected to continue through July 25, with post-production taking place through Feb. 15. The pilot was shot in Georgia.

"Dwight in Shining Armor" is a story about a teenager who falls into an ancient underground chamber and helps defeat the enemies of a gothic princess he discovers there.

The production is expected to involve 30 cast and 60 crew and spend about \$2.5 million in Utah. The director is Timothy Kendall. The producer is Jeff T. Miller.

Vineyard Productions also was approved for a tax credit of up to \$1 million for the feature drama "The Happy Worker." The production is expected to spend \$5 million in Utah and involve 20 cast and 60 crew. Principal shooting takes place July 30-Oct. 15, with post-production scheduled for Aug. 15-Jan. 15. The director is Duwayne Dunham. Producers are Bill Borden and David Lynch.

"The Happy Worker" tells of a world in which a group of diggers find their way of life disrupted by machinery and greed.

Green Olds LLC was approved for a tax credit of up to \$533,019 for the independent feature drama "Green Olds." The production is expected to spend \$2.1 million in Utah and involve six cast and 48 crew. Principal photography will take place through July 20. Post-production is scheduled for July 23-Oct. 5. The director is Max Mayer. Producers are Michael Goodin and George Parra.

Starring Alice Eve, Thomas Haden Church and Dash Mihok, the movie is about a husband and

wife in the atomic age who work to make the perfect family.

Rootbeer Christmas LLC was approved for a cash rebate of up to \$100,000 through the Community Film Incentive Program, which supports smaller, local projects, for the family feature "Shoelaces for Christmas." The production is expected to spend \$500,000 in Utah, including during principal photography in June and post-production through Sept. 1. Twelve cast and 30 crew will work on the project. The director is Craig Clyde. Producers are Bryce Fillmore and David Hunter.

"2018 is looking to give Utah another busy summer in film production," said Virginia Pearce, director of the Utah Film Commission. "Films made in Utah contribute to both the creative and economic economy, and the artistry and professionalism of our crews are a big reason why production companies keep coming back."

Harrison named U.S.'s No. 2 physician leader

Modern Healthcare magazine has named Intermountain Healthcare's Dr. Marc Harrison as the No. 2 most influential physician leader in the nation. Harrison, a medical doctor himself, is the president and CEO of Intermountain.

Harrison moved up from No. 10 on last year's list in the magazine's "50 Most Influential Physician Executives and Leaders."

A brief profile on Harrison in the magazine highlights his leadership in repositioning Intermountain, the announcement of plans to develop a generic drug company and an increased emphasis on telehealth services at Intermoun-

tain. Current U.S. Food and Drug Administration Commissioner Dr. Scott Gottlieb is No. 1 on the list.

According to Modern Healthcare, "the 50 Most Influential Physician Executives and Leaders recognition program honors physicians working in all sectors of the healthcare industry who are steering their organizations and the healthcare delivery system through dynamic, challenging times. These physicians stand out for the scope of their executive responsibilities, personal achievements, innovation and commitment to their communities."

The ranking began with nomi-

nations which were narrowed to a final ballot of 150 physician executives. The final 50 honorees were chosen based on votes by readers and based on the input from a panel of judges and senior editors of Modern Healthcare and Modern Physician magazines. The complete list is available at modernhealthcare.com.

Intermountain Healthcare is a Utah-based not-for-profit system of 22 hospitals, 170 clinics, a Medical Group with about 2,300 employed physicians and advanced practice clinicians, a health plans group called SelectHealth and other medical services.

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Associated General Contractors announce annual S.I.R. award winners

The Utah chapter of Associated General Contractors has announced the winners of its annual Skill, Integrity and Responsibility Awards (S.I.R.). The presentations were made at the group's annual award meeting recently.

Winners in the Building/Industrial Division Projects of the Year division are:

- Cultural Building Project of the Year (\$0-\$25 million): Tracy Aviary Bird Feeder Project, SIRQ Construction.

- Cultural Building Project of the Year (\$25+ million): Hale Center Theatre, Layton Construction Company LLC.

- Government/Public Building Project of the Year: Herriman City Hall and Towne Center, Layton Construction Company LLC.

- Green Building Project of the Year: Project Open, Wadman Corp.

- Healthcare Building Project of the Year: Primary Children's Hospital Surgical Center, Jacobsen Construction.

- Higher Education/Research Building Project of the Year: Primary Children's &

Families' Research Center at Huntsman Cancer Institute, Jacobsen Construction.

- Manufacturing Project of the Year: Harrisville Cannery, Big-D Construction.

- K-12 Education Building Project of the Year: Midvale Middle School, Hughes General Contractors.

- Multi-Family Residential/Hospitality Building Project of the Year: Legacy Village of Sugar House Senior Living, Big-D Construction.

- Office Building Project of the Year: CHG Healthcare, Okland Construction Co.

- Renovation/Restoration Project of the Year: (\$0-\$25 Million): Superior Air Handling, Ascent Construction Inc.

- Renovation/Restoration Project of the Year (\$25+ Million): University of Utah Crocker Science Center, Okland Construction Inc.

- Interior/Tenant Improvement: Zion's Bank Basketball Center, Okland Construction Inc.

- Retail Project of the Year: Canyon Corners, Layton Construction Co. LLC.

- Sports/Recreation Building Project of the Year: Vivint Smart Home Arena Renovation, Okland Construction Inc.

- Landscape/Urban Development Project of the Year: Red Butte Gardens Water Conservation Garden, Gramoll Construction.

- Worship Building Project of the Year: MTC Expansion, Okland Jacobsen Layton Joint Venture.

- Concrete/Structural Project of the Year: University of Utah Shoreline Ridge parking structure, Ralph L. Wadsworth Construction.

In the Highway/Municipal Utilities division, the winners are:

- Urban Highway Project of the Year: I-80-1700 East to East Canyon Bridge rehabilitation project, Granite Construction.

- Rural Highway Project of the Year: SR-91 & SR-13 to Mantua drainage and barrier improvements, COP Construction LLC.

- \$0-\$10 Million Highway Project of the Year: SR-12 slope stabilization, W.W. Clyde & Co.

- \$10+ Million Highway

Project of the Year: Mountain View Corridor-5400 South to 4100 South design-build, joint venture of Ralph L. Wadsworth Construction Co. and Staker Parson.

- Highway Project of the Year: I-215 renewal-300 East to SR-201, Ralph L. Wadsworth/Staker Parson Cos. joint venture.

- Utility/Infrastructure Project of the Year: Tibble Fork Dam rehabilitation, Whitaker Construction Co.

- Airport/Transit Project of the Year: Vernal Regional Airport runway reconstruction project, W.W. Clyde & Co.

- Civil/Public Works Project of the Year: City of Saratoga Springs marina pump station, COP Construction LLC.

Individual and company awards were also presented to the following:

- Outstanding Architect of the Year: Architectural Nexus.

- Owner of the Year: Larry H. Miller Sports & Entertainment Co.

- Consultant/Engineer of the Year (Firm): Dunn Associ-

ates Inc.

- DFCM Employee of the Year: Jim Russell, DFCM division director.

- Salesperson of the Year: Rick Newton, Geneva Rock Products Inc.

- Service Supplier of the Year: Mountain Regional Equipment Solutions.

- Specialty Contractor of the Year: Cache Valley Electric.

- Project Manager of the Year (Building): John H. Wright, Jacobsen Construction.

- Project Manager of the Year (Highway): Bryce Jaynes, Ralph L. Wadsworth Construction.

- Superintendent of the Year (Building): Norm Litz, Jacobsen Construction.

- Superintendent of the Year (Highway): Russell Ottley, Ralph L. Wadsworth Construction.

- UDOT Employee of the Year: Marwan Farrah, UDOT Region II project manager.

- AGC Committee Chairperson of the Year: Sydney Jacques, Jacques & Associates, Workforce Development Committee.

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15 startups summering at Lassonde

Fifteen student startup companies are engaged in an intense summer program at the University of Utah's Lassonde Entrepreneur Institute, an interdisciplinary division of the David Eccles School of Business.

Each budding company applied and was admitted earlier this year to be startups-in-residence at Lassonde Studios, a large innovation and residence facility on campus. All the startups receive office space and many resources to work toward a wide variety of development and revenue goals.

