

# BUZZ BRIEF

May 2024

LEADERSHIP UNLIMITED

50+

BUSINESS LEADERS

ON THE

## *PAIN POINTS* OF LEADERSHIP

THE BIGGEST CHALLENGES LEADERS WILL  
FACE IN THE UPCOMING YEAR.

**+** *PLUS*

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Meet Jack Sears: A Legacy of  
Leadership and Philanthropy



# EDITOR'S NOTE

In the realm of leadership, the landscape is ever-changing, presenting leaders with countless challenges and opportunities.

In this issue, we delve into the crucial aspects of effective leadership in today's business world. While each leader's journey is unique, the principles we explore in this issue - innovation, communication, and a relentless pursuit of excellence - resonate across industries and sectors.

Leadership is not just about achieving individual success; it's about creating a positive impact on teams, organizations, and the wider community. As we embark on this exploration of leadership, let us embrace the possibilities, harness our potential, and forge a path toward a future of inspired and impactful leadership.



*Janine Hogan*



# MEET OUR CO-AUTHORS



## NELSON BRADSHAW FARTHER

Nelson brings over 35 years of financial experience to Farther - with most of that time spent managing wealth, private banking, and commercial groups for BBVA. Nelson leverages this experience to help Farther build a network of bank-related products commonly used by its clients. With his own client base, Nelson focuses on helping owners of privately held businesses with all things financial - focusing first on the elements of planning, whether it's related to corporate, personal, and/or employees.



## BILL NICHOLSON HERITAGE CAPITAL GROUP

Bill Nicholson brings over 40 years of diverse experience in commercial and investment banking to his role at Heritage. Specializing in M&A advisory and litigation support, he previously served as managing director at Bank of America Securities, overseeing the Real Estate Advisory Group. During his tenure at Barnett Banks, he held key positions including director of commercial real estate and chairman of the bank's Community Development Corporation. His extensive background includes managing PNC Bank's national construction lending group and supporting international real estate transactions.



## MAC HOLLEY HERITAGE CAPITAL GROUP

Mac Holley, with a 40-year career in commercial and investment banking, specializes in working with mid-sized company owners. His expertise lies in strategic planning, mergers and acquisitions, and comprehensive exit strategy design and implementation. Before joining Heritage Capital in 2011, he served as President and CEO for the North Florida Region of Florida Capital Bank, N.A. He also held key roles at Bank of America, managing operations for Northeast Florida and South Georgia, and at Barnett Banks, Inc., where he was Executive Vice President overseeing corporate banking and U.S. Banking division responsibilities.



## BILL SORENSON HERITAGE CAPITAL GROUP

Bill Sorenson, a principal at Heritage Capital Group, specializes in mergers and acquisitions as well as strategic consulting. He guides clients through sell-side and buy-side transactions, ensuring their business goals are met. Additionally, he leads the company's strategic consulting practice, offering expert exit planning services to align personal and business objectives through long-term strategic planning. Bill also possesses extensive valuation experience, having conducted numerous valuations across various industries for transactions, agreements, financial reporting, tax filing, and estate planning purposes.



## BILL PRESCOTT HERITAGE CAPITAL GROUP

Bill Prescott, a principal at Heritage Capital Group, brings extensive experience as the former CFO and Senior VP of Stadium Operations for the Jacksonville Jaguars NFL franchise. With a track record of successful financial management, he played a pivotal role in securing major financing deals, overseeing the team's rebranding, and driving strategic initiatives. Prescott's expertise spans both corporate finance and community service, making him a valuable asset in his current role.



## DANIEL EDELMAN HERITAGE CAPITAL GROUP

Dan Edelman, a principal at Heritage Capital Group, brings 40+ years of experience in public accounting to his role. Specializing in mergers, acquisitions, and strategic planning, he co-founded a major local accounting firm and served as managing partner at Dixon Hughes Goodman, LLP. Edelman holds certifications in business valuations and financial forensics and has extensive expertise in resolving complex business problems and overseeing over 100 M&A transactions.



## JACK SEARS CLIENT FOCUSED MEDIA

A dedicated leader with an illustrious 37-year career at the Boy Scouts of America. During his tenure, he achieved remarkable growth in program delivery and youth membership. Recently retired, Jack founded JLS Advisors, LLC, to extend his expertise in leadership and fundraising to help organizations reach their philanthropic goals.



