

MINUTES RE. C.E.D. PROJECT

MEETING #1 - 9/27/82 - with Littleton Town Manager, Harold Sanders

Introduced idea of working on needs assessment for various town departments and doing motivational workshops for town employees.

9/30/82

Received a call from the Town Manager. He said idea was approved and the first meeting could be scheduled for Wednesday, October 6, 1982 at 1:30 P.M. at the Town Manager's office.

MEETING #2 - 10/6/82

A. Discussed overview of C.E.D. Project through 12/83.

B. Discussed difference between Traditional Economic Development and Community Economic Development.

C. Set up regular weekly meeting schedule during term of project. Meeting to be at 1:30 P.M. each Wednesday at the Town Manager's office.

D. Town Manager agreed to cooperate and consider me as a resource person and consultant as appropriate.

E. We agreed that my role will be a low profile one and any recommendations for change would be presented by the Town Manager to the Selectmen.

F. Other items discussed were:

1. Statutes regulating Town Manager.
2. Job description for various Department Heads (Town Manager will prepare for next meeting).
3. Departments under responsibility of Town Manager:
 - A. Police - Chief
 - B. Fire - Chief
 - C. Highway & dump - Superintendent
 - D. Sewage treatment - Operator
 - E. Office - Town Manager and Assistant
4. Town Clerk - elected by voters.

5. Water & Light Department - separate municipality within the Town.
 6. Library - elected trustees by voters.
 7. Parks and Playgrounds - elected park commissioner by voters.
- G. Discussed "As Is" of various departments and "should be".
- H. Discussed ideas for possible change. See below:
1. Coordination of Town Clerk's hours with other office help.
 2. Confidentiality of Town Manager and guests.
 3. Centralized purchasing.
- (These ideas will be exchanged at each meeting)
- I. Discussed Welfare responsibilities and extent of service, etc.
- J. Next meeting is set for Wednesday, October 13, 1982 at 1:30 P.M.

AGENDA:

1. Review "as is" and "should be"
2. Discuss Town Manager system
3. Review job descriptions for various departments
4. Ideas for changes

NOTE: Meeting for October 13, 1982 cancelled by Harold Sanders. Conflict came up.

10/21/82-Harold Sanders called and cancelled again. Also said Selectmen do not want me to do this project now. Said I had better see the Selectmen. (This is what I wanted to do in the first place. Harold said he would take care of it. My suspicions are coming true, i.e. there is a problem of communication between Selectmen and Town Manager.)

10/21/82-Saw Selectman, Wayne Golden. He said it was his idea for Harold to cancel the meetings. His explanation was "We have so many problems to deal with, we don't want anyone going around asking questions which would possibly give us more problems." I told him I agreed and thought it would be a good idea if I could come to a Selectmen's meeting to discuss my plans. He agreed and said he would get me

on the agenda for 10/25/82.

10/22/82-I talked with Jim Powers, Executive Director of the Chamber of Commerce. Explained idea re. businesses, etc. He liked it very much and wants me to talk with the Program Chairperson, Marlene Gallinelli.

10/23/82-Discussed in C.E.D. class. Classmates and instructor seem to think I have chosen a "tough"project but wished me luck. Mike suggested I run for Selectman.

10/25/82-Checked with Town Manager to confirm that I was on the agenda for the Selectmen's Meeting. I was not, however, he said there's no problem, "I will put you on." I said, "Perhaps you had better call the Selectman who said he would put me on to verify it's okay, otherwise we may have hurt feelings." He said "Okay." I was scheduled for 7:30 P.M.

10/25/82 A.M.-Saw Marlene Gallinelli, Chamber of Commerce Program Chairperson. She liked the idea and wanted to pursue it. (Note: She did not know who currently was on her committee. She said they have been very inactive.) After thinking, she recalled 2 other members, however, she thought one had resigned. I told her I would handle the details. She agreed.

10/25/82- I attended the Selectmen's Meeting. All three listened, then asked me to prepare a written statement to present to them regarding my project, then they would make a decision. I agreed. (Exhibit A is my outline used at the Selectmen's Meeting.)

10/26/82 - Made arrangements with the Continental 93 to have the Chamber of Commerce Workshops to begin November 16th at 8 A.M. to 9:30 A.M. for 4 weeks.

10/28/82 - Picture for publicity taken at Indian Head Bank North at 9:15 a.m.

10/28/82- Met at 9:15 Indian Head Bank North with Executive Director and Program Chairperson of Chamber of Commerce. Very impressed with format (asked if I would be interested in being a Chamber of Commerce Director).

10/28/82 - Material will be sent today to area businesses.

11/5/82 - 23 People to date have signed up for workshop.

11/8/82 - talked with Selectman Golden about letter sent at their request. Said it will be discussed at the board meeting on 11/8/82. Expressed displeasure with the way the Town Manager handles his job responsibilities, and is not sure how a survey would work. Is hoping that there will be a vote at next town meeting to hire a new Town Manager. My feeling is that the selectmen are not opposed to my idea; however, they feel that the Town Manager is not doing his job. Therefore, a survey which should be coordinated with the Town Manager might not work.

11/8/82 - Made telephone calls today to businesses on Chamber list regarding workshop.

11/8/82 - 7 p.m. Selectmen's Meeting. Board unanimously voted to approve my proposal with the understanding that the survey would be reviewed and approved by the Selectmen before it is sent out to local people. One of the Selectmen said he would like to have the Department Chairpeople participate in the workshop.

PERSONAL NOTE: This is a giant step for my project. It could have been done without the Selectmen's blessing but with it the results should be greater.

11/9/82 - Talked with Town Manager. He gave me the results of the board meeting and reserved 5 places for the workshops (all department heads).

11/10/82 - Chamber of Commerce has 43 people to date signed up for the workshops.

11/16/82 - 54 people came to first workshop. All there by 8 a.m. Excellent response to first meeting.

I was interviewed by the news director of WLTN. Story about workshops were aired at noon, 3 P.M. and 4 P.M. on the local news.

11/16/82 - Selectman who opposed the idea at first, said he was looking forward to seeing survey .

11/16/82* - As a result of the advance publicity about the workshops, I am beginning to get the needed positive response necessary from the Chamber of Commerce, Business leaders and town officials to begin Phase 2 of the project which is a meaningful needs analysis.

11/20/82 - Shared update with class members. Most seemed skeptical that the "program" was working. NOTE: Although it's not an easy project, I feel fighting off negativism will pay off eventually.

11/23/82 - Conducted 2nd workshop - 42 present. Heard 8 finalist reports on attitude control which are included in this report (marked A.C. reports)

11/30/82 - Conducted 3rd workshop this a.m. 36 present. Heard good reports on time management and use of memory techniques. Finalist reports included in this portfolio. None of the town workers showed up this A.M. Last week only the Police Chief came. In talking with the Town Manager, he said the Department Heads asked him why he didn't show up. They said "You told us we had to go but you didn't go yourself."

12/7/82 - Final workshop today. "Bo" came to visit. Evaluations are included in this portfolio. Overall, seemed to be very successful with many requests for more of the same or similar workshops in the future.

NOTES FOR SELECTMENS' MEETING

October 25, 1982

1. Introduction - Explain C.E.D. Project
- Purpose is to assist Selectmen and Town Manager
- Also will be working with the Chamber of Commerce
- Work with business owners, managers and employees
- Will be doing survey (needs analysis)
- Will offer suggestions as survey is analyzed
- Do not plan any confrontations or stir up anything

EXPECTED OUTCOME:

In general, help employees and town workers:

1. Have proper attitude toward self and others.
2. Understand better how this attitude is communicated to others, workers, customers, strangers, people looking us over.
3. Ways to exercise some attitude control.
4. Develop and expand communicative skills.
5. Develop greater interest in community and take part in community activities.
6. Work in harmony with each other.
7. Take interest in issues of concern.

Jim
Thought that
C of C might be keeping
a file on these kind of letters

Box 507

Bethlehem N.H. 03574

December 4, 1982

Dear Harold,

Enclosed please find \$3.00 to cover the cost of my parking violation which was noted at 8:15 PM on Friday night. I must assume that it was affixed to my car because the meter at my place had run out of time (That assumption is not borne out by the citation which gives no violation charge).

The nature of my presence in town at that time was to shop - which I did in relative peace and tranquility since there were few others like me in the main street shops.

I would not be able to guess how much, if any, of the light shopping crowd on a Friday night after payday three weeks before Christmas is due to parking meter violation citations, but I can say with assurance that it will have a negative effect on my returning.

Sincerely,

Len Lud

P.S. I did put a nickel in the meter before I left parking place to start to shop. I guess I just spent an extra few minutes deciding to buy merchandise from local shops.