"Over the last year, we have worked with hundreds of startups through our many programs, and our startups-in-residence this summer are some of the most impressive and promising," said Troy D'Ambrosio, the executive director of the Lassonde Institute and an assistant dean at the David Eccles School of Business. "We look forward to seeing how they progress in the next few months as they receive many forms of support, including space, tools, mentorship and grants."

The startups vary from beauty products and game-development studios to CAD consultants and healthcare devices. They have different goals for their work this summer, but they are all using resources provided by the Lassonde Institute to advance their ideas.

Item Rescue is one of the startups-in-residence at Lassonde Studios this summer. The young entrepreneurs have developed software for hotels and other companies to manage lost-and-found items.

"Item Rescue is all about making it easier for guests to get their items back and providing hotels an effective way to do it," said Beau Buehler, the founder of Item Rescue, who graduated with an information systems degree in May. "It can be stressful to lose something of value, and a hotel that can turn that negative experience into

a positive one will have more satisfied and loyal guests."

Bushwhack is another startup-in-residence. Founder Chase McMicken invented a camping device that combines a tent, chair and hammock into one. The young company is refining its product's design and working toward selling it.

"The ultimate goal would be an outdoor equipment company to create adaptive gear to be able to adventure without limits," said McMicken, a double major in a double major in entrepreneurship and marketing.

The startups-in-residence at Lassonde Studios this summer are participating in one or more of three programs provided by the Lassonde Institute. Those programs are the Company Launch program, which provides startup support; Rush to Revenue, which drives teams toward revenue goals; and Summer Internships, which allows students to create their own internship experience by working for a startup.

Sponsors for these programs and activities include Zions Bank, Ballard Spahr, Workman Nydegger, Impact Hub and Samir Patel.

Here are the startups in residence at Lassonde Studios for this summer:

- **BasicallyYours** is an organic beauty and body product company with an eco-friendly flair to it.

- **Bitrageous'** mission is to entertain, educate and empower people through technology.

- **Bushwhack** is an outdoor equipment company currently working on a design called the TIO Tent, a revolutionary tent that combines a hammock, a tent and a chair all into one unit.

- **Foster the Children** is a benefit corporation dedicated to raising funds for children in foster care through marketing its designs on apparel.

- **Gear Hold Technologies**

is a CAD services company that claims to keep industrial companies focused on their product, not their CAD.

- **Item Rescue** is a business software application targeted towards hotels with over 150 rooms. The system streamlines the lost-and-found process, saves hotel staff time and increases guest satisfaction.

- **MounTins** partners with 20 restaurants in the Park City area and features them in a promotional package.

- **Nebucore** was founded in 2015 and is a SaaS-model enterprise resource planning (ERP) company focused on wholesale distribution and e-commerce industries.

- **New Breath** has developed a superior laryngoscope solution using computer vision and doctor-friendly design.

- **SDG Footwear** is a minimalist shoe company tasked with aiding the United Nations' 17 sustainable development goals with shoe designs to benefit a subgroup of one of the 17 goals.

- **SecondSole** wants to eliminate the problem of one shoe wearing down faster than the other while skateboarding and foot braking with a cover for the bottom of the braking foot.

- **Sit Up** is developing an air-filled, adjustable remote-control bed pad that can lift and lower a person while they're lying in bed.

- **Sole Case Displays'** mission is to be the leading provider of premium footwear displays and create a brand that positively contributes to fashion and society.

- **Thoreau Living** is a real estate development startup that seeks to create affordable, sustainable living spaces for communities by harnessing technology and simple living principles.

- **Venture Roots** is an alumni engagement and investment platform designed to strengthen startup ecosystems at top universities.

Prospects pay attention when they're engaged; Here's how to get - and keep - them talking

When asked why salespeople don't close more sales, a company president answered instantly, "They don't ask enough questions." He went on to add, "They're so focused on getting prospects to buy they don't engage them. That



JOHN GRAHAM

takes asking lots of questions."

He's on to something important. We're in such a hurry to get across what we want to say to our prospects that we ignore what they want from us. As it turns out, today's prospects won't tolerate such insensitive behavior. They're gone.

So, where does this leave salespeople? What are they to do if they can't advance their agenda? How are they going to close sales? To put it bluntly, a salesperson's agenda is irrelevant; it doesn't count. It's what the prospect cares about that demands our attention.

The purpose of meeting with prospects is to recognize and understand what's going on with them. That takes getting them talking about what they know best: *themselves*. They don't get many chances to do this. Others are too busy with their own lives to listen. This gives salespeople the unique opportunity to stop talking, start asking questions — and listening.

There's irony in asking questions, in encouraging prospects to talk about themselves. When they do, they want to reciprocate, to say, "Thank you" and to pay us back. And they do it by listening intently.

Prospects are focused when they're talking, but they get dis-

tracted when someone else is speaking. Don't fall into the trap of wanting to get your message across; the urge to tell your story kills sales. The job is creating conditions so your prospects can get their story across to you.

Since salespeople learn when they're listening, here are eight questions that get prospects talking.

1. **"I'm curious. Why did you agree to meet with me today?"** Everyone in sales knows that just because they ask for a meeting doesn't mean a prospect will say yes. More often than not, they get turned down. When someone says yes, inquisitive salespeople don't stop there. They wonder why. They want to know what's going on and why prospects are interested. The more they know from the start, the better.

2. **"What is it you would like to have happen as a result of this meeting?"** The purpose of asking questions is gathering information. This will help you keep an open mind so you can avoid making mistakes. By filling in the picture, you will stay on track as you plan your next moves.

3. **"What are the specific issues you want to address?"** One mistake salespeople can make is to gloss over or even avoid significant issues. They don't want to turn off prospects. What they don't realize is that digging down lets a prospect know they're serious. Follow-up questions carry it another step further: "How satisfied are you with your analysis?" "How would you feel if someone challenged it?"

see **GRAHAM** page 15





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Industry Briefs

Industry Briefs are provided as a free service to our readers. Company news information may be sent to brice@slenterprise.com. The submission deadline is one week before publication.

ASSOCIATIONS

• The **Utah Optometric Association (UOA)** announced **Dr. Paul Bruderer** as the new



Paul Bruderer

president of the organization at the 2018 UOA Congress in Midway. He succeeds **Dr. Robert Gray**. Nine people were sworn-in as UOA board members: **Robin Price**, vice president; **Court Wilkins**, vice president of finance; **Mark Taylor**, vice president of legislation; and trustees **Ian Whipple**, **Nathan Broschinsky**, **Kenyon Anderson**, **Ross Chatwin**, **Jessica Graham** and **Weston Barney**.

• The **Utah Technology Council** has announced that the keynote speaker for its 2018 Hall of Fame gala will be **Reed Hastings**, CEO and co-founder of Netflix. The gala is scheduled for Oct. 12 at the Salt Palace Convention Center.



Reed Hastings

ECONOMIC INDICATORS

• **West Valley City** was ranked No. 1 and **West Jordan** was No. 16 in a list of “**Best Cities for Living the American Dream in 2018**,” compiled by **SmartAsset**. The rankings of the largest 257 cities were based on five metrics: homeownership rate, diversity rate, upward mobility rate, median home value and unemployment rate. West Valley City was followed by Odessa, Texas; Midland, Texas; Aurora, Illinois; Round Rock, Texas; Fort Worth, Texas; Aurora, Colorado; San Jose, California; Amarillo, Texas; and Rochester, Minnesota.

• **Piute County** tops rankings of Utah counties with the lowest tax burden, according to a study by **SmartAsset**. The study calculated the amount of money a county resident pays annually in income, sales, property and fuel taxes. Piute is followed by Garfield, Emery, Wayne, Millard, Rich, Carbon, Sevier, Daggett and Beaver counties. Details are at <https://smartasset.com/taxes/utah-tax-calculator#utah>.

EDUCATION/TRAINING

• **Kathy Ricci** is a new busi-

ness advisor for the **Goldman Sachs 10,000 Small Businesses Program** at Salt Lake Community College. Ricci previously spent 21 years as the CEO of the Utah Microenterprise Loan Fund



Kathy Ricci

(UMLF), a nonprofit community development financial institution providing management assistance and business loans of up to \$50,000 to entrepreneurs who are not able to access traditional sources of funding. Prior to that, Ricci spent 10 years at the Utah Small Business Development Center providing counseling and training and managing nine regional centers. Ricci earned a B.S. in finance and management and an MBA from the University of Utah.