## DANIEL GILHAM FARTHER

Daniel Gilham, with over 15 years of experience, specializes in goals-based financial planning, helping business owners and families achieve their financial objectives. Drawing from his background as a Systems Engineer and Product Manager at AOL, he offers a unique and tailored approach to each client's situation, providing clarity and confidence in financial decisions. Currently a doctoral candidate at the University of South Florida, his research focuses on understanding the inhibitors and motivations for financial planning.



## DAN BEAN ABL LAW P.A.

Dan Bean, a Navy veteran and former federal law clerk, is a seasoned trial lawyer with diverse experience in federal and state courts. His expertise includes trust and probate matters, complex commercial litigation, insurance coverage disputes, financial lending issues, and class actions. He has also assisted foreign litigants under Title 28 United States Code Section 1782. With a background in preventive legal counsel, Dan minimizes clients' future litigation costs. He served as a judge advocate and retired as a Navy Captain with a Legion of Merit, showcasing his extensive legal and military accomplishments.



## WALLY CONWAY HOMEPRO INSPECTIONS

Wally, a former Naval pilot and business owner, leads one of North America's largest home inspection companies. With diverse expertise as marketer, contractor, renovator, investor, TV, and radio host, he emphasizes the importance of enjoying one's work. Wally is a recognized expert in building concerns, offering courses approved by the Florida Real Estate Commission. He serves as a consultant to businesses, focusing on transforming expenses into profit centers. Known for his engaging style, Wally has appeared on HGTV's "House Detective," co-hosted DIY's "Finders Fixers," and hosts a radio show. He has delivered over 627 presentations and contributes to various media and corporate training programs.



## DAVID SILLICK SILLICK, INC.

Sillick, Inc., is a consulting practice specializing in helping businesses "connect the dots". As a certified facilitator and business coach, David Sillick offers guidance on a selective, industry-exclusive basis in strategic planning, talent assessments, business development, vendor evaluations and capital acquisition.



## JERRY MALLOT HERITAGE CAPITAL GROUP

Jerry Mallot, the Director of Corporate Development at Heritage, focuses on acquiring new clients for the company's value-driven services including consulting, capital raises, acquisitions, and exit planning. He recently retired as the president of JAKUSA Partnership and executive vice president of the JAX Chamber, where he played a key role in economic development in northeast Florida. With a wealth of experience, he continues to contribute to various boards and leadership initiatives in the community.



## PATRICK EMMET HERITAGE CAPITAL GROUP

Patrick Emmet, a principal at Heritage Capital Group, specializes in financial and strategic advisory services with over 30 years of experience in finance, sales, operations, and leadership. His background includes leadership roles at technology companies and executive staffing firms, where he played a key role in capital raises, administration, and financial management. Patrick's expertise lies in orchestrating turnarounds and strategic financial management, earning him recognition as a finalist for CFO of the Year by the Atlanta Business Chronicle.

# THE 10 MOST COMMON PAIN POINTS OF LEADERSHIP

LEADERS WILL FACE IN THE UPCOMING YEAR.

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Business leaders encounter various pain points when it comes to leading teams and driving success for the future. Some common pain points include:

## **Uncertainty and Volatility**

Leaders face the challenge of navigating a highly dynamic and unpredictable business landscape. Rapid technological advancements, geopolitical shifts, and market disruptions make it difficult to anticipate and plan for the future.

## **Talent Management and Retention**

Finding and retaining top talent is a constant pain point for leaders. The competition for skilled professionals is intense, and leaders must create attractive workplace cultures, offer growth opportunities, and provide competitive compensation to attract and retain key employees.

## **Managing Change**

Change is inevitable, but it can be disruptive and challenging to manage effectively. Leaders must navigate organizational restructuring, mergers and acquisitions, and industry disruptions while minimizing resistance, maintaining morale, and ensuring smooth transitions.

## **Workforce Diversity and Inclusion**

Leaders are increasingly recognizing the importance of diversity and inclusion in driving innovation and success. However, creating inclusive cultures, fostering diversity, and ensuring equitable opportunities for all employees can be complex and requires ongoing commitment.