ANOTHER LETTER TO DOCUMENT

NEED FOR WORKSHOP

*FW
Copy to
P. Archibald
+ Fide
Parking 52*

Dec. 3, 1982

RFD 1

St. Johnsbury, Vermont 05819

TOWN MANAGER
Main St.
Littleton, N.H. 03561

Dear Sir:

On 11-20-82 when we came out to our vehicle, after attending a movie at the Jax, Jr. Theatre, we found the enclosed parking ticket on our car which had been placed there at 8:30 p.m.

Nov. 20, 1982 was a Saturday and please note the time, 8:30 p.m., when only two (2) stores in your town were open, one of which we patronized, The Smoke Shop.

Earlier in the evening, our party of four people had dined at the Little Dragon in Littleton and spent about \$70.00, stopped at the Smoke Shop (while waiting for the next movie to start) and spent \$4.60 on cards and magazines, attended the movies at a fee of \$12.00 (plus popcorn and soda), only to start home and find a parking ticket on our car.

After having left nearly \$100.00 in Littleton on a Saturday night, I do not feel that a parking ticket is justified, particularly at that time of night. On many occasions during a year's time, we go to Littleton for dinner, shop, etc. and feed the parking meters - but on Saturday night, at 8:30 p.m., when only two stores are open, that is unreasonable.

I would appreciate a reply and I thank you for your time and consideration.

Sincerely

Rita Gilding
Rita Gilding

cc: President
Littleton Chamber of Commerce

LETTER SENT TO CHAMBER OF COMMERCE MEMBERS

October 29, 1982

Dear Area Business Person:

If there were a way you could help your employees enjoy their work more, increase their productivity and, at the same time, reach your own business goals easier and quicker at a minimum cost, you would no doubt want to hear about it, wouldn't you? The reason I ask that is because there is a way your employees can enjoy their work more, increase their productivity and, at the same time, help you reach your own business goals easier and quicker, at a minimum cost.

The Littleton Area Chamber of Commerce has made arrangements with Gerald H. Winn, well-known local businessman to conduct a series of motivational workshops just for you and your employees. He will be covering many of the subjects you have been asking for, such as:

1. How to have the proper attitude toward self and others.
2. How to increase your effectiveness in communicating, with others, both in writing and orally.
3. How to exercise attitude control.
4. How to deal with complaints.
5. How to remember names and objects.
6. How to manage your time more effectively.

These workshops will be on a first come, first serve basis and are open to all businesses in our area. The cost for member firms and their employees is \$5.00 per person and \$10.00 per person for non-members, (cost kept at a minimum to encourage maximum participation). The workshops will be held for convenience and maximum effectiveness, from 8:00 A.M. to 9:30 A.M. on Tuesdays at the Continental 93 Motor Inn in Littleton. (Free danish 7:45 A.M. first workshop).

The workshops will begin on November 16th in time to benefit you and your employees before the Christmas shopping beings. The Chamber encourages multiple participation from each business. See Coupon below.

Yours for Success,

Marlene Gallinelli
Program Chairperson
Littleton Area C of C

TEAR OFF HERE & MAIL TO: Marlene Gallinelli, Littleton Area C of C, P.O. Box 105

Name _____ Address _____ Telephone _____

Co. Name _____ Address _____ Telephone _____

Number of people who wish to attend _____ @ \$5.00 ea. (C of C Member) = \$ _____

_____ @ \$10.00 ea. (Non Member) = \$ _____

Check Enclosed for \$ _____ Please Bill me _____

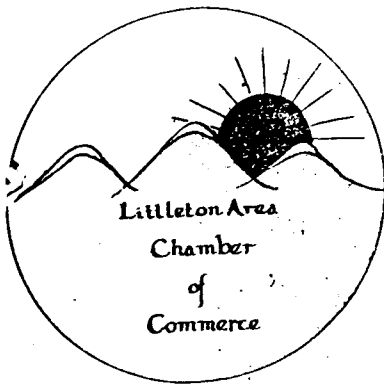
LOCAL NEWSPAPERS

FOR IMMEDIATE RELEASE

The Littleton Area Chamber of Commerce has made arrangements with Gerald H. Winn, well-known local businessman, to conduct a series of motivational workshops for area business leaders and their employees. Subjects to be covered in these workshops include, 1) to maintain a proper attitude toward self and others, 2) how to sharpen skills in communicating with co-workers, and customers, 3) how to deal with complaints, 4) ways to improve memory for names and objects, 5) techniques in time management.

These workshops will be on a first come, first serve basis and are open to all businesses in our area. The cost for member firms and their employees is \$5.00 per person and \$10.00 per person for non-members, (cost kept at a minimum to encourage maximum participation.) The workshops will be held for convenience and maximum effectiveness, beginning on Tuesday, November 16th at the Continental 93 Motor Inn in Littleton at 8:00 A.M. (7:45 A.M. free danish and coffee at the first workshop). The workshops will end at 9:30 A.M.

All those interested, should contact Marlene Gallinelli, Program Chairperson, Littleton Area Chamber of Commerce, Littleton, N.H. on or before November 10th.



SCHEDULE FOR LITTLETON AREA CHAMBER OF COMMERCE
WORKSHOPS

LOCATION: CONTINENTAL 93 MOTOR INN, LITTLETON

MEETING #1-TUESDAY-NOVEMBER 16, 1982 - 7:45 A.M. Coffee & danish

8:00 A.M. Promptly begin

DISCUSS:

- A. Circumstances that affect our attitude.
- B. Discussion of proper attitudes we should have toward self and others.
- C. Explore Ways our attitude is communicated, verbally and non-verbally.
- D. Discuss ways to exercise attitude control.
- E. 9:30 A.M. End.

MEETING #2-TUESDAY-NOVEMBER 23, 1982 - 8:00 A.M. Promptly begin

SUBJECTS:

- A. Reports regarding attitude control.
- B. Discuss time management techniques.
- C. Learn how to expand memory to remember names and objects.
- D. 9:30 A.M. End.

MEETING #3-TUESDAY, NOVEMBER 30, 1982 - 8:00 A.M. Promptly begin

SUBJECTS:

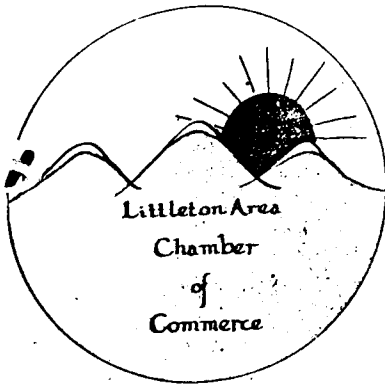
- A. Reports regarding time management and memory application.
- B. Learn how to handle complaints more graciously
- C. 9:30 A.M. End.

MEETING #4-TUESDAY, DECEMBER 7, 1982 - 8:00 A.M. Promptly begin

SUBJECTS:

- A. How to become a more appreciative person
- B. Explore ways to improve our interpersonal relationships.
- C. Wrap up and Evaluation.
- D. 9:30 A.M. End.

THIS FORM GIVEN TO EACH PARTICIPANT AT
THE END OF EACH CLASS - HOMEWORK INCLUDED
BRINGING THIS TO THE NEXT CLASS



REPORT FORM

DATE _____

NAME _____

THE CONCEPT I WORKED ON DURING THE PAST WEEK WAS _____

THE WAY I PUT THE CONCEPT INTO PRACTICE WAS:

HERE'S WHAT HAPPENED:

AS A RESULT OF MY EXPERIENCE, I RECOMMEND USING _____

_____ BECAUSE _____

CALEDONIAN-RECORD

ESTABLISHED 1837.

St. Johnsbury, Vermont — Tuesday, October 26, 1982

NEWS ITEM RE PROPOSED PROJECT

Littleton Parking Plan Approved

By JOE ROMANO

LITTLETON — Selectmen last night unanimously approved a parking ordinance.

Under the ordinance, metered parking will be enforced from 9 a.m. to 9 p.m. Monday through Saturday.

Meters will be placed from Cottage St. to 190 Main St. on one side and from the Peoples Bank to the post office on the other.

A fine of \$3 will be levied against violators of the ordinance.

Opposing the extended time of meter enforcement was Roger Strain.

Strain told selectmen he didn't think it would be fair to

tourists and visitors to continue the enforcement after 6 p.m.

Rocky Porfido disagreed with Strain saying that parking places used by theatregoers was hurting his business. He said he thought use of the meters would open up more space for his customers to park.

"Jim Moulton and I have had to park our own vehicles on the street every night until the theatre crowd is all in just so we could make parking spaces available to our customers," Porfido said.

Chairman Richard Hill explained that the board had decided to return to the use of

meters because it seemed to be the most "equitable" manner of solving the parking problem on Main St.

Meters are slated to reappear Nov. 15.

Gerald Winn asked permission of the selectmen to conduct a survey to determine needs of town employees in order to promote better understanding between them and the selectmen.

The board requested that Winn submit a written proposal before they would take action on his request.

