



# The Red Wolf

## Progress Energy Helps AICCNC Member

Progress Energy, a large corporate member of the AICCNC, answered the call to assist American Indian-owned companies. When asked to participate in AICCNC's Intra-Member Counseling service, Thomas Stith of Progress Energy jumped at the opportunity to have his company help a local small business owner. Thomas states, "Progress Energy welcomes the opportunity to assist the American Indian Chamber of Commerce of North Carolina (AICCNC) as the Chamber seeks to strengthen the AICCNC membership." Recently, Thomas and his

team of associates have given their time and experience to help Joseph Redcloud.

Joseph Redcloud is starting a new transportation service in Raleigh, NC. His new business is called Native Son Transportation. Progress Energy helped Redcloud with his business plan.

Joseph's taxicabs are operating as Coyote Cab. They cover Raleigh, Cary, Apex and surrounding areas. They plan to convert one of their vans to be wheelchair accessible for physically impaired clients. They accept most major credit cards, traveler's

checks and cash.

Joseph states, "We are most grateful to Progress Energy for their help and recommendations. We are looking forward to working with other members of the AICCNC as well."

So the next time that you need a ride in the Raleigh-RTP area be sure to call Joseph at 919-510-5546.

Find out more about Joseph's company by visiting [nativesontransportation.com](http://nativesontransportation.com)



## Report of Southern Region Seminar

Individuals from around the Southern region attended the seminar in Pembroke, NC. A special thank you goes out to Freda Porter for letting AICCNC hold the seminar at the Porter Plaza.

The theme of this seminar was *Small Business Financing Options*.

Melissa Guerra from Self-Help talked about several aspects of obtaining financing for small businesses:

- Full array of small business loans
- Benefits of a loan

- What lenders look at
- Factor's in lending
  - Debt to Income
  - Net Worth
  - Collateral
- What you need to apply for a loan

Melissa had a lot of useful information for the seminar participants. (see page 3 for more information about Self-Help)

Ed Kennedy and Ed Whitley of South Wynd Financial (SWF) discussed another financing option- Factoring. Factoring is the pur-

chase of accounts receivable at a discount to provide clients with the access to immediate cash that they need to operate their business. Their services help to improve the cash flow of a growing business. Visit them on the web at: [southwyndfinancial.com](http://southwyndfinancial.com).



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### Special points of interest:

- Intra-Member counseling
- Southern Region Seminar
- Developing a teamwork environment
- Self Help Credit Union

# Best Practices: How to Build a Teamwork Culture: Do the Hard Stuff

by Susan M. Heathfield

Team building is creating a work culture that values collaboration. In a teamwork environment, people understand and believe that thinking, planning, decisions, and actions are better when done cooperatively. People recognize, and even assimilate, the belief that “none of us is as good as all of us.” (*High Five*)

It’s hard to find work places that exemplify teamwork. In America, our institutions such as schools, our family structures, and our pastimes emphasize winning, being the best, and coming out on top. Workers are rarely raised in environments that emphasize true collaboration. Organizations are working on valuing diverse people, ideas, backgrounds, and experiences. We have miles to go before valuing collaboration will be the norm.

You can, however, create a teamwork culture by doing just a few things right. Admittedly, they’re the hard things, but with commitment and appreciation for the value, you can create an overall sense of teamwork in your organization.

## Create a Culture of Teamwork

To make teamwork happen, these powerful actions must occur.

- Executive leaders communicate the clear expectation that teamwork and collaboration are expected. No one completely owns a work area or process all by himself. People who own work processes and positions are open and receptive to ideas and input from others.
- Executives model teamwork in their interaction with each other and the rest of the organization. They maintain teamwork even when things are going wrong and the temptation is

to slip back into former behavior.

- The organization members talk about and identify the value of a teamwork culture. If values are formally written and shared, teamwork is one of the key five or six.
- Teamwork is rewarded and recognized. The lone ranger, even if she is an excellent producer, is valued less than the person who achieves results with others. Compensation, bonuses, and rewards depend on collaborative practices as much as individual contribution and achievement.
- Important stories and folklore that people discuss within the company emphasize teamwork. (Remember the year the capsule team reduced scrap by 20 percent? People who “do well” and are promoted within the company are team players.)

The performance management system places emphasis and value on teamwork. Often 360 degree feedback is integrated within the system; this feedback from colleagues, direct reports and the boss can have a powerful impact on work behaviors.

## Tips for Team Building

Do you immediately picture your group off at a resort playing games or hanging from ropes when you think of team building? Traditionally, many organizations approached team building this way. Then, they wondered why that wonderful sense of team, experienced at the retreat or seminar, failed to impact long term beliefs and actions back at work.

I’m not averse to retreats, planning sessions, seminars and team building activities – in fact I lead them - but they have to be part of a larger effort. You will not build teamwork by “retreating” as a group for a couple of days each year. Think of team building

as something you do every single day.