## **Digital Transformation**

Embracing digital technologies and leveraging them to drive business growth is a significant pain point. Leaders must navigate digital transformation initiatives, adapt to new technologies, and upskill their teams to remain competitive in the digital age.



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## **Ethical and Social Responsibility**

Leaders face the challenge of addressing ethical dilemmas and balancing social responsibility with financial performance. They must make tough decisions that align with values, ethics, and stakeholder expectations while ensuring sustainable business practices.

## **Time Management and Work-Life Balance**

Leaders often struggle with balancing their responsibilities and maintaining their well-being. The demands of leadership can be overwhelming, leading to burnout and impacting personal and professional effectiveness.

## **Innovation and Adaptability**

Staying ahead of the competition requires fostering innovation and embracing change. Leaders must promote a culture of creativity, encourage experimentation, and continuously adapt strategies to keep pace with evolving customer demands and market trends.

## **Summary**

In today's dynamic business world, leaders face diverse challenges. By leading by example, fostering effective communication, empowering teams, and prioritizing continual learning, they can overcome obstacles and drive success. Embracing innovation and ethical leadership creates a path to sustained growth and a brighter future.

-JKH

# Diane Foss

## PAYCHEX

What is your biggest pain point when it comes to leadership?

When it comes to being a leader, I would say that one of the challenges for me is focusing on my well-being. Most leaders are very selfless individuals and tend to put themselves toward the bottom of the list. I did that for many years until I eventually burnt out.

I have since learned that the best way to be the most effective leader possible is to make yourself a priority. This means taking time away from being a leader at times to focus on yourself and the things that bring you joy. It is amazing what can happen within your business and your team when you take the time to slow down and smell the roses.



## From Transforming the Boy Scouts of America to Leading Non-Profits Towards Success

**With an illustrious career spanning 37 years, Jack Sears has left an indelible mark on the Boy Scouts of America and the communities he has served. As he embarks on a new journey with JLS Advisors, LLC, his expertise in leadership and fundraising continues to benefit non-profit organizations.**

### Transformational Leadership in Scouting

Throughout his tenure with the Boy Scouts of America, Jack held various leadership roles across Scout Councils in Orlando, FL, Griffin, GA, White Plains, NY, and Jacksonville, FL. His 15-year leadership in the North Florida Council was marked by substantial growth in program delivery and youth membership. Jack spearheaded a groundbreaking capital/endowment campaign, raising \$6.8 million for essential projects and overseeing a strategic endowment growth, now boasting \$12 million in assets.

### Community and Professional Service

Jack's commitment to service extends beyond Scouting. He is a Vigil Honor Member of the Order of the Arrow, recipient of the E. Urner Goodman Founders Award, and an active parishioner at Sacred Heart Catholic Church in Fleming Island. His dedication to community service is further evidenced by his past involvement with the Rotary Club of Jacksonville, where he served on the Board of Directors and was honored as a Paul Harris Fellow.

### JLS Advisors, LLC – Leading Non-Profits to Success

Building on his extensive experience, Jack founded JLS Advisors, LLC, a consultancy firm dedicated to helping non-profits achieve their philanthropic goals. His firm specializes in leadership development and strategic fundraising, guiding organizations to realize their full potential.

### Making a Difference

Jack's passion for service and leadership is driven by a lifelong commitment to making a difference. His efforts have left a lasting impact on countless individuals and organizations, and his new venture promises to extend this legacy even further.



## JACK SEARS

CLIENT FOCUSED MEDIA

**Jack Sears continues to inspire and lead with a heart dedicated to service. His journey is a testament to the power of leadership and the enduring impact of a commitment to community and philanthropy. Discover how Jack can help your non-profit organization thrive. Visit [www.cfmedia.com/contact/jacksears/](http://www.cfmedia.com/contact/jacksears/) or contact [Jack.Sears@cfmedia.net](mailto:Jack.Sears@cfmedia.net) to learn more.**

# THE PAIN POINTS OF LEADERSHIP

Hear from industry leaders who are navigating the common leadership hurdles and opportunities they face today.

## **GARY DECKER**

### **WESTERN NEW YORK SCOUT COUNCIL, BSA**

Financial challenges following the pandemic and the impact it has on our ability to staff effectively and deliver program.