• **Andrea Easter-Pilcher** has been named the new dean of **Weber State University's** College of Science. Most recently, she spent nine years at St. George's University in Grenada. She spent the past five years at the university in the positions of associate, senior associate, interim dean and dean of the School of Arts and Sciences.



Andrea Easter-Pilcher

ENVIRONMENT

• **Wood Partners**, a real estate development and construction company, has announced that the **Alta Gateway Station** is the first apartment building in Utah to receive LEED Platinum certification — the highest-rated certification for green building design and management. The project is at 505 W. 100 S., Salt Lake City, adjacent to The Gateway. The rating system was developed by the U.S. Green Building Council (USGBC). The Alta Gateway Station was awarded the certification due to the building's green design and the management team's implementation of practical and measurable strategies and solutions. These efforts are aimed at achieving efficiency in power consumption, water usage, materials and resources and indoor environment quality. The project also recently was named **Development of the Year** by the **Utah Apartment Association**, based on the development design, comfort through features and amenities, how the development adds to the neighborhood and how well it complements the surrounding areas. The association also judged staff knowledge, customer service

and the cleanliness and maintenance of the building.

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• **Safe Chain Solutions**, based in Maryland, has announced it will open its third distribution center, in St. George. Starting in July, the center will allow the company to reach most locations in the United States within one or two days via ground shipping. The pharmaceutical wholesaler's other distribution center locations are in Cambridge, Maryland; and Louisville, Kentucky. The company services more than 1,000 customers west of the Mississippi River.

• **Campos Coffee**, a specialty coffee roaster that supplies more than 700 cafes in Australia, has expanded its U.S. market with a second flagship store in Salt Lake City. Its first is in Park City. The Salt Lake City location at 228 S. Edison St. is the ninth flagship store worldwide. It will occupy 4,500 square feet of space and add more than 20 jobs. The new location will also feature an open-plan kitchen serving a full breakfast and lunch menu and incorporating unique Aussie flavors.

FINANCIAL SERVICES

• **Foresight Wealth Management**, a Draper-based management and financial services company, has hired **JD Slatter** as a partner and new wealth advisor. Slatter has 17 years of experience in financial services, having most recently served as a wealth advisor and partner at Lefavi Wealth Management. Slatter, a Retirement Income Certified Professional (RICP), will focus on retirement planning and providing invest-



JD Slatter

ment solutions to individuals and businesses.

GOVERNMENT

• **Salt Lake City** has announced a pilot renovation program aimed at preserving existing affordable housing stock throughout the city. Salt Lake City's Housing and Neighborhood Development Division (HAND) kicked off the program with a \$1 million notice of funding availability to attract owners of multi-family housing to apply. The pilot program is the result of the city's recently adopted affordable housing plan, GrowingSLC, and will use funds made available as part of the \$21 million set aside by the city late last year for use in addressing affordable housing. As part of the program, the city intends to make low-interest renovation loans to building owners who then agree to keep rents at 60 percent of area median income (AMI) or below, or approximately \$800 per month for a one-bedroom apartment. The city estimates each renovated unit will cost no more than \$50,000. Applications for the \$1 million notice of funding availability are due June 29. Details are at www.slc.gov/hand/funding-programs.

INVESTMENT

• **JJUMPP**, a Lehi-based software-as-a-service company, has completed a \$3 million venture funding round from **Arthur Ventures**. The venture capital firm, based in Minnesota and North Dakota, also was an investor in Infusionsoft, where several JJUMPP team members worked previously.

• **Taft**, a Provo-based direct-to-consumer men's footwear brand, has raised \$5 million in seed funding. The investment was led by **Kickstart Seed Fund**, with participation from **M3 Ventures**; **Fifth Wall Ventures**; **Peterson Partners**; NBA players **Dwyane Wade** and **Andre Iguodala**; Skull Candy CEO **Jeremy Andrus**; and **Clarke Miyasaki**, executive vice president of business development at Stance Socks. Miyasaki has joined the company board of directors. Taft was founded in 2014 by the husband-and-wife team of Kory and Mallory Stevens.

• **Polar Star Capital Partners**, a new Salt Lake City-based private equity firm, has announced its launch with its recent purchase of a controlling interest in **Meridian Restaurants Unlimited**, a 126-store franchisee in the Burger King system. Specific terms of the transaction were not disclosed, although total enterprise value was noted to be greater than \$80 million. Meridian Restaurants Unlimited operates

114 Burger King restaurants and recently acquired 10 Chili's restaurants and two El Pollo Loco stores. The transaction also included capital outlay to support the acquisition of an additional 25 existing Burger King restaurants in the Kansas and Nebraska markets. Founded by David Harper in 2002, Meridian has been developing restaurants in eight states over its operating history, and now with Polar Star Capital Partner's support, has expanded operations into two states, increased locations by more than 25 percent and obtained the opportunity to almost double its locations in the coming years in those regions.

• **Sorenson Capital**, Salt Lake City, has promoted **Matt Marsh** to managing director. He has played a foundational role in the firm's success with technology and growth equity investments since joining in 2011. He will continue to help drive the firm's growth and technology practices. Prior to Sorenson Capital, Marsh spent time on both coasts, working in mergers and acquisitions advisory and capital markets transactions. His education includes bachelor's degrees in finance and Spanish from the University of Utah.



Matt Marsh

LAW

• **Litigation Services**, based in Las Vegas, has announced new team members for its Utah location.



Tammy Breed



Lindsay O'Driscoll

Tammy Breed will serve as Utah manager, leading and overseeing the development, performance and advancement of company services in the Utah region. A certified court reporter for nearly 25 years, Breed previously owned a court reporting firm. **Lindsay O'Driscoll** is the new director of business development, responsible for managing and developing business opportunities. She has held various marketing and sales management positions. The location's receptionist is **Jessica Penrod**, who will focus on providing customer service.

see BRIEFS next page

Industry Briefs

from previous page

REAL ESTATE

• **Richmond American Homes of Utah Inc.** has opened **Miner's Grove** at 849 W. 1150 S., Springville. The community includes homesites with ranch and two-story floor plans and three to six bedrooms and up to about 2,660 square feet.

RECOGNITIONS

• The **Utah Optometric Association** recently recognized members who have made a significant contribution to the organization within the past year. **Dr. Mark Taylor** received the **OD of the Year Award** for his involvement with legislation for the profession, his work with insurers, and his continuous service on the board of directors for years. **Dr. Ross Chatwin** received the **2018 Young OD of the Year Award** from past president Dr. Robert Gray for "his service on the board of trustees, as well as his time and efforts on the legislative committee visiting legislators on a state and national level." **Reagan Harris** received the **Para Optometric of the Year Award** for her efforts to go above and beyond when working with patients.

• Two products of **ClearOne**, Salt Lake City, won **AV Technology Best of Show Awards** at InfoComm 2018 in Las Vegas. The Collaborate Space video collaboration app and View Lite AV over IP stream solution earned the awards from among thousands of solutions showcased by more than 950 manufacturers. Six AV professionals judged each product live on the show floor on two InfoComm days. The prod-

ucts were evaluated using multiple criteria, including innovation, performance against category standard, richness/relevance of feature set, ease of installation/maintenance, network friendliness and value/ROI.

RETAIL

• **Verizon Wireless** recently brought a new retail store to 1842 S. 300 W., near Costco Wholesale. It offers phones; accessories; and unique services, including Redux, a technology that dries out wet smartphones in

less than an hour.

TECHNOLOGY/LIFE SCIENCES

• **BrainStorm Inc.**, an American Fork-based software-as-a-service company, has hired



Karen Peterson



Chris Lee

Karen Peterson as chief marketing officer and **Chris Lee** as vice president of client success. Peterson previously worked at Ancestry, most recently as senior vice president of U.S. marketing and interim chief marketing officer. Lee most recently was president of Deseret Digital Media.

• **Skyworks Global Inc.**, a Salt Lake-based gyronautics company, has hired **Don Woodbury** as chief technology advisor. Woodbury will lead the scientific and technological initiatives within the organiza-



Don Woodbury

tion and assume responsibilities for leading the maturation and realization of gyronautics technology globally. Woodbury has more than 30 years of experience within the government science and technology community, including serving as an office director with the Defense Advanced Research Projects Agency (DARPA).