Town Manager Harold Sanders reported to the board that a "Roaring Twenties" night planned by the Chamber

of Commerce for November has been cancelled. The Chamber had intended to use the town hall to stage the event.

Selectman Vonley Ruggles moved that the board turn over all materials and information on fire and police employees request to have State Employees Association representation to town attorneys.

The motion was unanimously passed. "We've put the SEA issue in the hands of our lawyer because its a complicated issue and we want to be fair to all involved," said chairman Hill.

FOLLOWUP LETTER AFTER SELECTMEN'S MEETING

Old Waterford Road
Littleton, N.H. 03561

November 1, 1982

Dr. Richard Hill
West Main Street
Littleton, N.H. 03561

Dear Dr. Hill:

At your request, this letter is to outline the project I discussed with you at the last Selectmen's meeting.

As I mentioned, the project I am working on is in conjunction with my Master's Degree Program. Each student was asked to participate in a community economic development project.

While considering an appropriate project for myself, it seemed logical to work in an area of my interest and expertise. With this in mind, I am offering a series of workshops for local business leaders and their employees in conjunction with the Littleton Area Chamber of Commerce. This is underway currently and enclosed are copies of the outline, etc.

It is my suggestion that town employees be invited to participate in these or similar workshops.

As the project continues, I would like to do a needs analysis in our community. This would be a general survey to determine satisfaction with the "as is" and to determine the "should-be".

If the results of the survey indicate any changes suggested, they would first be presented to the Selectmen for recommendations and implementation.

My intentions are to work in cooperation and harmony with the elected officials and appointed boards.

I do not envision any confrontations or adversary type relationships with the town officials, employees and businesses.

Thank you for your cooperation. If you have any questions, please feel free to let me know.

Very truly yours,



Gerald H. Winn

GHW:jlh

Old Waterford Road
Littleton, N.H. 03561

November 1, 1982

Mr. Harold Sanders
Town Manager
Town of Littleton
Littleton, N.H. 03561

Dear Harold:

Enclosed is a copy of a letter sent to Dr. Hill, Wayne Golden and Vonley Ruggles relative to the project I discussed with you some time ago.

I am also enclosing copies of the outline for you to review.

If you have any questions, please feel free to let me know.

Sincerely,

Gerald H. Winn

GHW:jlh

Encls.

NOTE FROM MEMBER OF MY "FAN CLUB"

Jean G. Taylor
98 Cottage Street
Littleton, New Hampshire 03561

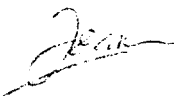
In the wee hours...
Tues., Oct. 26, 1982

Dear Gerald,

Just finishing a project and thinking about the Selectmen's Mtg... wanted to send you good luck and good wishes in your latest attempt at further and higher education for yourself (and many others as well)!

The plan certainly has merit... it will keep you out of mischief and on the road to more worthy endeavors. You're to be commended, me thinks, for the spirit of striving: always for others, as well as yourself!

My best,



P.S. Looks like the above address will remain current... indefinitely!!!

Editorial Page



WORKSHOPS—Gerald Winn, right, will conduct a series of motivational workshops for area business leaders and their employees. The workshops will cover: maintain a proper attitude toward self and others, sharpening communication skills, dealing with complaints, improving memory for names and objects and techniques in time management. The workshops will be held at the Continental 93 Motor Inn in Littleton beginning Tuesday, Nov. 16, at 8 a.m. At 7:45 free coffee and danish will be served. The workshops will end at 9:30 a.m. All interested persons should contact Marlene Gallinelli, program chairperson for the Littleton Area Chamber of Commerce on or before Nov. 10 at 444-6521. Pictured with Winn are James Powers, executive director of the Chamber and Marlene Gallinelli.

Motivation Workshops at Littleton

The Littleton Area Chamber of Commerce has made arrangements with Gerald H. Winn, a local businessman, to conduct motivational workshops for area business leaders and their employees.

Subjects to be covered include maintaining a proper attitude toward oneself and others, sharpening communications with co-workers and customers, dealing with complaints, improving memory for names and objects, and techniques in time management.

These workshops will be on a first-come, first-served basis and are open to all area businesses. Cost for member firms and employees is \$5 per person and \$10 per person for non-members. The workshops begin on Tuesday, Nov. 16, at the Continental 93 Motor Inn, Littleton, at 8 a.m. There will be free Danish and coffee at 7:45 a.m. at the first workshop. The workshops end at 9:30 a.m.

For information, call Marlene Gallinelli, program chairman, Littleton Area Chamber of Commerce, on or before Nov. 10, at 444-6521.

UNION LEADER 11/1/82

11/5/82

2nd Mailing

This is a reminder to send or call in your reservations today for the upcoming series of motivational workshops covering the topics you have been asking for such as developing proper attitudes, improving overall communications with co-workers, customers, memory development and time management. The cost is only \$5.00 per participant for the entire series. The workshops will be conducted by Littleton businessman, Gerald H. Winn.

The enrollments are coming in very well. Because there is a limit to the number we can take, don't be disappointed. Make your reservations today. Call the Chamber at 444-6561 or Marlene Gallinelli, Program Chairperson at 444-6521.

PRESS RELEASE

Enrollments for the Littleton Area Chamber of Commerce series of motivational workshops, are coming in very well. The Chamber wants to remind area business leaders that participation in the series of 4 workshops will be on a first come, first serve basis and that enrollments are limited. Those business leaders or owners wishing to have a place reserved for themselves and their employees should call the Littleton Chamber of Commerce at 444-6561 or Marlene Gallinelli at Indian Head Bank North at 444-6521. The workshops will be held at the Continental 93 Motor Inn from 8 to 9:30 A. beginning Tuesday, November 16th.

SUGGESTED TELEPHONE SCRIPT FOR CHAMBER OF COMMERCE

Hello, I am calling for the Chamber of Commerce. Did you receive the information regarding the series of workshops the Chamber is sponsoring? If yes - ask how many from your company (organization) will be attending? Say, could we have their names please - thank you - Would you please send the coupon at the bottom of the letter for our records. Please send a check or indicate that you want to be billed. Thanks again.

LITTLETON COURIER

Littleton, N.H., Wednesday, November 10, 1982

25c (USPS 315-760)

MORE PUBLICITY

Motivational workshops offered

Enrollments for the Littleton Area Chamber of Commerce series of motivational workshops, are coming in very well. The Chamber wants to remind area business leaders that participation on the series of four workshops will be on a first come, first serve basis and that enrollments are limited.

Those business leaders or owners wishing to have a place reserved for themselves and their employees should call the Littleton Area Chamber of Commerce at 444-6561 or Marlene Gallinelli at Indian Head Bank North at 444-6521. The workshops will be held at the Continental 93 Motor Inn from 9:30 a.m. beginning Tuesday, November 16th.

THE LITTLETON

93rd Year 45th Issue

11/10/82

Littleton, N.H., Wednesday

News Notes

Bridge Street Bridge hearing

LITTLETON — Town Manager Harold Sanders announced at the selectmen's meeting Monday night that an important public hearing would be held Thursday, Nov. 18 concerning the Bridge Street Bridge study.

The hearing, which will begin at 7 p.m. in the Town Building, will be informational, as the state engineers present their recommendations on where the bridge should be located.

Sanders urged all citizens to attend the hearing.

Richard Currier, of Environmental Engineers of Concord, presented the selectmen with preliminary figures for a sewer user charge.

Currier said the headworks at the treatment plant should be completed by the end of this month and that the user fee could realistically be in place in January.

The selectmen approved a proposal by Gerald Winn to conduct a needs and attitude survey of the town.

Motivational workshops offered

Enrollments for the Littleton Area Chamber of Commerce series of motivational workshops, are coming in very well. The Chamber wants to remind area business leaders that participation on the series of four workshops will be on a first come, first serve basis and that enrollments are limited.

Those business leaders or owners wishing to have a place reserved for themselves and their employees should call the Littleton Area Chamber of Commerce at 444-6561 or Marlene Gallinelli at Indian Head Bank North at 444-6521. The workshops will be held at the Continental 93 Motor Inn from 9:30 a.m. beginning Tuesday, November 16th.

Rent-A-Kid in Franconia

This Saturday, Nov. 13, a special fundraising program for the Franconia Flyers hockey teams that will benefit those who need a hand with chores around the house, will begin.

Ray Foss will coordinate the Rent-A-Kid program. He said teams of hockey players and figure skaters (all in the Lafayette Skating Association) will be available to the public on certain days.

To arrange for a light labor force, call days at 823-7069, 5305, 5998 or evenings at 823-8115, 5554, or 5640. Prices are negotiable.

Feed the meters Monday

LITTLETON — Parking meters are back on Main Street,



THE PEACEFUL DIGNITY OF A NEW HAMPSHIRE

Final resting place of Samuel Parker, veteran of the Revolution

INTRODUCTION SHEET FOR CHAMBER OF COMMERCE WORKSHOPS STARTING 8 A.M. TUESDAY,
NOVEMBER 16TH.