## **BRIAN J NASTASE**

### **QUIVIRA SCOUTING**

Costs are going up in every industry including the Boy Scouts of America. This iconic American program is rebuilding its brand and in the process of making Scouting the place where families go to for the greatest return on the investment of time made for extra curricular activities for their children, it faces rising costs that will challenge the movement's growth.

## **JAMIE LAMPRECHT**

### **VARIETY THE CHILDREN'S CHARITY OF ST. LOUIS**

Ensuring that you are coaching and leading each person individually.

## **OWEN MCCULLOCH**

### **NATCHEZ TRACE COUNCIL, BOY SCOUTS OF AMERICA**

Employee commitment to a shared vision. In today's younger (under 30) workforce, I do not see the level of commitment to the organization that I had at the same age. Goals do not seem to carry the same level of urgency, nor does a desire to perform above minimum expectations.

## **MARC RICHARDSON**

### **BOY SCOUTS OF AMERICA**

The constant pull of being in the middle between senior leadership and our affiliates in the field.

## **DAVID KING**

### **ALEXANDER HAAS, INC**

Finding, hiring and onboarding talent in a field that has more openings than talent to fill them.

## **JOE KING**

### **THE NARRAGANSETT GROUP LLC**

Not realizing there's a problem.

## **DENNIS DUGAN**

### **SUSQUEHANNA COUNCIL, BSA**

My biggest pain point is when communication is not clear. Although it is easy to use, and reaches many for free, email has no emotion, and can be misunderstood, misconstrued, and manipulated to change the original intent or purpose. Leadership is easier when the team has a clear understanding of the path to be taken to achieve success.

## **MARK GRIFFIN**

### **BOY SCOUTS OF AMERICA**

Managing personnel. That is, acquiring, training, and keeping a workforce. Being a nonprofit organization, that also depends on a large volunteer workforce, this is a constant issue.

## **ROBERT JOHNSON**

### **FLINT RIVER COUNCIL**

Having to break bad news to good people.



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## WAYNE PANCOAST

### JAYHAWK AREA COUNCIL, BSA

Personnel. This used to not be the case but since post-COVID, I have not enjoyed the interviewing process. Main reason is that while it should be exciting to onboard a new employee, turnover is so volatile that I am at the point of not wanting to get too engaged as I will be just going through the process in 30 days. From no-show interviews, unrealistic salary expectations for entry level roles, to getting on the job only to have them quit within 30 days for another opportunity, it takes a toll on my own enthusiasm and is disastrous for the company's climate.

## PAUL PENTTILA

### SCOUT EXECUTIVE & CEO

Following up with others to ensure the action(s) necessary has taken place in a timely matter. Once a plan of action has been decided, backdating, checkpoints and follow up and follow through are critical steps for success.

## MAGNE GUNDERSEN

### BOY SCOUTS OF AMERICA, WASHINGTON CROSSING COUNCIL

Managing expectations and staff motivation.

## JOHN FENOGLIO

### BOY SCOUTS OF AMERICA

Getting good employees with fundraising skills and desire.

## DEEDEE RASMUSSEN

### ASSOCIATED BUILDERS & CONTRACTORS N FL

Budget and staffing.

## MIKE JOHNSON

### SEA BASE

A National Office that is located 1,500 miles away and does not have first hand experience in our programs, facilities or operations.

## ALICIA LIFRAK

### PURSUANT + ALLEGIANCE GROUP

The effective leadership of people requires (more than anything else) the one thing that none of us have enough of...TIME! The most successful leaders are able to adapt style and methodology to best meet each person where they are to address the needs and characteristics of that employee and role. A new employee who is still onboarding requires much more time and attention than a senior associate who only needs regular check ins. But that requires an investment of time and energy that isn't always available to a person in a leadership role and so either a "one size fits all" management approach is employed and that can lead to disengagement. For me, I am very comfortable with what I am "supposed" to do as a leader, but sometimes the reality of our overburdened schedules makes the execution of that best practice far more challenging.

## ALVIN TOWNLEY

### SKILLPOINTE FOUNDATION, INC.

Keeping an eye on each business function and finding good people to manage workstreams.

## MICHAEL BEER

### CEO/SCOUT EXECUTIVE

Letting go of staff.