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Calendar

Calendar listings are provided as a free service to our readers. Information about upcoming events may be sent to brice@senterprise.com. The submission deadline is one week before publication.

June 25, 7:30 a.m.-2 p.m.

Classic Golf Tournament, a Salt Lake Chamber event. Shotgun start is at 8 a.m. Location is Salt Lake Country Club, 2400 Country Club Drive, Salt Lake City. Cost is \$400. Sponsorships are available. Details are at slchamber.com.

June 25, noon-1 p.m.

"Elevating Utah's Life Science Industry," a World Trade Center event in partnership with BioUtah. Event will feature a discussion about the resources available to organizations. Location is World Trade Center Utah, 60 E. South Temple, No. 300, Salt Lake City. Free. Details are at wcutah.com.

June 26-27, 8 a.m.-4 p.m.

"Building and Delivering Effective Training," a Salt Lake Community College Workforce & Economic Development event. Cost is \$400 (\$200 for qualified companies). Location is the Miller Campus, 9750 S. 300 W., Sandy. Details are available by contacting Debbie Patten at debra.patten@slcc.edu or (801) 957-5244.

June 26, 8 a.m.-4 p.m.

"Conflict Strategies: Navigating Others Through Workplace Difficulties," an Employers Council event. Location is Employers Council, Utah office, 175 W. 200 S., Suite 2005, Salt Lake City. Cost is \$215. Details are at employerscouncil.org.

June 26, 9 a.m.-noon

SBA Contracting Programs, a U.S. Small Business Administration (SBA) event. Location is Wallace Bennett Federal Building, 125 S. State St., Room 2227, Salt Lake City. Free. Details are at <https://utahsbdc.org/trainings>.

June 26, 11:30 a.m.-1 p.m.

Women in Business Luncheon, an Ogden-Weber Chamber of Commerce event. Location is Hub 801 Events, 3525 Riverdale Road, Ogden. Cost is \$20. Details are at ogdenweberchamber.com.

June 26, 11:30 a.m.-1 p.m.

Women in Business, a Sandy Area Chamber of Commerce event. Speaker Cydni Tetro, CEO of ForgeDX.com, will share her story and provide information about what women and men can do to be successful. Location is

Hilton Garden Inn, 277 Sege Lily Drive, Sandy. Details are at sandy-chamber.com.

June 26, 5:30-7 p.m.

"Personal Branding for LinkedIn." Location is Salt Lake Community College, Miller Business Resource Center, Room 333, 9690 S. 300 W., Sandy. Free. Registration can be completed at Eventbrite.com.

June 27, 7:30-8:30 a.m.

Coffee Meet Up, a Holladay Chamber of Commerce event. Location is 3 Cups Coffee, 4670 S. 2300 E., Holladay. Details are at holladaychamberofcommerce.org.

June 27

2018 ChamberWest Golf Classic, for ChamberWest members only. Registration and breakfast are at 7 a.m. Shotgun start is at 8 a.m. Location is The Ridge Golf Club, 5055 Westridge Blvd., West Valley City. Cost is \$125, \$450 for a foursome. Details are at www.chamberwest.com or (801) 977-8755.

June 27, 11:30 a.m.-2:30 p.m.

Silicon Slopes Summer Bash, a Silicon Slopes event, in partnership with Stack Real Estate, and featuring barbecue, live music, video game competitions and lawn games. Location is Thanksgiving Park, 2600 Executive Parkway, Lehi. Free. Registration can be completed at Eventbrite.com.

June 28, 7 a.m.

Fourth Annual Crazy Pants Golf Tournament, a Utah Safety Council event, with proceeds to benefit the council's Home & Community Programs, including "Take Safety Home" and "Buckle Up 4 Love." Breakfast is at 7 a.m. Golfing is at 8 a.m. Lunch is at 1 p.m. Location is TalonsCove Golf Course, TalonsCove Drive, Saratoga Springs. Details are at <https://birdeasepro.com/CrazyPantsGolfTournament>.

June 28, 8 a.m.-5 p.m.

"Commercialization of Engineering Research," a workshop in conjunction with the 125th annual conference of the American Society of Engineering Education (ASEE). The workshop will focus on sharing with other universities the policies and practices that have led to the University of Utah being ranked No. 1 in commercialization by the Milken Institute, and on the commercialization of engineering and computer science research. Keynote speaker is Ross DeVol of the Walton Family Foundation.

Location is Sorenson Molecular Biotechnology Building on the University of Utah campus, Room 2650 (main auditorium), 36 S. Wasatch Drive, Salt Lake City. Cost is \$300, \$225 for ASEE annual conference attendees, \$300 for onsite registration. Details are at <https://www.coe.utah.edu/commercialization/>.

June 28, 8-9:30 a.m.

Veterans Business Breakfast, a Utah Veterans Business Resource Center event. Speaker Cevin Ormond will discuss "The Constitution of a Great Leader." Location is the Orem Small Business Development Center, 815 W. 1250 S., Orem. Details are at <https://www.facebook.com/UtahVeteransBRC/>.

June 28, 11:30 a.m.-1 p.m.

FBI Private Sector Engagement Initiative, a Utah Technology Council (UTC) event for UTC-member executives. Location is Silicon Slopes, 2600 W. Executive Parkway, Suite 140, Lehi. Free. Details are at utahtech.org.

June 28, 11:30 a.m.-1 p.m.

Lunch & Learn, a Murray Area Chamber of Commerce event. Location is Prohibition, 151 E. 6100 S., Murray. Cost is \$15 for members, \$20 for guests. Details are at murraychamber.org.

June 28, noon-1:30 p.m.

"Customer Experience in the Era of Relationship," a Women Tech Council event in partnership with InMoment. Speakers include Denise Leleux from Tesla, Alison Lutjemeier from Adobe and Cydni Tetro from ForgeDX. Location is InMoment, 10355 S. Jordan Gateway, No. 600, South Jordan. Registration can be completed at Eventbrite.com.

June 28, 6-7 p.m.

Legal Clinic, a Small Business Development Center (SBDC) event. Location is the Orem SBDC, 815 W. 1250 S., Orem. Free. Details are at <https://utahsbdc.org/trainings>.

June 28, 6-7 p.m.

Health Insurance Clinic, a Small Business Development Center (SBDC) event. Location is the Orem SBDC, 815 W. 1250 S., Orem. Free. Details are at <https://utahsbdc.org/trainings>.

June 28, 6-7 p.m.

Accounting Clinic, a Small Business Development Center (SBDC) event. Location is the Orem SBDC, 815 W. 1250 S., Orem. Free. Details are at <https://utahsbdc.org/trainings>.

June 29, 8 a.m.-6 p.m.

Free Co-Working Friday, an Impact Hub event. Location is Impact Hub, 150 S. State St., Salt Lake City. Details are at <https://hubsaltlake.com/>.

June 29, 12:30-2 p.m.

"Doing Business in Jordan: Gateway to the Middle East," a World Trade Center Utah event in partnership with the Governor's Office of Economic Development. Location is World Trade Center Utah, 60 E. South Temple, No. 300, Salt Lake City. Cost is \$25. Details are at wcutah.com.

July 5, 6-7:30 p.m.

"Start Smart," a Small Business Development Center (SBDC) event. Location is the Orem SBDC, 815 W. 1250 S., Orem. Details are at <https://utahsbdc.org/trainings>.

July 6, 7:30-8:30 a.m.

Eggs & Issues, a Murray Area Chamber of Commerce event. Speaker Craig Burnett, Murray City police chief, will discuss "Crime Prevention in Murray City." Location is Mimi's Café, 5223 S. State St., Murray. Free, and open to the public (no cost unless ordering from the menu).

July 6, 8-10 a.m.

Friday Forum, a Utah Valley Chamber event. Location is Zions Bank Building, eighth floor, 180 N. University Ave., Provo. Details are at thechamber.org.

July 6, 8-10 a.m.

First Friday Face-to-Face, a West Jordan Chamber of Commerce business-to-business networking event. Location is the Megaplex Theatres at The District, 3761 W. Parkway Plaza Drive, South Jordan. Free. Details are at <http://bit.ly/2ATHGAU>.

July 6, 8:30-11:30 a.m.

"Grow Your Business: Phase I," a Small Business Development Center (SBDC) event. Location is the Orem SBDC, 815 W. 1250 S., Orem. Details are at <https://utahsbdc.org/trainings>.