START PROMPTLY - 8 A.M.

1. Welcome - thanks for attending.
2. Introduce program and speaker as follows:
 - A. Our Topic today is How to have the proper attitude toward ourself and others, and how this attitude is communicated to others.
 - B. This is important to all of us because whether we realize it or not, our attitude is constantly on display for family, friends, customers and co-workers to see. It's important to know how we communicate our attitude, both verbally and non-verbally, so that we can build our reputation and business in a positive, effective manner.
 - C. Our Speaker today and for the entire series has been a local, self-employed businessman for 23 years, has a Bachelor of Science Degree in Human Services and currently working on his Master's Degree in the same field. He has been Littleton's Town Moderator for 17 years. He is a certified Dale Carnegie Course Instructor and over the past 15 years has done motivational workshops for the N.H. Association of Realtors, the N.H. Auto Dealers Association, the New England Representatives for the Farmers Home Administration, the Northeastern Association of Executives of Boys Clubs of America, plus various local organizations and businesses. Help me welcome our speaker, Gerald Winn.

CHAMBER OF COMMERCE WORKSHOP

TUESDAY, NOVEMBER 23, 1982

SET SPECIFIC GOALS IN THE FOLLOWING AREAS:

FAMILY:

SPIRITUAL:

HEALTH:

COMMUNITY:

FINANCIAL:

PROFESSIONAL:

SELF-IMPROVEMENT:

WHAT TO ORGANIZE WITH GOALS IN MIND

1. Actual work schedule
2. Non-work details
3. Personal time
4. Thinking - Planning - Reflecting

SAMPLE REPORTS FROM PARTICIPANTS REGARDING
USE OF PRINCIPLES COVERED IN WORKSHOPS

WINNING REPORTS 11/23/82

Geoffrey Blair

Concept worked on: Attitude Control

To Hold back from making any comment that would have had the encounter in a "no win situation".

On Monday, November 8th, I called the local coal dealer and asked them to deliver two tons of coal to my home. "No problem" I was told. "We'll have it to you in a couple of days." Giving them the benefit of the doubt I waited...and waited...and waited some more until last Friday, November 19th when I called back and was told they'd get to it whenever they could. Meanwhile I was running out of wood with no coal on hand. I said fine, explained my problem, and she said she'd expedite the delivery.

I recommend using attitude control as it looks as though I will get my coal earlier than if I had gotten upset, and if you do the same you you might find people reacting in a better way towards you.

Concept worked on: Attitude Control

Jim Powers

I set up a system to document location, return time of staff person using Sign out Sheet. Evidence showed a) important messages or communication breakdown "lag time" not taking place efficiently, b) current system (verbal, not as efficient). Benefit: a) keep all staff informed of everyone's location so problem solving, communication and tying tasks is more efficient.

We set up the system at Beverly's suggestion which has been a positive reinforcement for her continued input in future problem solving. Communication, awareness, and understanding office goals has become more efficient. Initial problem was getting all staff "use to" the added new step before leaving the office.

I recommend using ideas and suggestions from staff. All parties involved will continue to perform as a "team" and tend to be more cohesive vs. pulling and tugging different directions.

Concept Worked on: Attitude Control

Ronald Stafford

When an employee complained about a fellow employee's work quality and habits, I showed interest in his complaint. He vented his frustrations, and felt better. Two other employees also there, later commented on how foolish he must look when he complains, because he does frequently.

Concept worked on: Attitude Control

Lois Grout

The way I put the concept into practice was listening.

At the end of a long and confusing work day, I was approached by an "obnoxiously funny" salesman. After listening to his first few jokes, my first impression was that I didn't care what he was selling; I didn't like his personality, so I didn't want his products. Realizing why I wasn't interested in the products, I thought about the Attitude control workshop. I really listened to what he was saying about his products and to my surprise, he was very knowledgeable in his field. I learned a great deal from him and probably will be doing business with his company.

Concept worked on: Attitude Control

Smitty Hughes

The way I put the concept into practice was to become more aware of incidents in which I was misunderstood due to intonation. An effort was made to improve eye contact while I was speaking and be sensitive to unusual responses. On several occasions, during the week I stopped and asked the other party if he understood, and then asked them to repeat. I scored myself and the misunderstood concepts totalled 4 and the understood concepts totalled one.

As a result of my experience, I recommend using eye contact during conversations because it can help to eliminate misunderstandings.

Concept worked on: Attitude Control

Donna Golden

I was able to put into use my "attitude control" almost as soon as I arrived back in the office after our last session.

A customer, with whom I had spent a great deal of time the previous day, came in and announced that "he still thought that I had charged him too much money and he wanted to talk with Pat Eastman as she had signed the policy"! I smothered the inner urge to tell him to "stuff it", put on a smile, mustered up my self-confidence and asked him, in a controlled tone of voice, to sit down and we went over it again.

He left happy and satisfied and I felt good that I hadn't passed-the-buck and let someone else take over.

As a result of my experience, I recommend using attitude control because it leaves everyone with a much better feeling about situations which could be uncomfortable otherwise.

Concept I worked on: Patience Control

Steve Hight

At home we have an area of the house that is usually totally and completely astrue. After reminiscing with my dad about the sadness of never being able to find things when you need them, I half-decided to straighten things out. However, instead of following through with the task I quietly put the project away. My mind was still pondering this problem but I was working with the chain-saw cutting wood when my hand passed over the chainsaw and I almost cut my finger off. I realize now that it was because I dropped my attention level that this accident occurred.

November 30, 1982

Concept Worked on: Organizing Day's Schedule

Janice M. Haggett

While in my job it is very difficult to have a set time to do certain things, I did, each morning, write down each and every thing I expected to get accomplished that particular day. I tried to put at least three items on the list that possibly might not get done, but I found that often I did have time to do these last three items whereas if I had not put them on my list, I would have found an excuse to do them on another day. If at the end of my day, I found I still had things on my list that had not been accomplished, I simply put them at the head of the list the next day. Because I often procrastinate on things I don't particularly enjoy doing, I found that by listing them in order of importance, that these jobs got done quicker than they normally would of. As a result of my experience, I recommend using an organizational chart because you will accomplish more in one day than you ever imagined possible and will feel great about it.

Concept Worked on: Work Schedule

Glenn Stillings

Each day a work schedule was made up for each hour in the day. Because of this schedule, I found that I was at school each day at the hour specified and made myself visible to teachers and students for complaints, etc. I maintained personal contact with individual staff members regarding daily meetings, conferences, student and youth concerns, etc. Was able to have conferences with my secretary, checking student attendance, etc. As a result of my experience, I recommend using structural organization for at least a limit twice each day because it allows others the opportunity to contact you at a given time if the need arises.

Concept Worked on: Time Management

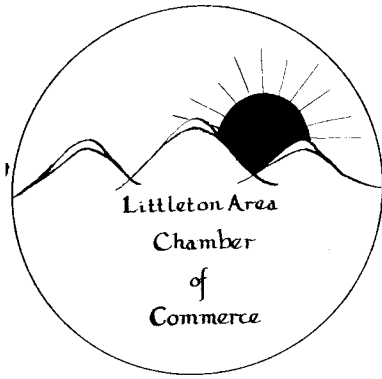
Marsha Richards

With the busy holiday schedule, I found making a list of all the things that needed to be done very helpful. I crossed each task off as they were accomplished and it made the week a lot less hectic and more enjoyable. I also feel I made a conscientious effort to spend more time with neglected areas and less in unimportant activities. At work I had many little things that had been put off for a while to be done. I also made a list of these and found that they are all caught up and out of the way. This will give me more time for important tasks.

Concept Worked on: Work Schedule

Heidi Lyman

I found that by making my work schedule out before starting my outside chores, that this worked out much better for me. I would make a list including milking the cows and doing barn work, then I would organize my office duties to include phone calls, letters, listings. If I had any left at the end of the time, I would list them at the top of the sheet for the next day.



December 13, 1982

Mr. Gerald Winn
Winn Associates
225 Main St.
Littleton, N. H. 03561

Dear Gerald,

Please accept this letter as a special thank you for your time and effort and leadership in directing the Littleton Area Chamber of Commerce Motivational Workshop series. I personally believe the series was a tremendous success, and have received a lot of positive feed-back regarding same.

The different systems discussed such as attitude control, problem solving and peg system memorization are just a few of the tools that we will take out into the business community and into our personal lives in a effort to further develop ourselves and the community we live in. As we have previously discussed, the course had a subtle but direct approach to economic development via area individual perspective/attitudes. I think that the course was extremely worthwhile and look forward to working with you in organizing some followup sessions.

Thank you again for your time and cooperation.