# THE PAIN POINTS OF LEADERSHIP

Hear from industry leaders who are navigating the common leadership hurdles and opportunities they face today.

## KEITH WALTON

### KDW CONSULTING LLC

Understanding the developmental landscape of various organizations. Until a level of confidence is in place for our current development infrastructure, leaders are challenged with easily adapting to industry trends while providing superior service.

## BRYAN STEWART

### HDO HEALTH

Navigating challenges leading remote work teams and optimizing inter-generational work style differences.

## PHYLLIS MARTIN

### JEWISH ENDOWMENT FOUNDATION OF SOUTH CAROLINA

In a word, people, particularly with multiple generations, in the most positive way, a push toward equity and fully understanding what that means and how to lead teams and boards on the journey, as equity work is a journey.

## ERIC SMITH

### DECISION TECHNOLOGIES CORPORATION

Maintaining a positive mental attitude in the face of longer than expected trials and challenges . . . being the calm center in the eye of "the storm."

## CHARLES BRASFEILD

### GREATER COLORADO COUNCIL, BSA

Securing a commitment to the growth plan from all levels of the organization.

## BARNEY BISHOP III

### BARNEY BISHOP CONSULTING, LLC

Leadership requires a steadfast commitment to living by some widely accepted principles (1) a willingness to admit when you are wrong because inevitably you will not always make the correct choice, (2) a willingness to surround yourself with people smarter than you are, and who will tell you their frank opinion whether it agrees with your position or not, (3) a commitment to always do the right thing, even if it is not in your own best self-interest, (4) a willingness to empower other people in your organization to make decisions, (5) a willingness to listen carefully to what you hear and ask enough questions so that you understand insightfully what is being told to you, and (6) a commitment to gathering all of the facts before making a decision.

## JOE KING

### THE NARRAGANSETT GROUP LLC

You need to know the people that you're giving leadership to. And understand that it's a team you were simply the Bellweather.

## KEVIN KEEGAN

### ALL CLEAN FACILITIES SERVICES

Finding motivated and talented individuals for the team. The drive and ambition that it took to build the company seems to be lacking in the current business environment. When I speak with other CEO's or business leaders, they all echo the same sentiments. You can't run and grow a company without the right people in the organization.



## Diane Faulkner

FULL CIRCLE PRESS

### **What is your biggest pain point when it comes to leadership?**

My biggest pain point is dealing with the different cultures my people are in. My writers and editors are all over the world, so I'm not only dealing with time zone issues, I'm dealing with how to communicate in a way that gets my point and needs across but also does so in a culturally sensitive way.

### **What is the biggest Leadership challenge that you will face in the upcoming year?**

Learning new world cultures of my people.

## Tim Jones

DESTINATIONS TO EXPLORE, INC.

### **What is your biggest pain point when it comes to leadership?**

Communication is the biggest pain point with my business. We have over 300 independent contractors all over the US. Effectively communication with them is our biggest challenge.

### **What advice would you have to people who manage teams?**

Be extremely clear with your mission and directives.





# THE PAIN POINTS OF LEADERSHIP

Hear from industry leaders who are navigating the common leadership hurdles and opportunities they face today.

## **ALVIN KENNEDY** **FEET 1ST SHOES, INC.**

My biggest pain point as a leader is finding the right pace for sustainable business growth. Striking the balance between growing too quickly and stagnating is a constant challenge.

On one hand, rapid expansion can stretch resources thin - from finances to talent acquisition and retention. Scaling too fast risks compromising quality, service standards, and company culture that made the business successful in the first place. There's also the danger of overextending and being unable to effectively manage increasing operational complexities.

On the other hand, growing too slowly means missing opportunities, losing competitive edge, and failing to capitalize on market demand. Complacency can breed stagnation, making the business an easy target for more agile disruptors.

## **BRYAN STEWART** **HDO HEALTH**

Navigating challenges leading remote work teams and optimizing inter-generational work style differences.

## **DONALD B SIMMONS III** **CROSSWORKS TECHNOLOGIES, INC**

The biggest pain point is dealing with the surprises that come with the unanticipated increases and changes in federal regulations and requirements.