July 10, 5:30-7:30 p.m.

Business After Hours, a Murray Area Chamber of Commerce event. Location is Axe Arena SLC, 6212 S. State St., Murray. Cost is \$15 (pre-registration is required). Details are at murraychamber.org.

July 11, 8-9:30 a.m.

"Navigating the New Tax Laws: What Small Business Needs to Know," a Utah Department of Workforce Services

"Better Your Business" breakfast seminar. Presenter is Steve Adams, founding and managing partner of Adams & Petersen CPAs LLC. Location is South County Employment Center, 5735 S. Redwood Road, Room 114, Taylorsville. Free. RSVPs can be completed by emailing Jenny Jones at jenjones@utah.gov.

July 11, 9 a.m.-3 p.m.

Metals Additive Manufacturing Workshop, developed by the University of Utah Mechanical Engineering Department, in collaboration with the University of Utah Manufacturing Extension Partnership Center. Workshop will focus on 3D printing with metals. Location is University of Utah Continuing Education, 10011 Centennial Parkway, Room 106, Sandy. Free. Details are available at (801) 587-0713 or email info@mep.utah.edu.

July 11, 5-7 p.m.

Business After Hours, an Ogden-Weber Chamber of Commerce event. Location is Ogden Pioneer Days Stadium, 668 17th St., Ogden. Free for chamber members and first-time guests, \$10 for nonmember guests. Details are at ogdenweberchamber.com.

July 12, 8 a.m.-3:30 p.m.

"Unemployment Insurance: Challenging Claims and Controlling Cost," an Employers Council event. Participants will learn who is covered by unemployment insurance, when benefits are awarded, and strategies for lowering unemployment costs. Location is Employers Council, Utah office, 175 W. 200 S., Suite 2005, Salt Lake City. Cost is \$185. Details are at employerscouncil.org.

July 12, 5:30-6:30 p.m.

WordPress Workshop, a Small Business Development Center (SBDC) event. Location is the Orem SBDC, 815 W. 1250 S., Orem. Details are at <https://utahsbdc.org/trainings>.

July 12, 6-8 p.m.

"Business Essentials," a Small Business Development Center (SBDC) event. Location is the Orem SBDC, 815 W. 1250 S., Orem. Free. Details are at <https://utahsbdc.org/trainings>.

July 12, 6:30-8 p.m.

Small Business Evening Roundtable, a SCORE event. Location is Sandy Library, 10100

Business Tech

You've switched to Office 365; here's how to make it even better

More businesses are making the switch to Microsoft Office 365, allowing employees access — wherever they may be — to the latest Office applications and tools, including Skype for Business, email and productivity applications.

One of the greatest advantages of Office 365 is its plug-and-play capability right out of the box. Even as comprehensive and powerful as the suite is, utilizing add-ins is a sure way to increase productivity. Some Office 365 add-ins are free, while others are available for a small fee. With over 2,000 add-ins currently available for Office 365, there are plenty of options to cultivate higher levels

of efficiency and functionality.

If you have ever wished for a magic button in Excel that would remove line breaks and extra spaces with a single click — there's an add-in for that. How about converting OneNote creations into events and tasks in your calendar, then assigning them to your coworkers? There's an add-in for that, too. Office 365 add-ins enable you to do these — and much, much more — without having to switch between or open multiple programs.

If you are looking to get more out of your Microsoft Office applications, here are a few noteworthy add-ins to check out:

- **Boomerang.** Boomerang

is the ultimate email productivity tool. With Boomerang, users can send messages at the perfect time, get a reminder if their email doesn't receive a response, add a smart calendar assistant that lets them schedule meetings and share their real-time availability — all without leaving their email.

- **SendShield.** If you were to send a PowerPoint document, PDF, contract or any other document that contains personal information, SendShield will alert you and allow you to remove the sensitive information before you send it.

- **Translator.** If your business has customers, vendors or partners in another country, being able to communicate efficiently is key. With Translator, you gain the ability to highlight text and

Translator automatically translates it to or from 50 different languages. The Translator add-in utilizes Microsoft's robust translator online service for its translations.

- **Pexels.** Pexels empowers creators by providing free stock photos to create beautiful products and designs. If you're looking to incorporate an image into a report or presentation, Pexels allows you to search over 40,000 high-quality and completely free stock photos licensed under the Creative Commons Zero license. All photos are nicely tagged, searchable and easy to discover through Microsoft's "Discover Pages."

- **Grammarly.** Say good-bye to text fails. Grammarly scans your text for common grammatical errors (like misused commas) and complex ones (like misplaced modifiers). Grammarly isn't just a safety net. You'll get detailed explanations for all your mistakes

to help you avoid making them again in the future.

- **XLTools.net Data Cleaning.** This tool helps you clean bulk data fast, remove extra spaces, change text case, convert text format to numbers, etc. After you paste or import external data to Excel, you may need to clean the data from redundant spaces, line breaks or non-printing symbols. If you work with bulk data, manual cell-by-cell changes take long, painstaking hours. The Data Cleaning app by XLtools will prepare your data in just a few clicks.

With a combination of the various add-ins currently available for Microsoft Office 365, you'll have less interrupted time switching between programs during your workday, allowing you to work smarter, not harder.

David Black is the director of business development for Wasatch I.T., a Utah provider of outsourced IT services for small and medium-sized businesses.



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CALENDAR

from page 9

S. Petunia Way, Sandy. Free. Details are at <https://www.sba.gov/tools/events>.

July 13, 7:45-9 a.m.

Women in Business Networking, an Ogden-Weber Chamber of Commerce event. Location is Weber Center, 2380 Washington Blvd., Ogden. Free for WIB members. Details are at ogdenweberchamber.com.

July 13, 8:30-11:30 a.m.

"Grow Your Business: Phase II," a Small Business Development Center (SBDC) event. Location is the Orem SBDC, 815 W. 1250 S., Orem. Details are at <https://utahsbdc.org/trainings>.

July 16, 8 a.m.-noon

"Google: Get Your Business Online," a Women's Business Center event. Speaker Corissa Saint Laurent, part of Google's "Get Your Business Online" program, will present three classes: "Succeeding in a Micro Moments World," "Tips for Measuring Online Success" and "Sharing Your Story Through Video." Location is the Women's Business Center, 175 E. 400 S., Suite 600, Salt Lake City. Free. Details are at slchamber.com.

July 17, 8 a.m.-3:30 p.m.

"Lead Worker Training,"

an Employers Council event. Participants will learn about the changing relationships for leads and group or team leaders, the expectations and limitations of the position, and the communication demands from employees and management. Location is Employers Council, Utah office, 175 W. 200 S., Suite 2005, Salt Lake City. Cost is \$205. Details are at employerscouncil.org.

July 17, 11:30 a.m.-1 p.m.

Business Women's Forum. Location is 50 West Club & Café, 50 Broadway, Salt Lake City. Cost is \$27 for members, \$35 for nonmembers. Details are at slchamber.com.

July 17, 11:30 a.m.-1 p.m.

Women in Business Luncheon, an Ogden-Weber Chamber of Commerce event. Location is Hub 801 Events, 3525 Riverdale Road, Ogden. Cost is \$20. Details are at ogdenweberchamber.com.

July 17, 11:30 a.m.-1 p.m.

Business Alliance Networking Luncheon, a Davis Chamber of Commerce event. Location is Boondocks Fun Center, 525 Deseret Drive, Kaysville. Free. Details are at davischamberofcommerce.com.

July 18, 8-9:30 a.m.

"Referral Magic: How to Keep Your Clients Coming

see **CALENDAR** page 14

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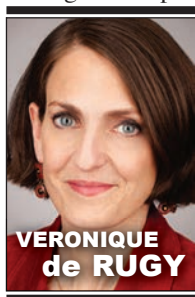
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Opinion

For the good of consumers, it's time to tame Trump's tariff temper tantrums

Another press conference, another bumbling trade declaration from President Donald Trump. After a very confrontational G-7 meeting, he threatened to cut all member countries — Canada, France, Germany, Italy, Japan and the United Kingdom — off from the U.S. market if they don't reduce their tariffs on American exports. He told the press, "It's going to stop, or we'll stop trading with them."



VERONIQUE de RUGY

As a reminder, this whole drama started when Trump imposed stiff steel and aluminum tariffs on everyone, including our closest trading partners, friends and security allies. Adding insult to injury, he argued that imports from these friendly countries are a security threat to the United States, even though the Department of Defense said they are not.