Sincerely,

LITTLETON AREA CHAMBER OF COMMERCE

James W. Powers, Exec. Director

JWP/nd

Tennis Courts of Franconia, Inc.



Building Maintenance and Supplies



SMITTY HUGHES PHONE (603) 8238445

EASTON RD., FRANCONIA, NEW HAMPSHIRE 03580 December 12, 1982

Mr. Gerald Winn
Old Waterford Road
Littleton, N. H.

Dear Gerald,

Thank you for the opportunity to participate in the four session workshop which you conducted. Whoever's idea it was to offer such a program to local business people deserves a pat on the back and you certainly deserve one for running it.

Had I known in advance how interesting and helpful the program was going to be, there would have been several more participants!

Please consider running another such session in the future.

Sincerely,

A handwritten signature in cursive script, appearing to read "Smitty".

Smitty Hughes

cc: Jim Powers

EVALUATION FORM USED AT WORKSHOP SERIES
(COMPLETED FORMS FOLLOW)

LITTLETON AREA CHAMBER OF COMMERCE

WORKSHOPS CONDUCTED BY GERALD H. WINN

November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) _____ Date _____

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes _____ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes _____ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes _____ Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very _____ Somewhat _____ Not appropriate _____

5. Rate the following:
- | | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> |
|--|------------------|-------------|-------------|-------------|
|--|------------------|-------------|-------------|-------------|

Speaker preparation	1	2	3	4
---------------------	---	---	---	---

Audience participation	1	2	3	4
------------------------	---	---	---	---

Workshop committee leadership	1	2	3	4
-------------------------------	---	---	---	---

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes _____ No _____

If yes, please explain: _____

Evaluation conducted by Littleton Area Chamber of Commerce

Thank you - partner -
as you can see it work - what do the CFC do
to friends - Don Simpson Jan.

6.

LITTLETON AREA CHAMBER OF COMMERCE

WORKSHOPS CONDUCTED BY GERALD H. WINN

November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) James Powers Date 12/7/82

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes X Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes X Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes X Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very X Somewhat _____ Not appropriate _____

5. Rate the following:
- | | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> |
|-------------------------------|------------------|-------------|-------------|-------------|
| Speaker preparation | <u>1</u> | 2 | 3 | 4 |
| Audience participation | <u>1</u> | 2 | 3 | 4 |
| Workshop committee leadership | <u>1</u> | 2 | 3 | 4 |

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes X No _____

If yes, please explain:

Excellent program. All people interested in betterment of themselves and their community should be exposed to this course once every 3 years (minimum) to get a new or fresh approach.

Evaluation conducted by Littleton Area Chamber of Commerce

LITTLETON AREA CHAMBER OF COMMERCE

WORKSHOPS CONDUCTED BY GERALD H. WINN

November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) C. Doyen Date _____

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ✓ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes ✓ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes _____ Somewhat ✓ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very _____ Somewhat ✓ Not appropriate _____

5. Rate the following:

Excellent

Good

Fair

Poor

Speaker preparation

1

2

3

4

Audience participation

1

2

3

4

Workshop committee leadership

1

2

3

4

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes _____ No ✓

If yes, please explain:

would not wish to go to
Future Workshops

Evaluation conducted by Littleton Area Chamber of Commerce

LITTLETON AREA CHAMBER OF COMMERCE
WORKSHOPS CONDUCTED BY GERALD H. WINN
November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) Jamie Haggett Date 12-7-82

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ✓ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes ✓ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes ✓ Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ✓ Somewhat _____ Not appropriate _____

5. Rate the following:

Excellent Good Fair Poor

Speaker preparation

1

2

3

4

Audience participation

1

2

3

4

Workshop committee leadership

1

2

3

4

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes ✓ No _____

If yes, please explain: I would like to see future workshops
so all businesses could take advantage of them.
I enjoyed them tremendously and hope to
see them end.

Evaluation conducted by Littleton Area Chamber of Commerce

LITTLETON AREA CHAMBER OF COMMERCE

WORKSHOPS CONDUCTED BY GERALD H. WINN

November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) Paul Charleston Date 12/7/82

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ☒ Somewhat ☐ No ☐

2. Did the subject matter and the presenter hold your interest?

Yes ☒ Somewhat ☐ No ☐

3. Was the subject matter covered what you expected it to be?

Yes ☒ Somewhat ☐ No ☐

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ☐ Somewhat ☒ Not appropriate ☐

5. Rate the following:

Excellent

Good

Fair

Poor

Speaker preparation

1

2

3

4

Audience participation

1

2

3

4

Workshop committee leadership

1

2

3

4

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes ☒ No ☐

If yes, please explain: I studied interpersonal communications extensively in college. This course was repetitious, yet a good beneficial reminder. Probably a good idea from time to time.

Evaluation conducted by Littleton Area Chamber of Commerce

LITTLETON AREA CHAMBER OF COMMERCE

WORKSHOPS CONDUCTED BY GERALD H. WINN

November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) PETE ANDERSON Date 12/7/82

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ✓ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes ✓ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes ✓ Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ✓ Somewhat _____ Not appropriate _____

5. Rate the following:
- | | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> |
|-------------------------------|------------------|-------------|-------------|-------------|
| Speaker preparation | <u>(1)</u> | 2 | 3 | 4 |
| Audience participation | <u>(1)</u> | 2 | 3 | 4 |
| Workshop committee leadership | <u>(1)</u> | 2 | 3 | 4 |

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes ✓ No _____

If yes, please explain: THE IMPORTANCE OF

SATISFYING INTERPERSONAL RELATIONSHIPS IS

VITAL TO PEACE OF MIND - IT APPLIES

TO EVERYONE.

Evaluation conducted by Littleton Area Chamber of Commerce

LITTLETON AREA CHAMBER OF COMMERCE
WORKSHOPS CONDUCTED BY GERALD H. WINN
November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) TED GROSS Date 12/7/82

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ✓ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes ✓ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes ✓ Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ✓ Somewhat _____ Not appropriate _____

5. Rate the following:

Excellent Good Fair Poor

Speaker preparation ① 2 3 4

Audience participation 1 ② 3 4

Workshop committee leadership 1 2 3 4

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes ✓ No _____

If yes, please explain: EXCELLENT CLASS ATTITUDE CONTROL

LISTENING + MAKING LISTS HIGHLIGHT THE CLASS FOR ME.

LITTLETON AREA CHAMBER OF COMMERCE

WORKSHOPS CONDUCTED BY GERALD H. WINN

November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) Lois Grou Date 12/7/82

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ☒ Somewhat ☐ No ☐

2. Did the subject matter and the presenter hold your interest?

Yes ☒ Somewhat ☐ No ☐

3. Was the subject matter covered what you expected it to be?

Yes ☐ Somewhat ☒ No ☐

*wasn't really
sure what to expect.*

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ☒ Somewhat ☐ Not appropriate ☐

5. Rate the following:

Excellent Good Fair Poor

Speaker preparation ☒ 1 2 3 4

Audience participation 1 ☒ 2 3 4

Workshop committee leadership 1 ☒ 2 3 4

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes ☒ No ☐

If yes, please explain: I feel I have gained an important

awareness in things that are done on a daily basis -

I think a lot of other people could use the same.

Very interesting - have really enjoyed it.

Evaluation conducted by Littleton Area Chamber of Commerce

LITTLETON AREA CHAMBER OF COMMERCE

WORKSHOPS CONDUCTED BY GERALD H. WINN

November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) Steve Hight Date 12/2/82

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ✓ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes _____ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes ✓ Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ✓ Somewhat _____ Not appropriate _____

5. Rate the following:
- | | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> |
|--|------------------|-------------|-------------|-------------|
|--|------------------|-------------|-------------|-------------|

Speaker preparation	<u>①</u>	2	3	4
---------------------	----------	---	---	---

Audience participation	1	<u>②</u>	3	4
------------------------	---	----------	---	---

Workshop committee leadership	1	<u>②</u>	3	4
-------------------------------	---	----------	---	---

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes ✓ No _____

If yes, please explain: there are a lot of people knowingly or not that need this type of guidance and could in turn increase their productivity and gross/net profits by using these technique

Evaluation conducted by Littleton Area Chamber of Commerce

LITTLETON AREA CHAMBER OF COMMERCE
WORKSHOPS CONDUCTED BY GERALD H. WINN
November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) Marion Corliss Date 12/8/82

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes x Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes x Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes x Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very x Somewhat _____ Not appropriate _____

5. Rate the following:
- | | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> |
|-------------------------------|------------------|-------------|-------------|-------------|
| Speaker preparation | <u>1</u> | 2 | 3 | 4 |
| Audience participation | <u>1</u> | 2 | 3 | 4 |
| Workshop committee leadership | <u>1</u> | 2 | 3 | 4 |

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes x No _____

If yes, please explain: I feel that the workshop brought out some very
important factors in our business or personal habits and relationships
that could be improved upon. The areas I found most important were
non-verbal communication by attitudes, the peg system of memorization,

Evaluation conducted by Littleton Area Chamber of Commerce

(over)

and handling of complaints. Time management is still something I have to work on in the future.