## **BARBIE PICCIANO** **INTEGRATED SUCCESS SOLUTIONS LLC**

Being a leader has many challenges which bring pain points. I have been focusing on the issue of transparency in the transformed world we now all participate in not only professionally but socially and personally. With the experiences of isolative behavior everyone experienced, transparency is now a more sensitive subject on many levels.

## **KAREEM TANNOUS** **ALLIANCE REALTY & FINANCIAL SERVICES, INC.**

In a commission-based organization, the biggest pain point regarding leadership would be getting independent contractors to follow your lead.

## **MARK GRANT** **RISKSEC GROUP**

I have found that making the time to have meaningful conversations with people pays huge dividends but it is just so easy sometimes to address only the superficial topic at hand. Take the time to probe and really listen.

## **TONY AWAIS** **NAWAL GLOBAL SYSTEMS**

One of my biggest pain points as a leader is navigating the delicate balance between fostering team collaboration and ensuring individual growth. Finding the right equilibrium to empower each team member while steering the collective efforts toward common goals can be challenging but is crucial for overall success.

# THE PAIN POINTS OF LEADERSHIP

Hear from industry leaders who are navigating the common leadership hurdles and opportunities they face today.

## **ASHA SCIARRA-BOARDMAN** **IGO**

Finding that we weren't on the same page too late to impact change.

## **FITCH KING** **MORGAR REALTY**

Prioritizing projects and issues for our company and employees.

## **CRAIG BOORTZ** **MAC PAPERS + PACKAGING, LLC**

Driving organizational change during the transition from a family owned business to private equity.

## **JASON HAMBRECHT** **CONSTRUCTION SOLUTIONS, INC.**

Effectively managing the diverse range of individuals involved in each project. This includes navigating interactions with sophisticated condo owners, some with extensive business backgrounds, all the way to guiding small-time contractors who often require unique support. Additionally, there's the task of overseeing CSI employees, collaborating with attorneys, liaising with insurance representatives, and dealing with building department officials. Successfully coordinating communication and aligning the goals of these varied groups is crucial for the smooth execution and completion of our projects. It's a complex juggling act, requiring a mix of leadership, patience, and strategic communication.

## **AMY PURCIARELE** **PURCIARELE GROUP, LLC**

Figuring out what is needed, and how to deliver the information based on that persons preference.

## **JANELLE MILLER** **RISK AWARE CONSULTING, LLC**

Change management can be a pain point as a leader. It's important for leaders to assess the landscape that's in front of them and adjust and adapt in real time. In the security world, the bad guy only needs to get it right once, and we need to get it right every time. Encouraging collaboration, team work, and community allows your colleagues to become invested in the security program.

## **FRED KENT** **MARKS GRAY, P.A.**

People management is a challenge. Whether its conflict resolution or trying to communicate and get consensus on goals and ideas. This requires time and thoughtfulness.

## **TRENT SIMMONS** **WORLD SPIRIT OF THE GAME** **FOUNDATION**

Getting others to recruit and lead teams and having them develop their own initiatives.

## **LUCAS WANLASS** **JJFEISH**

Stuff.

# THE PAIN POINTS OF LEADERSHIP

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## **PETE MCCAWLEY** **CED TECHNOLOGIES**

Finding and then retaining quality engineers.

## **WILL MESSER** **WATSON COMMERCIAL**

Reserving time for visioning and growth.

## **GEORGE J GARCIA III** **FIRST BEACHES INSURANCE**

Employee selection.

## **DEVIN GRIMM** **USI**

Keeping everyone on the same page, both in terms of staying on task, but also in regard to time. Everyone works on different speeds, with differences in urgency, so setting proper expectations and timelines are key in avoiding miscommunications and frustrations arising from differing outlooks and cadences.

## **JEFF BREDESON** **SYSTEMAIR NORTH AMERICA**

Communication and alignment are the two most difficult challenges to overcome within Organizational Leadership. Communication and understanding are personal and unique to the individual, and alignment depends on the team understanding the strategy and goals. Therefore, a leader must communicate clearly, repeat often with differing communication methods and styles in an effort to reach all.

## **NANCY POWELL** **SCENIC JACKSONVILLE**

Keeping focused on the important things that will deliver long term value, versus getting distracted with the urgent and immediate.

## **GENELLE THOMAS** **PACE CENTER FOR GIRLS**

Staying aware and responsive to the needs of various stakeholders.