After a short period during which he seemed willing to grant these allies an exemption from the import taxes, Trump suddenly announced that he would not only go ahead with the imposition of the tariffs but double down by adding tariffs on imported automobiles — also in the name of national security.

According to Trump, these measures are retaliation for the tariffs, quotas and other trade barriers erected by these countries.

But now "the gig is up," he declared. To be sure, most countries do impose trade barriers on imported U.S. goods and services. Yet Uncle Sam imposes tariffs on imported goods from these countries, too, even though our protectionist measures are often smaller.

Here's what the president doesn't get: Protectionist policies by other governments are no justification for our government to inflict identical harm on the American people.

In many cases, who do you think is going to shoulder the cost of import taxes on European specialty steel coming to the United States? It'll be the steel-consuming companies in the United States. Here's how this could unfold:

One possibility is that the American company will continue to buy the European steel at an inflated price but, to lessen the blow of the tariff, shift the extra cost onto consumers and workers — including some who will lose their jobs. Alternatively, to regain access to cheaper materials, the company may be forced to stop manufacturing in the United States altogether. That move would obviously throw many U.S. workers out of jobs. Yet another possibility is that the company will simply declare bankruptcy because neither of those options

is feasible. If you think this couldn't happen, think again. U.S. companies' responses to steel tariffs were well-documented the most recent time the United States was foolish enough to impose them, in 2002.

The same thing is bound to happen today. If you need more evidence, read the 19,000 exemption requests filed by U.S. steel- and aluminum-consuming companies begging the administration to stop hurting them with these punitive tariffs.

Take the case of InSinkEerator, a Wisconsin-based maker of garbage disposers. Thanks to the import tax, the production cost of the U.S.-made garbage disposers increased dramatically overnight. To survive, the company had to raise its products' prices, making them instantly less competitive globally. It's now losing consumers to Chinese companies that export much cheaper garbage disposers to the United States.

Trump's tactic is even more confusing if you consider that when European governments impose import taxes on American goods sold in Europe, the main victims are European consumers. It means that when Trump imposes tariffs on a large number of American consumers of foreign goods in the name of forcing European governments to lower their tariffs on a handful of U.S. producers, he is really hurting us for the ben-

efit of foreign consumers. It does raise the question of where Trump's allegiance lies.

Adding a layer of absurdity, the president now argues that if these governments do not lower their tariffs (i.e., do not stop hurting their consumers), he will deprive Americans of the benefits of trading with them altogether. I'm not sure how he could do that, specifically, but I can promise that a massive number of existing U.S. jobs would be needlessly destroyed if he were to act on that threat.

Finally, Trump's tariff temper tantrums are even more baffling because he was the one who pulled out of the Trans-Pacific Partnership, which would have significantly lowered other countries' trade barriers. TPP would have reduced the infamous dairy penalty that the Canadian government inflicts on Canadians who buy American products. But Trump withdrew from the TPP and is now complaining that co-signatory countries didn't change their protectionist behaviors.

The president's ignorance about economics and trade is well-documented. These recent threats are yet more evidence.

Veronique de Rugy is a senior research fellow at the Mercatus Center at George Mason University in Virginia.

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For the Chinese, Trump has been giving them everything they've wanted

"America will remain the world's dominant power in the 21st century only if it is the dominant Pacific power," the late Lee Kuan Yew often said to me. Lee, the founder of modern Singapore and one of the smartest strategic minds I have ever encountered, spoke about this issue late in life as he worried about the breakdown of the stability that had allowed for the extraordinary global growth of the last half-century. The key, he was certain, was deep American engagement in Asia, which was quickly becoming the center of global economics and power. Alas, Donald Trump appears to be doing everything he can to violate Lee's dictum.



FAREED ZAKARIA

The media got it wrong. The real headline of the Trump-Kim summit — ironically held in Singapore, the city-state that Lee built — should have been: "U.S. weakens its 70-year alliance with South Korea." The most striking elements of Trump's initiative were not simply that he lavished praise on North Korea's dictator, Kim Jong Un, but that he announced the cancellation of military exercises with South Korea, adopting North Korea's own rhetoric by calling them "provocative."

The president must have missed his briefing. In fact, it is North Korea that provokes and threatens South Korea, as it has done since it first invaded the South in 1950. North Korea is believed to have about a million active-duty troops, almost double the South, and it has constructed perhaps as many as 20 tunnels to mount a surprise invasion. North Korea also has more than 6,000

pieces of artillery that can reach South Korea, including some whose range is so long that 32.5 million people are in danger — more than half the country's population — according to a study by the Rand Corp. The U.S. Defense Department estimated in 2006 that if North Korea opened artillery fire on the south, 250,000 people would be killed in Seoul alone, the Rand study notes. Of course,

about a decade later, North Korea now has up to 60 nuclear bombs, complete with the missiles to deliver them. South Korea's "war games" with the U.S. are a necessary set of defensive exercises undertaken in the shadow of an aggressive adversary.

Even worse, Trump signaled that he would like to end the American troop presence in South Korea. He is wrong that this would save money, unless he plans to demobilize the troops — which would mean cutting America's active-duty forces, the opposite of his policy. Since South Korea covers almost half the costs of U.S. troops stationed there, moving them to, say, Georgia, would not be cheaper. But that's beside the point. Through bitter experience, the United States has found it is much better to have troops ready, battle-trained and with knowledge of the local geography rather than keeping them all in the U.S., only to be sent abroad when trouble breaks out.

A few commentators have pointed out that the big winner of the Singapore summit was the great power that was not even there: China. That's exactly right. Consider what

China has always wanted. First, the stabilization of North Korea. Until recently, there was much talk of the impending implosion of the North Korean regime. For China, this is a nightmare, since unification would take place on South Korean terms. This would mean a large democratic state allied with Washington, housing American troops right on China's southern border. That nightmare looks unlikely now that the U.S. is promising security guarantees for North Korea and dangling aid and investment.

China's second great desire has been to rid Asia of American troops, especially

from the mainland. Trump appears inclined to do this as well. After the Cold War ended, many Asian countries got nervous that the United States would withdraw from Asia, leaving its allies to the tender mercies of a rising China. To assure them otherwise, Joseph Nye, a top Defense department official in the Clinton administration, formulated a report and initiative that committed the United States to maintain a forward troop presence in Asia of about 100,000.

see ZAKARIA page 15



Opinion

It's developers, politicians and bureaucrats who are the problem, not the homeless

Remember the Starbucks manager who had the two lingerers in his store arrested? He just wanted to sell more lattes to meet his daily quota. The two guys lingering in his store said they were just waiting for another person so they could have a business meeting. It is very probable that neither party wanted the notoriety that arose from the incident — and Starbucks surely did not want to have to shut down 8,000 locations to teach lingerer cuddling.

The homeless do an awful lot of lingering and a number of them are lingering to conduct business. Some are waiting to buy drugs, some are waiting to sell drugs and some are waiting for another cohort to plot a robbery. I have witnessed all of this happening myself on the corner of 200 South and Rio Grande in downtown Salt Lake City.

As I have written before, there really isn't a homeless problem in Salt Lake. Yes, they are here now, but haven't they

been here since the time of the pioneers? What is different now is that the developers want the property that houses and feeds the homeless on the corner of 200 South and Rio Grande for new restaurants, stores and apartments.



ROBERT PEMBROKE

I was excited to read the *Salt Lake Tribune* article "There's No Transparency" that reported that INN Between, an organization that provides help for the homeless ill, had been granted a permit to establish a hospice and medical treatment facility. Serious medical conditions and the act of dying should be off

the streets, and friends and family members should have a nice place for the patient. The only downside to the project is that facility is located on a steep hill. Old codgers like me have troubles walking up steep hills.

I have been blessed with the opportunity to be around the homeless. For nine years I volunteered at the Saint Vincent

de Paul soup kitchen. My job was to cook the Monday lunch for about 450 homeless folks and I relished every minute. What made the experience joyful were the other full-time volunteers I labored with.

Joe was the leader of the pack. He arrived at the soup kitchen at 4:30 a.m., six days a week. He was the former mayor of Magna and president of the union at Kennecott. Joe's job was to make sandwiches to be delivered to those homeless clients who couldn't make it into the kitchen. Rose was the belle of the ball at the kitchen. She was widowed and the most caring person I have ever met. Rose made the salads and sanitized the soup kitchen six days a week.