My first benefit from the workshop was the realization that a habit of many years of always being late for work -- if even just a few minutes -- may have been, or been interpreted as, a non-verbal way of saying I "had better things to do"! Consequently, I have made it a point to leave the house 15 minutes earlier, so I arrive at work ten minutes early, relaxed, and not feeling guilty.

The peg system I used for my grocery "list" - setting it in my mind early in the morning. I didn't get to the store that day, and late in the afternoon had to call someone else and ask them to pick up the things I needed, and was amazed that I could recall each and every item -- with the can of Dole pineapple riding around on the black saddle!

Handling of complaints came not as a specific complaint, but as a call from a personal friend who is noted for airing her personal problems. Remembering the formula we discussed, I first treated her with respect and actively listened to what she was saying. I was able to express to her that I understood what she was feeling and appreciated the fact that she felt comfortable sharing her thoughts with me. By the end of the conversation I didn't need to ask what I could do for her (since it was a personal problem, and there really wasn't anything I could actively do), but I knew that all she needed was someone to listen. A few days later I received a card from her saying, "Thanks for listening." I felt that what I had learned at the workshop helped me in respecting her feelings and really listening to what she had to say without feeling that it was a waste of my time.

LITTLETON AREA CHAMBER OF COMMERCE
WORKSHOPS CONDUCTED BY GERALD H. WINN
November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) Paula Valon Date Dec. 8, 1982

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?
Yes ☒ Somewhat _____ No _____
2. Did the subject matter and the presenter hold your interest?
Yes ☒ Somewhat _____ No _____
3. Was the subject matter covered what you expected it to be?
Yes ☒ Somewhat _____ No _____
4. How appropriate did you feel these sessions were in covering the needs of your business?
Very ☒ Somewhat _____ Not appropriate _____
5. Rate the following:
- | | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> |
|-------------------------------|------------------|-------------|-------------|-------------|
| Speaker preparation | (1) | 2 | 3 | 4 |
| Audience participation | 1 | (2) | 3 | 4 |
| Workshop committee leadership | 1 | (2) | 3 | 4 |
6. Do you feel that the subject matter deserves further attention for future workshops?
Yes ☒ No _____

If yes, please explain: One is always in need to be reminded of better ways and means to address the public.

LITTLETON AREA CHAMBER OF COMMERCE

WORKSHOPS CONDUCTED BY GERALD H. WINN

November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) _____ Date _____

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes X Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes X Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes X Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very X Somewhat _____ Not appropriate _____

5. Rate the following:

Excellent

Good

Fair

Poor

Speaker preparation

1

2

3

4

Audience participation

1

2

3

4

Workshop committee leadership

1

2

3

4

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes X No _____

If yes, please explain:

I feel that a refresher course would be helpful next year. I'm sure all that we've covered won't be able to be put into practice. One or two small points from

Evaluation conducted by Littleton Area Chamber of Commerce

this workshop can be very beneficial

LITTLETON AREA CHAMBER OF COMMERCE

WORKSHOPS CONDUCTED BY GERALD H. WINN

November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) Jeff Kettinger Date Dec. 7, 1983

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ✓ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes ✓ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes ✓ Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ✓ Somewhat _____ Not appropriate _____

5. Rate the following:

Excellent

Good

Fair

Poor

Speaker preparation

1

2

3

4

Audience participation

1

2

3

4

Workshop committee leadership

1

2

3

4

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes X No _____

If yes, please explain:

I think that the subjects we
went over were excellent, and should be given
to different people

LITTLETON AREA CHAMBER OF COMMERCE

WORKSHOPS CONDUCTED BY GERALD H. WINN

November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional)

Robert Thompson

Date

Dec - 7. 82

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ✓ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes _____ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes ✓ Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ✓ Somewhat _____ Not appropriate _____

5. Rate the following:

Excellent

Good

Fair

Poor

Speaker preparation

(1)

2

3

4

Audience participation

(1)

2

3

4

Workshop committee leadership

(1)

2

3

4

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes ✓ No _____

- If yes, please explain:

because I feel that each
class help to do thing in business that we
take for granted every day.

Evaluation conducted by Littleton Area Chamber of Commerce

LITTLETON AREA CHAMBER OF COMMERCE
WORKSHOPS CONDUCTED BY GERALD H. WINN
November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) _____ Date 12/7/82

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ✓ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes ✓ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes ✓ Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ✓ Somewhat _____ Not appropriate _____

5. Rate the following:

Excellent

Good

Fair

Poor

Speaker preparation

(1)

2

3

4

Audience participation

(1)

2

3

4

Workshop committee leadership

(1)

2

3

4

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes _____ No X

If yes, please explain: _____

Evaluation conducted by Littleton Area Chamber of Commerce

LITTLETON AREA CHAMBER OF COMMERCE

WORKSHOPS CONDUCTED BY GERALD H. WINN

November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) Joan C McDonald Date Dec. 7, 1982

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ✓ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes ✓ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes ✓ Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ✓ Somewhat _____ Not appropriate _____

5. Rate the following:

Excellent

Good

Fair

Poor

Speaker preparation

1

2

3

4

Audience participation

1

2

3

4

Workshop committee leadership

1

2

3

4

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes ✓ No _____

If yes, please explain: Workshop was excellent - would
like to see more Chamber members enroll.
I see a lot of apathy among fellow merchants -

Evaluation conducted by Littleton Area Chamber of Commerce

LITTLETON AREA CHAMBER OF COMMERCE

WORKSHOPS CONDUCTED BY GERALD H. WINN

November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional)

Lucile Spier

Date

12/7/82

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes



Somewhat

No

2. Did the subject matter and the presenter hold your interest?

Yes



Somewhat

No

3. Was the subject matter covered what you expected it to be?

Yes



Somewhat

No

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very



Somewhat

Not appropriate

5. Rate the following:

Excellent

Good

Fair

Poor

Speaker preparation

1

2

3

4

Audience participation

1

2

3

4

Workshop committee leadership

1

2

3

4

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes



No

If yes, please explain:

~~It~~ A follow up would be helpful
sometimes in the future so that we could expand on what
we've practiced & learned from this workshop.

Evaluation conducted by Littleton Area Chamber of Commerce

LITTLETON AREA CHAMBER OF COMMERCE
WORKSHOPS CONDUCTED BY GERALD H. WINN
November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) Heidi D. Syman Date December 7, 1982

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ✓ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes ✓ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes ✓ Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ✓ Somewhat _____ Not appropriate _____

5. Rate the following:
- | | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> |
|--|------------------|-------------|-------------|-------------|
|--|------------------|-------------|-------------|-------------|

Speaker preparation	(1)	2	3	4
---------------------	-----	---	---	---

Audience participation	1	(2)	3	4
------------------------	---	-----	---	---

Workshop committee leadership	(1)	2	3	4
-------------------------------	-----	---	---	---

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes _____ No ✓

If yes, please explain: _____

Evaluation conducted by Littleton Area Chamber of Commerce

LITTLETON AREA CHAMBER OF COMMERCE

WORKSHOPS CONDUCTED BY GERALD H. WINN

November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) Smitty Hughes Date _____

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes X Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes X Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes _____ Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very _____ Somewhat X Not appropriate _____

5. Rate the following:

Excellent Good Fair Poor

Speaker preparation 1 2 3 4

Audience participation 1 2 3 4

Workshop committee leadership 1 2 3 4

I was unaware of a committee

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes X No _____

If yes, please explain: _____

Evaluation conducted by Littleton Area Chamber of Commerce

LITTLETON AREA CHAMBER OF COMMERCE

WORKSHOPS CONDUCTED BY GERALD H. WINN

November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) Vicky Mackay Date December 7, 1982

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ✓ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes ✓ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes ✓ Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ✓ Somewhat _____ Not appropriate _____

5. Rate the following:
- | | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> |
|-------------------------------|------------------|-------------|-------------|-------------|
| Speaker preparation | (1) | 2 | 3 | 4 |
| Audience participation | 1 | (2) | 3 | 4 |
| Workshop committee leadership | (1) | 2 | 3 | 4 |

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes ✓ No _____

If yes, please explain: I know that 3 or 4 people that I know
in other businesses here in town were very interested in these
workshops after I had discussed them.

Evaluation conducted by Littleton Area Chamber of Commerce

LITTLETON AREA CHAMBER OF COMMERCE

WORKSHOPS CONDUCTED BY GERALD H. WINN

November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) Sue Aste Date 12/7/82

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ✓ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes ✓ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes ✓ Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ✓ Somewhat _____ Not appropriate _____

5. Rate the following:
- | | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> |
|--|------------------|-------------|-------------|-------------|
|--|------------------|-------------|-------------|-------------|

Speaker preparation	<u>(1)</u>	2	3	4
---------------------	------------	---	---	---

Audience participation	1	<u>(2)</u>	3	4
------------------------	---	------------	---	---

Workshop committee leadership	1	<u>(2)</u>	3	4
-------------------------------	---	------------	---	---

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes _____ No ✓

If yes, please explain: I feel I gained alot of
valuable information that I will put into
practice.