## **PATRICK KRECHOWSKI** **BALCH & BINGHAM LLP**

Delegating important work to other team members and trusting them to be thorough, responsive, client-focused and efficient.

## **SUSAN MASUCCI** **RUCKUS**

Finding time to work on the business instead of in it.

## **SISSY MCQUAIG** **INDUSTRY WEST**

The biggest pain point as a leader is adapting to change in the current business climate. Change is crucial to a company's growth & success. As a leader, I strive to stay nimble and proactive in the face of change. This includes the need to lead & inspire my team to change as well. Balancing these responsibilities can be a complex juggling act that requires a thoughtful leadership approach.





# Barney Bishop III

BARNEY BISHOP CONSULTING, LLC

## What is your biggest pain point when it comes to leadership?

Leadership requires a steadfast commitment to living by some widely accepted principles (1) a willingness to admit when you are wrong because inevitably you will not always make the correct choice, (2) a willingness to surround yourself with people smarter than you are, and who will tell you their frank opinion whether it agrees with your position or not, (3) a commitment to always do the right thing, even if it is not in your own best self-interest, (4) a willingness to empower other people in your organization to make decisions, (5) a willingness to listen carefully to what you hear and ask enough questions so that you understand insightfully what is being told to you, and (6) a commitment to gathering all of the facts before making a decision.

## If you could wave a magic wand, in the next 5 years my business will:

Be looking for a buyer.

# BILL BOUTWELL

HUEMAN PEOPLE SOLUTIONS

## What is your biggest pain point when it comes to being a leader?

Biggest challenge to me is effectively managing culture and engagement. Between the return to office issue, having 4 generations of workforce, and an increased number of remote employees due to the covid period, it is difficult to understand how to effectively engage our employees. Engaged employees are the foundation of our organization.

## What advice would you have to people who manage teams?

Care about your team as people, empower individuals through delegation, develop a trusting relationship through open and frequent communication.



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## QUINCY ALLEN

### ALLEN FINANCIAL GROUP

One of the biggest pain points when it comes to being a leader is the responsibility for making difficult decisions that may have significant consequences for the team or organization.

## BILL BOUTWELL

### HUEMAN PEOPLE SOLUTIONS

Biggest challenge to me is effectively managing culture and engagement. Between the return to office issue, having 4 generations of workforce, and an increased number of remote employees due to the covid period, it is difficult to understand how to effectively engage our employees. Engaged employees are the foundation of our organization.

## MATTHEW GARMAN

### HASKELL

Inexperience and lack of maturity of team members.

## MARK COOMES

### CONCENTRIX+WEBHELP CORPORATION

Having the same expectations of a diverse team in terms of the quality and timeliness of their solution contributions. In my world, I work with a global, cross-matrix team and many contributions are requirements for subsequent contributions in a massive workflow. Leading a diverse team in terms of work skills, soft skills, geo-related time zones and more offers a unique opportunity to celebrate these diversities while simultaneously rallying everyone around a common, client-centric goal.

## MEGAN KILIS

### JACKSONVILLE MOM

Establishing a positive company culture and navigating a lot of different personalities. This can be especially difficult as a leader when you yourself are going through a tough time and you're trying to manage people who may have complaints about working with others or just general complaints.

## GLORIA LOVE

### RETHREADED

Helping staff understand the vision from a micro standpoint. I think everyone gets the vision from a macro standpoint but struggles to understand how each aspect of the organization's vision needs to impact and influence actions from the micro standpoint.

## CHRISTOPHER ALLEN

### HASKELL

Communication. Keeping everyone informed and on the same page is a big challenge.

## RUDY ALCANTARA

### YUSEN LOGISTICS (AMERICAS), INC

One of the biggest pain points in a leadership role is relinquishing responsibilities after delegating the workload to the team. I give my team as much autonomy as permitted and trust the individual to perform to their full potential. The pain point comes from within me as I, at times, tend to feel the need to hold on more than necessary and fully trust my team and their capabilities.

# THE PAIN POINTS OF LEADERSHIP

Hear from industry leaders who are navigating the common leadership hurdles and opportunities they face today.