Sy was a cook, six days a week. Sy never stopped moving for those six days and was one of the hardest-working people I have ever met.

And then there was John. John was a wounded World War II veteran who walked around with a cane. John washed pots and pans six days a week.

I could go on and on about the other volunteers who showed up six days a week, such as Buck, Leo, Robert and Tall Tom. All these folks had certain traits in common. They were caring, they had empathy, they loved their fellow man and most were Catholics.

Another benefactor that deserves recognition is the LDS Church. Not only did it pay for all the kitchen equipment in the soup kitchen (the Catholics paid for the building), it supplied 14 servers from different wards six days a week.

All these folks and institutions are the unsung heroes when it comes to the homeless in our area. When you read about the plight of the homeless, please check out who is making the pitch. Many of those who are crying wolf are just downright greedy. They are the developers who want the property, the politicians who want the votes and the bureaucrats who want a job.

Robert Pembroke was chairman and CEO of Pembroke³ Inc. in Salt Lake City.



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CALENDAR

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Back Again and Again, a Salt Lake Chamber event. Speaker is Tony Rubleski, president of Mind Capture Group. Location is the Salt Lake Chamber, 175 E. 400 S., Suite 600, Salt Lake City. Cost is \$20. Details are at slchamber.com.

July 18, 5:30-6:30 p.m.

Tax Planning Clinic, a Small Business Development Center (SBDC) event. Location is the Orem SBDC, 815 W. 1250 S., Orem. Free. Details are at <https://utahsbdc.org/trainings>.

July 18, 5:30-6:30 p.m.

QuickBooks Workshop, a Small Business Development Center (SBDC) event. Location is the Orem SBDC, 815 W. 1250 S., Orem. Free. Details are at <https://utahsbdc.org/trainings>.

July 18, 5:45-6:45 p.m.

"Grow Your Business: Phase I," a Small Business Development Center (SBDC) event. Location is the Orem SBDC, 815 W. 1250 S., Orem. Details are at <https://utahsbdc.org/trainings>.

July 18, 6-9 p.m.

"Intent-Based Remarketing and Scripts for the Non-Coders," an SLC/SEM event. Speakers are Joe Martinez, director of paid media and community for Granular, and Robert Brady, founder of Righteous Marketing. Location is Club at 50 West, 50 W. Broadway, Salt Lake City. Free for SLC/SEM members, \$40

for the general public. Details are at <http://www.slscem.org/>.

July 19, 8 a.m.-3:30 p.m.

"Legal Issues in Managing Employees for Governments and Special Districts," an Employers Council event. Participants will learn about key federal and state laws affecting employment decisions of local government, special districts and quasi-governmental agencies. Location is Employers Council, Utah office, 175 W. 200 S., Suite 2005, Salt Lake City. Cost is \$185. Details are at employerscouncil.org.

July 19, 8:30 a.m.-noon

NIH SBIR-STTR Workshop, a discussion of the National Institutes of Health's Small Business Innovation Research (SBIR) and Small Business Technology Transfer (STTR) programs. Location is Salt Lake Community College, Miller Campus, Miller Corporate Partnership Center, Building 5, Room 101, 9690 S. 300 W., Sandy. Cost is \$25. Registration can be completed at Eventbrite.com.

July 19, 9 a.m.-noon

2018 UTC Open, a Utah Technology Council event for UTC-member executives. Location is Topgolf, 920 Jordan River Blvd., Midvale. Sponsorships are available. Details are at utahtech.org.

July 20, noon-1 p.m.

Silicon Slopes Live, a lunch and live recording of a Silicon Slopes podcast featuring Aaron Skonnard, CEO of Pluralsight.

Location is Silicon Slopes, 2600 W. Executive Parkway, Suite 140, Lehi. Details are at <https://www.meetup.com/meetup-group-sihsr-wGn/events/250784641/>.

July 25, 7:30-8:30 a.m.

Coffee Meet Up, a Holladay Chamber of Commerce event. Location is 3 Cups Coffee, 4670 S. 2300 E., Holladay. Details are at holladaychamberofcommerce.org.

July 26, 11:30 a.m.-1 p.m.

Lunch & Learn, a Murray Area Chamber of Commerce event. Speaker from Thorne & Associates will discuss the latest tax changes related to business. Location to be announced. Cost is \$15 for members, \$20 for guests. Details are at murraychamber.org.

July 26, 6-7 p.m.

Legal Clinic, a Small Business Development Center (SBDC) event. Location is the Orem SBDC, 815 W. 1250 S., Orem. Free. Details are at <https://utahsbdc.org/trainings>.

July 26, 6-7 p.m.

Accounting Clinic, a Small Business Development Center (SBDC) event. Location is the Orem SBDC, 815 W. 1250 S., Orem. Free. Details are at <https://utahsbdc.org/trainings>.

July 26, 6-7 p.m.

Health Insurance Clinic, a Small Business Development Center (SBDC) event. Location is the Orem SBDC, 815 W. 1250 S., Orem. Free. Details are at <https://utahsbdc.org/trainings>.

see CALENDAR next page

CLASSIFIED

CAREERS



International Relief Teams Seeks Skilled Construction Volunteers

International Relief Teams (IRT) is seeking volunteers with construction skills (handypersons or licensed contractors) for one week deployments to U.S. flood affected areas to help those families who cannot financially recover on their own, get back into their homes.

Our construction teams are currently working in Louisiana in the aftermath of last year's record floods, and anticipate we will be needed in Texas in the near future.

Although skilled construction volunteers are our first priority, we will be adding a limited number of unskilled volunteers to each team. All volunteers accepted for this assignment will be flown commercially from an airport near their home to an airport near the job site, leaving on a Sunday and returning the following Sunday. IRT will provide minivans for volunteers to use to for local transportation to and from the arrival airport and to and from the job site.

Teams will be housed at local churches or other suitable facilities. Volunteers are responsible for bringing their own bedding, towels, and toiletries. There is a \$150 volunteer participation fee to help cover airfare and local transportation costs, and volunteers are responsible for their own meals while on assignment.

Work is performed Monday through Friday (full days) and a half day on Saturday. Job assignments generally include installing windows, doors, kitchen cabinets; laying tile, linoleum, or wood flooring; building handicap ramps to the home; roofing; drywall and mudding; finish carpentry work, finishing plumbing; and other related tasks. We ask each volunteer to bring basic hand tools, such as a tool belt, hammer, pliers, putty knives, tape measure, etc. Power tools, generators, compressors, and other large specialty tools are provided by IRT and our local agency partners.

For more information, contact Brett Schwemmer (bschwemmer@irteams.org), or to apply for an assignment, fill out an online volunteer application (www.irteams.org).

About IRT: Since 1988, IRT has been actively involved in helping families in need in 68 international disasters, and 24 U.S. disasters. IRT construction teams worked for more than six years repairing and rebuilding homes in Mississippi after Hurricane Katrina, and four years in New Jersey after Superstorm Sandy, and is now working in Louisiana after last year's record floods.

FORGE*from page 1*

opportunity," McLennan said.

The Energy Department had been considering the five potential sites for the FORGE project. Funding was approved in 2016 with the support of the National Energy Technology Laboratory to evaluate potential underground research sites, including the Utah location.

The University of Utah started working in 2013 to develop commercially viable plans for geothermal energy. Researchers in Beaver County identified potential well sites where "hot rocks" could make a FORGE-type project possible.

"Enhanced geothermal systems are the future of geothermal energy, and critical investments in EGS will help advance American leadership in clean energy innovation," U.S. Secretary of Energy Rick Perry said in a press statement announcing the selection of the Utah site. "Funding efforts toward the next frontier in geothermal energy technologies will help diversify the United States' domestic energy portfolio, enhance our energy access and increase our energy security."

The project marks another energy-related development in the remote area around Milford, where large-scale solar and wind energy projects are already in operation. The area was the site of the first liquid-dominated geothermal plant in the U.S. when a project at Roosevelt Hot Springs was started in 1984.

"Conventional geothermal resources occur naturally in the U.S. but are geographically limited due to the necessary co-location of heat, permeability and fluid deep underground," Perry continued. "Currently, American geothermal electricity production is located solely in the western states, where conventional geothermal resources put about 3.8 gigawatts of electricity on the grid."