Evaluation conducted by Littleton Area Chamber of Commerce

LITTLETON AREA CHAMBER OF COMMERCE
WORKSHOPS CONDUCTED BY GERALD H. WINN
November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) _____ Date _____

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ✓ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes ✓ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes _____ Somewhat ✓ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ✓ Somewhat _____ Not appropriate _____

5. Rate the following:
- | | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> |
|--|------------------|-------------|-------------|-------------|
|--|------------------|-------------|-------------|-------------|

Speaker preparation	<u>①</u>	2	3	4
---------------------	----------	---	---	---

Audience participation	1	<u>②</u>	3	4
------------------------	---	----------	---	---

Workshop committee leadership	1	2	3	4
-------------------------------	---	---	---	---

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes ✓ No _____

If yes, please explain: I feel any time a program that helps
bring us back to a more personal feeling in our jobs and
life is good.

Evaluation conducted by Littleton Area Chamber of Commerce

LITTLETON AREA CHAMBER OF COMMERCE
WORKSHOPS CONDUCTED BY GERALD H. WINN
November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) _____ Date 12/7/82

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes yes Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes yes Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes yes Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ✓ Somewhat _____ Not appropriate _____

5. Rate the following:

Excellent Good Fair Poor

Speaker preparation

1 2 3 4

Audience participation

1 2 3 4

Workshop committee leadership

1 2 3 4

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes ✓ No _____

If yes, please explain: Other members of Chamber have personnel/owners who really do need to attend these workshops and were not attending the past 4 weeks. There is a need!!

Evaluation conducted by Littleton Area Chamber of Commerce

Should be urged to attend.

LITTLETON AREA CHAMBER OF COMMERCE

WORKSHOPS CONDUCTED BY GERALD H. WINN

November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) _____ Date Dec 7, 1982

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ✓ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes ✓ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes ✓ Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ✓ Somewhat _____ Not appropriate _____

5. Rate the following:
- | | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> |
|--|------------------|-------------|-------------|-------------|
|--|------------------|-------------|-------------|-------------|

Speaker preparation	<u>1</u>	2	3	4
---------------------	----------	---	---	---

Audience participation	1	<u>2</u>	3	4
------------------------	---	----------	---	---

Workshop committee leadership	1	<u>2</u>	3	4
-------------------------------	---	----------	---	---

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes ✓ No _____

If yes, please explain:

Having taken the Wall Carpegie
Course I know that so much more
is available and these workshops have
been a good refresher for me.

Evaluation conducted by Littleton Area Chamber of Commerce

LITTLETON AREA CHAMBER OF COMMERCE
WORKSHOPS CONDUCTED BY GERALD H. WINN
November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) _____ Date Dec. 7, 1982

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ✓ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes ✓ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes ✓ Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ✓ Somewhat _____ Not appropriate _____

5. Rate the following:

Excellent Good Fair Poor

Speaker preparation

1 2 3 4

Audience participation

1 2 3 4

Workshop committee leadership

1 2 3 4

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes ✓ No _____

If yes, please explain: Attitude in dealing with people is

so very important, that a person should be reminded
of this every day.

Evaluation conducted by Littleton Area Chamber of Commerce

LITTLETON AREA CHAMBER OF COMMERCE

WORKSHOPS CONDUCTED BY GERALD H. WINN

November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) _____ Date Dec 7, 1982

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes _____ Somewhat ✓ No _____

2. Did the subject matter and the presenter hold your interest?

Yes ✓ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes _____ Somewhat ✓ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ✓ Somewhat _____ Not appropriate _____

5. Rate the following:

Excellent Good Fair Poor

Speaker preparation

1

2

3

4

Audience participation

1

2

3

4

Workshop committee leadership

1

2

3

4

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes ✓ No _____

If yes, please explain: I would like to have more time on term management. I feel this is an area many owners and managers have a need for. I think the stimulation of

Evaluation conducted by Littleton Area Chamber of Commerce

new ideas presented is good for anyone in the chamber group today. I would like to see more specific workshops

dealing with the subject matter
more thoroughly

LITTLETON AREA CHAMBER OF COMMERCE

WORKSHOPS CONDUCTED BY GERALD H. WINN

November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) Mr Hall

Date 12/7/82

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ☒ Somewhat ☐ No ☐

2. Did the subject matter and the presenter hold your interest?

Yes very much ☒ Somewhat ☐ No ☐

3. Was the subject matter covered what you expected it to be?

Yes ☒ Somewhat ☐ No ☐

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ☒ ☒ ☒ Somewhat ☐ Not appropriate ☐

5. Rate the following:

Excellent

Good

Fair

Poor

Speaker preparation

(1)

2

3

4

Audience participation

(1)

2

3

4

Workshop committee leadership

(1)

2

3

4

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes ☒ No ☐

If yes, please explain:

So more people can
be exposed to the workshop.
To present more subject matter
or even spend more time on

Evaluation conducted by Littleton Area Chamber of Commerce

these subjects.

LITTLETON AREA CHAMBER OF COMMERCE
WORKSHOPS CONDUCTED BY GERALD H. WINN
November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) Linda Hall Date 12/7/82

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ✓ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes ✓ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes ✓ Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ✓ Somewhat _____ Not appropriate _____

5. Rate the following:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
Speaker preparation	<u>1</u>	2	3	4
Audience participation	1	<u>2</u>	3	4
Workshop committee leadership	<u>1</u>	2	3	4

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes ✓ No _____

If yes, please explain:

Maybe by having printed
material on some of the subject &
the breakdowns so it may be
taken back to employees rather

Evaluation conducted by Littleton Area Chamber of Commerce than ones
own notes.

LITTLETON AREA CHAMBER OF COMMERCE

WORKSHOPS CONDUCTED BY GERALD H. WINN

November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) Vicky Valan Date 12/7/82

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ✓ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes ✓ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes ✓ Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ✓ Somewhat _____ Not appropriate _____

5. Rate the following:

Excellent Good Fair Poor

Speaker preparation

①

2

3

4

Audience participation

②

②

3

4

Workshop committee leadership

①

②

3

4

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes ✓ No _____

If yes, please explain: I feel workshops are very good
for helping us to reevaluate ourselves, which
should be an ongoing process throughout our
lives. The highlight of the workshop

Evaluation conducted by Littleton Area Chamber of Commerce

LITTLETON AREA CHAMBER OF COMMERCE

WORKSHOPS CONDUCTED BY GERALD H. WINN

November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) Alan McIntyre Date _____

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ✓ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes ✓ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes ✓ Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ✓ Somewhat _____ Not appropriate _____

5. Rate the following:

Excellent

Good

Fair

Poor

Speaker preparation

(1)

2

3

4

Audience participation

1

(2)

~~3~~

4

Workshop committee leadership

(1)

2

3

4

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes ✓ No _____

If yes, please explain:

I found workshop very helpful. Possibly
a smaller class would of made workshop more productive.
I believe this has been a growing experience for
for me and well worthwhile.

Evaluation conducted by Littleton Area Chamber of Commerce

LITTLETON AREA CHAMBER OF COMMERCE
WORKSHOPS CONDUCTED BY GERALD H. WINN
November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) BOB JOHNSON Date 12/7/82

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes X Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes X Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes X Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very X Somewhat _____ Not appropriate _____

5. Rate the following:

Excellent

Good

Fair

Poor

Speaker preparation

1

2

3

4

Audience participation

1

2

3

4

Workshop committee leadership

1

2

3

4

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes X No _____

If yes, please explain: Have workshops on a regular basis. Include other people on a regular basis. Make it an ongoing education opportunity.

Evaluation conducted by Littleton Area Chamber of Commerce

LITTLETON AREA CHAMBER OF COMMERCE
WORKSHOPS CONDUCTED BY GERALD H. WINN
November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) Masha Richards Date 12-7-82

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ✓ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes ✓ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes _____ Somewhat ✓ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ✓ Somewhat _____ Not appropriate _____

5. Rate the following:
- | | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> |
|-------------------------------|------------------|-------------|-------------|-------------|
| Speaker preparation | <u>(1)</u> | 2 | 3 | 4 |
| Audience participation | 1 | <u>(2)</u> | 3 | 4 |
| Workshop committee leadership | 1 | <u>(2)</u> | 3 | 4 |

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes ✓ No _____

If yes, please explain: It seems as though there was a lot of information crammed into a short period of time and it certainly could be a more in depth and more time used to do this.

Evaluation conducted by Littleton Area Chamber of Commerce

~~James D. Smith~~

LITTLETON AREA CHAMBER OF COMMERCE

WORKSHOPS CONDUCTED BY GERALD H. WINN

November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional)

Donna Spencer

Date

12/7/82

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ☒ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes ☒ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes ☒ Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ☒ Somewhat _____ Not appropriate _____

5. Rate the following:

Excellent

Good

Fair

Poor

Speaker preparation

(1)

2

3

4

Audience participation

1

(2)

3

4

Workshop committee leadership

1

(2)

3

4

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes _____ No ☒ *

~~If yes~~, please explain:

* I think it is up to the person to how put what he or she has learned into practice!