## **CHERYLL HAWTHORNE**

### **SUITLAND HIGH SCHOOL**

I tend to alienate people because of my no nonsense disposition. Holding superiors, and subordinates accountable without alienating and demotivating, is my biggest pain Point as a leader.

## **CHARLES MALATESTA**

### **FORZA EDUCATION MANAGEMENT**

One pain point for me is managing isolation. As a CEO, I've encountered feelings of isolation and at times loneliness due to the nature of the position. It's critical to try and mitigate these challenges and attempt to connect with counterparts, other leaders, and mentors from time to time. These individuals can help provide support by enhancing leaders well being. It's always easier said than done. I always say "It's lonely at the top."

## **JOSH BELL**

### **CONSTRUCTLAW, LLC**

As a sole proprietor, my main concern is balancing building book of business vs. bandwidth

## **JASON SWEET**

### **RF-SMART**

Loaded question - Biggest Pain Point is understanding what type of leader is needed in a given situation and at the same time allowing curiosity, courage, humility to guide you.

## **DOMINIC M. CALABRO**

### **FLORIDA TAXWATCH, INC.**

Making sure our institution remains highly relevant.

## **RON FLAVILLE**

### **K9 PARTNERS FOR PATRIOTS, INC.**

I serve as CEO of K9 Partners for Patriots, a nonprofit organization (Brooksville, FL) that exists to prevent veteran suicide. We provide a free, 6-month program in which we teach veterans with PTSD/TBI/MST how to train the K9 that becomes their service dog. We rely primarily on government grants; corporate and/or individual donors for funding.

Like many other organizations, we are challenged by sharply rising operational costs that adversely impact our ability to bring in new hires i.e., well-qualified dog trainers, for instance, at competitive rates. But especially for nonprofits, the climate for private donations has chilled considerably due in great part to an economy in which wages have generally failed to keep pace with inflation.

Rising fuel costs also make it more difficult for many veterans living beyond the Tampa Bay metro area to travel each week in order to attend their class.

## **MARLA BUCHANAN**

### **GREENTECHNOLOGIES, LLC**

Saying No. I mean this in two respects. First, sometimes you have to say no to projects or great ideas that are brought to your organization because the timing may not be right or the numbers to justify the allocation of resources aren't clear. Secondly, as a Leader with a servant's heart, I often times find myself over committing to things I should pass on.

## **MIKE JONES**

### **UNIVERSAL DESIGN SOLUTIONS**

Access to capital



# 5 THINGS

## THE MOST SUCCESSFUL LEADERS HAVE IN COMMON

Effective leadership is vital for thriving in today's dynamic business environment. Successful leaders share common traits:

- 1 Vision:** Effective leaders have a clear and compelling vision for the future, inspiring others to align their efforts toward a common goal.
- 2 Strong Communication Skills:** They excel in communicating their ideas, expectations, and feedback with clarity, actively listening, and fostering open dialogue.
- 3 Emotional Intelligence:** Successful leaders possess emotional intelligence, understanding and managing their own emotions while empathizing with others, which helps build strong relationships and resolve conflicts.
- 4 Adaptability:** They are flexible and adaptable in the face of change, able to navigate uncertainties and make informed decisions to drive progress.
- 5 Empowerment:** Effective leaders empower their team members, delegating authority and trusting them to take ownership of their work, fostering autonomy and accountability.

# THE GREATEST SKILLSETS LEADERS BRING TO THE TABLE

## MICHAEL ARMANNO

### KALYPSO COUTURE

Transparent, clear and empathetic communication goes a long way. We're all on this bespoke journey together and some may not be the best fit for your crew, and that's okay. I always tell artists, there is a market for your work. You just have to find it. Your tribe, your support system, your community. Call it what you'd like, but it's the humanity in us that brings these ideas to fruition.

## RICK PETERSON

### PETERSON

To keep a cool mindset while making the tough decisions that affect everyone on the team.

## STEPHEN FREEMAN

### KAIROS DIGITAL

A leader, at any stage in a company's growth, needs to lead with humility and self-awareness. I know my strengths and my development areas, and I'm honest about them, both with myself and with my team. This empowers them to step into the gaps, bringing their own strengths, solutions, and creative thinking.

## MARSHA HURST

### JFCS

Willingness to do what is asked of subordinates.



## BUZZ BRIEF

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