Manmade geothermal reservoirs can be engineered wherever hot rocks are found, according to the DOE. "Since such formations are almost ubiquitous — they just vary in depth — those reservoirs have the potential to be utilized practically everywhere. EGS could significantly expand geothermal energy production, with an estimated 100 GW of currently inaccessible resources, removing the geographic barriers of conventional geothermal resources," the department announcement said.

The Energy Department release continued, "Critical to broad EGS deployment, FORGE will be a laboratory where scientists and researchers can learn how to engineer these manmade systems. The

geothermal community will gain a fundamental understanding of the key mechanisms controlling EGS success; develop, test and improve new techniques in an ideal EGS environment; and rapidly disseminate technical data and communicate to the public."

The Beaver County Commission, Beaver city mayor and others posted a Facebook live stream expressing their excitement about being awarded the site for FORGE.

"Beaver County is very proud and very happy to receive this news today," said Beaver County Commissioner Michael F. Dalton in the post. "It's going to be a major economic impact to Beaver County for both employment and investment in technology."

U.S. Rep. Chris Stewart, R-Utah, who helped to secure the funding from the DOE and represents Utah's 2nd Congressional District, where the Milford site is located, also issued a prepared statement. "I am thrilled for the university and Beaver County. This initiative highlights our world-renowned scientists and the groundbreaking research and development at the University of Utah. We've been producing geo-

thermal energy for a hundred years but until now, production has been limited to sites with near perfect conditions. The University's research revolutionizes production meaning that clean, reliable energy could be produced in thousands of locations. This will truly transform the energy industry," Stewart said.

The plan for the Milford development involves drilling two 8,000-foot wells into the ground beneath the site. Water is sent underground into the heat of the earth and then drawn back up to the surface, where its steam can be used to move a turbine and generate electricity. Existing geothermal technology can be utilized in only a select few areas because it requires hot groundwater that can be extracted at the surface. The FORGE plant could create its own hot groundwater, making the technology usable nearly anywhere, according to a release from the University of Utah.

According to the university press release, the Milford facility would use only non-potable groundwater that could not otherwise be used for agriculture or human consumption.

ZAKARIA*from page 12*

Were Trump to follow through on his impulse to withdraw troops from South Korea, the U.S. would fall far below that threshold.

For China, the Trump administration has been the gift that keeps on giving. Trump began his term in office by pulling out of the Trans-Pacific Partnership, which was created by a group of American allies to stand as an alternative to the Chinese market. The partnership was a bulwark against Chinese power that could have proved attractive to other Asian countries. Now the rules of the road are being written in Asia, and they are being written in Mandarin.

Lee was right. The long game for the United States over the next few decades is how to handle the rise of China. And right now, we are quitting the field.

Fareed Zakaria's email address is fareed.zakaria.gps@turner.com.

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GRAHAM*from page 5*

4. "As you see it, what hurdles must be overcome?" It's always a good idea to come at issues from various angles. It's a good way to find out the lay of the land, to better understand what's going on and to identify others who may be involved. In other words, the answer to this question can give you a more complete picture of what is involved.

5. "If my company offered exactly what you're looking for, how would you describe it?" This is a pivotal question because it offers insight into what important to a prospect, something that's not as obvious as it may seem. It's a serious mistake to assume you're getting the message correctly. Far too frequently, words don't have the same meaning to people. This question serves as a check to be sure you and your prospect are on the same page.

6. "How satisfied are you at this point in your decision-making process?" By asking where prospects are in making a decision, it's easy to put them on the defensive so they're less than candid. Instead, this question is designed to help expand the conversation, to let them know you're interested, but not nosy. If they're just getting started, you can follow up by asking about their expectations. If they're further along, you can ask how about possible concerns.

7. "Because those in your position are cost-conscious, what's your thinking as to what the right solution should cost?" This question avoids the old and tired "What's your budget?" question, which usually results in a useless and vague answer. A follow-up question might go like this: "Can you tell me how you arrived at that figure?"

8. "It would be helpful if you would tell me what you feel about our meeting today." You want to know if the meeting was helpful. Did it meet the person's expectations? And, finally, ask, "Can we talk about what should happen next?" This is the action step that establishes the agenda for the next meeting.

Unless salespeople drive the conversation with strategic questions, meeting with prospects often results in too much talking and not enough listening. This leads to prospects who are less than satisfied and salespeople who are unable to move forward with confidence.

John Graham of GrahamComm is a marketing and sales strategy consultant and business writer. He is the creator of "Magnet Marketing" and publishes a monthly e-bulletin, "No Nonsense Marketing & Sales Ideas."

CALENDAR*from previous page***July 27, 3-5 p.m.**

"Pricing Strategies for Small Business," a Salt Lake Chamber event. Location is Women's Business Center, 175 E. 400 S., Suite 600, Salt Lake City. Details are at slchamber.com.

July 30, 11:30 a.m.-1 p.m.

UTC TechLunch, a Utah Technology Council networking event open to UTC members. Location is 3M Health Information Systems, 575 Murray Blvd., Murray. Free. Registration can be completed at Eventbrite.com.

July 31, 8 a.m.-noon

"Advanced Human Resource Management Program," an Employers Council event consisting of five half-day sessions. The class will teach advanced-level information, guidance and best practice tips on topics that experienced human resources professional should know. Location is Employers Council, Utah office, 175 W. 200 S., Suite 2005, Salt Lake City. Cost is \$740. Details are at employerscouncil.org.

Aug. 1, 7:30-9 a.m.

Early B.I.R.D. Business Primer, an Ogden-Weber Chamber of Commerce event. Location is the Weber Center, 2380 Washington Blvd., Ogden. Free for chamber members and first-time guests. Details are at ogdenweberchamber.com.

Aug. 1, 8 a.m.-2:30 p.m.

"Family and Medical Leave Act: A Guide for Human Resources," an Employers Council event featuring information about how to comply with FMLA law, including the definition of "serious health condition," employee notice requirements, and managing intermittent leaves. Location is the Employers Council, Utah office, 175 W. 200 S., Suite 2005, Salt Lake City. Cost is \$185. Details are at employerscouncil.org.

Aug. 1, 3-4:30 p.m.

"Jump Start: Intro to Entrepreneurship," a Salt Lake Chamber seminar taught by Deb Bilbao, business consultant at the Women's Business Center (WBC). Event is designed for all entrepreneurs: those looking to go into business, early startup stage or those looking to improve an existing business. Location is the Women's Business Center, 175 E. 400 S., Suite 600, Salt Lake City. Free. Details are at slchamber.com.

Aug. 2, 8 a.m.-4 p.m.

"Supervisory Skills Program," an Employers Council event over five consecutive Thursdays that provides participants with a foundation of critical skills necessary to become an effective workplace leader. Location is the Employers Council, Utah office, 175 W. 200 S., Suite 2005, Salt Lake City. Cost is \$740. Details are at employerscouncil.org.

Aug. 3, 7:30-8:30 a.m.

Eggs & Issues, a Murray

Area Chamber of Commerce event. Speaker Craig Burnett, Murray City police chief, will discuss "Crime Prevention in Murray City." Location is Mimi's Café, 5223 S. State St., Murray. Free, and open to the public (no cost unless ordering from the menu). Details are at murraychamber.org.

Aug. 3, 8 a.m.-1 p.m.

Small Business Nine-Hole Golf Tournament 2018, a Salt Lake Chamber event. Location is Stonebridge Golf Course, 4415 Links Drive, West Valley City. Cost is \$75, \$30 for nongolfers for brunch. Sponsorships are available. Details are at slchamber.com.

Aug. 3, 8-10 a.m.

Friday Forum, a Utah Valley Chamber event. Location is Zions Bank Building, eighth floor, 180 N. University Ave., Provo. Details are at thechamber.org.

Aug. 7, 11:30 a.m.-1 p.m.

Business Alliance Networking Luncheon, a Davis Chamber of Commerce event. Location is Boondocks Fun Center, 525 Deseret Drive, Kaysville. Free. Details are at davischamberofcommerce.com.

Aug. 10, 7:45-9 a.m.

Women in Business Networking, an Ogden-Weber Chamber of Commerce event. Location is Weber Center, bottom-floor atrium, 2380 Washington Blvd., Ogden. Free for WIB members. Details are at ogdenweberchamber.com.



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