- Form teams to solve real work issues and to improve real work processes. Provide training in systematic methods so the team expends its energy on the project, not on figuring out how to work together.
- Hold department meetings to review projects and progress, to obtain broad input, and to coordinate shared work processes. If group members are not getting along, examine the work processes they mutually own. The problem is not usually the personalities of the people. It’s the fact that they often haven’t agreed on how they will deliver a product or a service or the steps required to get something done.
- Use ice breakers and time-limited fun team building exercises at meetings or as a voluntary activity. I worked with an organization recently that held a weekly staff meeting. Participants took turns bringing a “fun” ice breaker to the meeting. These activities were limited to ten minutes, but they helped participants laugh together and get to know each other – a small investment in a big time sense of team.
- Celebrate group successes publicly. Buy everyone the same t-shirt or hat. Put team member names in a drawing for company merchandise and gift certificates. You are limited only by your imagination.

Take care of the hard issues above and do the types of team building activities listed here. You’ll be amazed at the progress you will make in creating a teamwork culture, a culture that enables individuals to contribute more than they ever thought possible - together.

## 12th Annual NIBA Conference

May 9th-11th

Hyatt Regency Tamaya in Santa Ana Pueblo, NM.

A gathering of Tribal Leaders, Native Businesses, Corporate America, Federal Agencies, Contractors, and Congressional Representatives. Featuring topics such as:

- Financial Management
- Small Business Assistance
- Making Technology Work For You
- Iraqi Contracting for Native-owned Businesses

For more information or to register, contact the National Indian Business Association: Phone- (202) 223-3766

Email: [niba@nibanetwork.org](mailto:niba@nibanetwork.org)

Web: [www.nibanetwork.org](http://www.nibanetwork.org)

## Resources for New & Existing Businesses

Self-Help offers a full range of small business loan products, from small "microloans" of several thousand dollars to larger loans of \$5,000,000 or more. Each year, they loan millions of dollars to help businesses just like yours. Loans are made to retail, service, and manufacturing businesses throughout North Carolina.

Interest rates vary based on the risk and expense associated with the loan, but generally will be prime plus 1% or greater. The loan terms depend on the useful life of the collateral and the use of loan proceeds.

Visit [www.self-help.org](http://www.self-help.org) to find out more.

## Meet Our Members

Bradley G. Burwick  
**Alliance Distributors**  
(336) 996-0400  
121-F Majestic Way Ct.  
Kernersville, NC  
[ncalliance2@aol.com](mailto:ncalliance2@aol.com)

*"I am the owner. We are a group of 6 individually owned and operated distributions that form the Alliance Group. We service the entire East Coast."*

*"We are a relatively small portion of our industry therefore we face the normal obstacles of a small business."*

### Tell us about your company.

*"We sell carpet, carpet cleaning equipment & supplies, and janitorial supplies. We manufacture a lot of what we sell. We are a distributor of Shaw Carpets & Flooring."*

### What is your role within the company?

### What do you enjoy most about your work?

*"We have the pleasure of selling to and servicing the multi-family communities in the area we serve. I have had the pleasure to help other minorities establish their business."*

### What is the biggest obstacle for companies in your industry?

### How is your organization dealing with this problem?

*"We have overcome this by giving our unique brand of service. We train and maintain what we sell, at no charge."*

We are taking submissions from members to be in the next "Meet Our Members" section of *The Red Wolf*. Please contact the AICCNC (919) 510-9696 to be in an upcoming issue.

## On This Date in History

### April 1st:

**1536** Shipwrecked in Galveston, Texas, Cabeza de Vaca and a few men march across the continent to California. They will be the first "white men" to visit many Indian tribes. Today, Cabeza de Vaca will reach "civilization" again at San Miguel in New Galicia.

### April 2nd:

**1513:** Today, according to some sources, Ponce de Leon will "discover" Florida and land south of the St. John's River. He will claim Florida for Spain. There is considerable debate as to the exact date of this event.

**1885:** An incident in the Second Riel Rebellion takes place today.

**1975:** A 3 day National Conference on Indian Water Rights is convened today in Washington DC. Representatives from almost 200 tribes will attend the meeting.



**AMERICAN INDIAN CHAMBER OF  
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## American Indian Member Companies



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◆ A Native American Owned Company ◆



**Advantage**  
Systems Professionals

**John F. Keese**  
President/Managing Partner



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[www.advantageprofessionals.com](http://www.advantageprofessionals.com)  
im=jfkapraleigh1 (aol)

## Becoming an AICCNC Member

If you know of an American Indian that wants to start a new business, contact the AICCNC.

There are three ways to obtain a membership application.

1. Go to the website-  
[www.aiccnc.org](http://www.aiccnc.org), click on 'Membership Information'
2. Email the Chamber at [info@aiccnc.org](mailto:info@aiccnc.org)
3. Call Scott Roberts at the AICCNC office,  
(919) 510-9696

We can accept completed membership applications three ways.

1. Send via US mail to:  
9201 Leesville Road, Suite 220  
Raleigh, NC 27613-7540 or
2. Fax the application to (919) 510-9668
3. Email the application to:  
[info@aiccnc.org](mailto:info@aiccnc.org).