



August 2015

Tips and Strategies to Help Your Firm Succeed

Douglas and I just returned from 3 weeks of travelling throughout Africa. The trip was amazing, and very eye opening, but we are glad to be home and are gearing up for a more "normal" Fall routine.

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40
YEARS

As your summer season comes to end, consider what upcoming changes might be in store for your business. If you have questions about how those changes could impact your insurance needs, contact us. We'd love to help you establish peace of mind as your business evolves.

Anthea Mumby & Douglas Pinnell

We Can Help You With:

- ☑ Professional Liability
- ☑ Directors & Officers Liability
- ☑ Professional Offices
- ☑ Health & Dental
- ☑ Life Insurance
- ☑ Disability
- ☑ Critical Illness
- ☑ Mortgage Protection
- ☑ Cyber Liability
- ☑ Executor Liability
- ☑ Home Insurance
- ☑ Farm Insurance
- ☑ Tenant Insurance
- ☑ Condo Insurance
- ☑ Seasonal Property
- ☑ Builders Risk
- ☑ Special Event Liability
- ☑ Automobile
- ☑ Commercial Auto
- ☑ Antique Vehicles
- ☑ Snowmobile, ATV, Watercraft
- ☑ Apartment Buildings
- ☑ Condominium Buildings
- ☑ Townhouses



How to Use Non-Monetary Bonuses to Reward Your Employees

Many employees anxiously await a coveted bonus from their employers at the end of the year. Yet, many employers have eliminated or scaled back on bonuses because budgets are tight. This can lead to employee disappointment when the bonus doesn't arrive as expected.

When cutting back, employers need to consider the long-term effects on employee motivation, engagement and performance, and find a way to supplement smaller bonuses with non-monetary praise. As employees work longer hours with fewer resources, don't look past praising their efforts.

Although your organization may need to eliminate or cut back on bonuses, here are some ways to make your employees feel appreciated:

- ☐ **Be straightforward about bonuses.** Do not assume that avoiding the discussion will make employees forget about receiving a bonus. "Out of sight, out of mind" does not apply in this situation.

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- **Make bonus criteria extremely clear** to employees. That way, they will understand exactly what must be achieved to earn a bonus and can use this as a goal throughout the year.
- Offer **length-of-service awards** at the end of the year in the form of gifts that can be chosen from a group of items. These could be suitable for various lifestyles by including items such as portable media players, espresso machines or camping gear.
- Start a new tradition of offering a **vacation bonus** for employees who have worked for the company for a long period of time (5 years, 10 years, etc.). Others will strive to remain dedicated to the organization so they can earn a trip as well.

- **Make praise visible.** Consider complimenting productive individuals publicly or starting an employee of the month award program.
- Write **handwritten thank-you notes** to employees for their hard work all year long.
- Few things are more genuine than an **in-person thank you.** Go find an employee when he or she has done an exceptional job and praise him or her on the spot.

Ensuring that your employees feel valued is vital to the success of your organization. Employees that feel as though their employers appreciate their contributions are more loyal, work harder and tend to feel a sense of commitment toward the organization that will outlast any economic woes.

Our Unique 6-Step Process For Serving You Better!

Having worked with architects and other design professionals for over 40 years, we are able to offer you a level of service beyond any other insurance provider. Here's how we offer you more value:



Pardon the “Business Interruption”

Consider the following worst-case business scenario: A fire destroys your building or a burst pipe floods and severely damages the inside of your business. While property insurance will cover the cost of replacing your building, equipment and stock, how do you maintain your business in the mean time?

It is important to have coverage to pay for your loss or revenue while your building or your location is being rebuilt. Business interruption insurance is designed to protect the earning power of your business.

If your business can't get back to work in a very short time after a disruption, you could face significant financial challenges such as:

- Lost income but continued operating expense
- Reduced earning capacity
- Increased Vulnerability to competition
- Financial Strain that hinders recovery and reopening
- Permanent loss of important customers
- Permanent loss of key employees

You rely on income to stay in business now and into the future. With business interruption insurance you can maintain your income and protect your business operations.

Business Interruption Insurance not only compensates you for lost income, it also covers continuing operating expenses like electricity, rent, taxes, salaries, insurance and other expense that continue on even though your business has stopped generating revenue.

Depending upon your coverage, it can also help you pay for the costs involved in establishing temporary premises or paying employee overtime.



In our book, ***Insurance Exposed: What Architects Should Know***, we outline 5 different types of Business Interruption Insurance that may meet your needs.

Call us at **1.800.446.4745** for more information or download a copy of our book at mumby.com/books

Excellence in
Design Firm Management **SDA**
Canada

Why Should You Join the SDA?

Douglas is enjoying his work on the board for the Society for Design Administration (SDA).

SDA continues to grow and is looking for new members to join them.

SDA Canada promotes education and best practices in management and professional standards of design firm personnel. It promotes the exchange of ideas and educates members in the related disciplines of design firm administration.

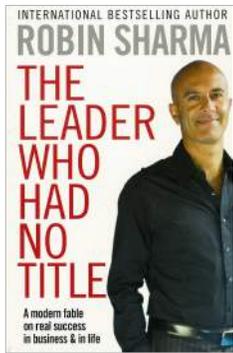
SDA members include principals, controllers, marketing managers, HR directors, administrators, project managers and consultants to design firms.

Our roles are crucial to the success of design firms and we're committed to the development of strong management practices within the design industry.



★ Questions?
Call Douglas
1.800.446.4745

Anthea's Book of the Month



The Leader Who Had No Title is a story of Blake Davis, a fictional character who was shattered after his parents' deaths. He became depressed and lacked any motivation to pursue his career or develop his own potential.

Davis enlists in the Army and serves a tour in Iraq, but

returns home still broken and empty, just aiming to survive each day.

Don't worry – the book takes a turn for the better! Davis meets four “teachers” including a

housekeeper, ski champion, gardener and a massage therapist. These people help renew Davis' sense of purpose and his passion for life.

Reading this story reminded me of several important life lessons: Everyone has unrecognized potential, too many people choose victimhood over leadership, the importance of relationships to your success, turbulent times build great leaders, and legendary leaders are driven by challenge, not money.

It's an entertaining read and offers up some good reminders and valuable perspectives that I think you would enjoy too.



For Design Professionals Only:

- ☑ Business Interruption Insurance – What you need to know
- ☑ How to *motivate employees with non-monetary rewards*
- ☑ The benefits you will enjoy by becoming a member of the SDA
- ☑ Anthea's book of the month: *The Leader Who Had No Title*

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More Service Headaches!

When we ask firms when their broker last contacted them to provide an up-to-date insurance review, we continue to be shocked at how many firms say something like this:

“All I get from my broker is a bill in the mail. We never talk about how my business has changed and I don't get an explanation as to why my rates keep increasing!”



Here's an inside secret from Mumby: **Brokers are paid to provide ongoing service to you!**

So, if you haven't heard from your broker in quite some time (aside for getting a bill in the mail), call us today for a no-obligation review of your business or group benefits insurance needs.

More than 90% of firms who call for a business insurance quote see the difference we can offer and decide to insure with Mumby. In fact, **we just recently helped a new client save over \$1500 a year!**

Call Douglas or Ryan today for your no-obligation insurance review! 1.800.446.4745