Evaluation conducted by Littleton Area Chamber of Commerce

LITTLETON AREA CHAMBER OF COMMERCE

WORKSHOPS CONDUCTED BY GERALD H. WINN

November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) King Co Date 12/10/82

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes X Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes X Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes X Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very X Somewhat _____ Not appropriate _____

5. Rate the following:

Excellent

Good

Fair

Poor

Speaker preparation

1

2

3

4

Audience participation

1

2

3

4

Workshop committee leadership

1

2

3

4

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes X No _____

If yes, please explain: It would be very beneficial to the community to hold these workshops on a continuing basis with the goal of getting a high percentage of the retail clerks, & others who deal with the public, to attend. Other communities compete

Evaluation conducted by Littleton Area Chamber of Commerce

with Littleton and to do well, we need to make Littleton a pleasant place for shopping & services.

LITTLETON AREA CHAMBER OF COMMERCE
WORKSHOPS CONDUCTED BY GERALD H. WINN
November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) _____ Date _____

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes X Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes X Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes X Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very X Somewhat _____ Not appropriate _____

5. Rate the following:

Excellent Good Fair Poor

Speaker preparation

(1)

2

3

4

Audience participation

(1)

2

3

4

Workshop committee leadership

(1)

2

3

4

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes _____ No X

If yes, please explain: Excellent workshop but can use
more time going over material.

Evaluation conducted by Littleton Area Chamber of Commerce

WGW
11/21/83

Gerald H. Winn - C.E.D. Master's Program - 12/18/82

Interim Report Regarding C.E.D. Project:

- A. Where did the project stand at the beginning of the term?
- B. What activities did you undertake this term?
- C. What was the outcome of these activities? (both positive and negative)
- D. What problems have you encountered?
- E. What additional support do you need from the school?
- F. What are your plans for the coming term (revision of time tables)?

A. Where did the project stand at the beginning of the term?

At the beginning of the term in September, 1982, the project had not been started. Ideas were being formulated and were expressed in a report dated 10/23/82.

B. What activities did you undertake this term?

1. Met with the Selectmen and Town Manager regarding the "as is" situation in the Town of Littleton. I offered to conduct a series of motivational workshops in order to help town employees, business leaders and their employees to have a better understanding of proper attitudes toward themselves and how these attitudes are expressed to customers, co-workers, "outsiders", etc. Also techniques in developing improved interpersonal relationships.

2. Cooperated with the Area Chamber of Commerce in developing the above workshops. Mailers were sent to local employers, chamber members and town officials.

3. A series of four motivational workshops were set up with the following outline:

MEETING #1-TUESDAY, NOVEMBER 16, 1982 - 7:45 A.M. Coffee & Danish
8:00 A.M. Promptly begin

DISCUSS:

- A. Circumstances that affect our attitude
- B. Discussion of proper attitudes we should have toward self and others.
- C. Explore Ways our attitude is communicated, verbally and non-verbally.
- D. Discuss ways to exercise attitude control.
- E. 9:30 A.M. End.

MEETING #2-TUESDAY-NOVEMBER 23, 1982 - 8:00 A.M. Promptly begin

SUBJECTS:

- A. Reports regarding attitude control.
- B. Discuss time management techniques.
- C. Learn how to expand memory to remember names and objects.
- D. 9:30 A.M. End.

MEETING #3-TUESDAY, NOVEMBER 30, 1982 - 8:00 A.M. Promptly begin

SUBJECTS:

- A. Reports regarding time management and memory application.
- B. Learn how to handle complaints more graciously.
- C. 9:30 A.M. End.

MEETING #4-TUESDAY, DECEMBER 7, 1982 - 8:00 A.M. Promptly Begin

SUBJECTS:

- A. How to become a more appreciative person.
- B. Explore Ways to improve our interpersonal relationships.
- C. Wrap up and Evaluation.
- D. 9:30 A.M. End.

C. What was the outcome of these activities?

Some sample reports regarding the application of the concepts we worked on were:

Concept Worked On: Attitude Control

Geoffrey Blair, Account Executive,
W.L.T.N. Radio

"To hold back from making any comment that would have had the encounter in a "no win situation."

On Monday, November 8th, I called the local coal dealer and asked them to deliver two tons of coal to my home. "No problem" I was told. "We'll have it to you in a couple of days." Giving them the benefit of the doubt, I waited....and waited....and waited some more until last Friday, November 19th when I called back and was told they'd get to it whenever they could. Meanwhile I was running out of wood with no coal on hand. I said fine, explained my problem, and she said she'd expedite the delivery."

"I recommend using attitude control as it looks as though I will get my coal earlier than if I had gotten upset, and if you do the same you might find people reacting in a better way towards you."

Concept Worked on: Attitude Control

Lois Grout-Executive
Tender Corporation

"The way I put the concept into practice was listening.

At the end of a long and confusing work day, I was approached by an "obnoxiously funny" salesman. After listening to his first few jokes, my first impression was that I didn't care what he was selling; I didn't like his personality, so I didn't want his products. Realizing why I wasn't interested in the products, I thought about the attitude control workshop. I really listened to what he was saying about his products and to my surprise, he was very knowledgeable in his field. I learned a great deal from him and probably will be doing business with his company."

Concept Worked on: Attitude Control

Smitty Hughes-Tourist Industry

"The way I put the concept into practice was to become more aware of instances in which I was misunderstood due to intonation. An effort was made to improve eye contact while I was speaking and be sensitive to unusual responses. On several occasions, during the week I stopped and asked the other party if he understood, and then asked them to repeat. I scored myself and the misunderstood concepts totalled 4 and the understood concepts totalled one. "

As a result of my experience, I recommend using eye contact during conversations because it can help to eliminate misunderstandings."

Concept Worked on: Attitude Control

Donna Golden-Hunkins & Eaton Ins.

"I was able to put into use my "attitude control" almost as soon as I arrived back in the office after our last session.

A customer, with whom I had spent a great deal of time the previous day, came in and announced that "he still thought that I had charged him too much money and he wanted to talk with Pat Eastman as she had signed the policy." I smothered the inner urge to tell him to "stuff it", put on a smile, mustered up my self-confidence and asked him, in a controlled tone of voice, to sit down and we went over it again.

He left happy and satisfied and I felt good that I hadn't passed-the-buck and let someone else take over.

As a result of my experience, I recommend using attitude control because it leaves everyone with a much better feeling about situations which could be uncomfortable otherwise."

Exhibit "A" demonstrates the evaluation form used by the Chamber of Commerce at the end of the series. A consolidation of results are indicated on this form.

LITTLETON AREA CHAMBER OF COMMERCE

WORKSHOPS CONDUCTED BY GERALD H. WINN

November 16, 1982 - December 7, 1982

EVALUATION FORM

NAME: (Optional) SUMMARY Date 12/7/82

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes 32 Somewhat 1 No 0

2. Did the subject matter and the presenter hold your interest?

Yes 33 Somewhat 0 No 0

3. Was the subject matter covered what you expected it to be?

Yes 28 Somewhat 5 No 0

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very 30 Somewhat 3 Not appropriate 0

5. Rate the following:
- | | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> |
|-------------------------------|------------------|-------------|-------------|-------------|
| Speaker preparation | 1 (33) | 2 (0) | 3 (0) | 4 (0) |
| Audience participation | 1 (11) | 2 (18) | 3 (2) | 4 (0) |
| Workshop committee leadership | 1 (17) | 2 (12) | 3 (0) | 4 (0) |

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes 26 No 6

If yes, please explain: _____

Evaluation conducted by Littleton Area Chamber of Commerce

D. What problems have you encountered?

It was difficult at first to convince the Selectmen that my proposed project would not be a threat to them and their efforts. Following is a diary of events regarding this question.

MEETING #1 - 9/27/82 - with Littleton Town Manager, Harold Sanders

Introduced idea of working on needs assessment for various town departments and doing motivational workshops for town employees.

9/30/82

Received a call from the Town Manager. He said idea was approved and the first meeting could be scheduled for Wednesday, October 6, 1982 at 1:30 P.M. at the Town Manager's office.

MEETING #2 - 10/6/82

- A. Discussed overview of C.E.D. project through 12/83.
- B. Discussed difference between Traditional Economic Development and Community Economic Development.
- C. Set up regular weekly meeting schedule during term of project. Meeting to be at 1:30 P.M. each Wednesday at the Town Manager's Office.
- D. Town Manager agreed to cooperate and consider me as a resource person and consultant as appropriate.
- E. We agreed that my role will be a low profile one and any recommendations for change would be presented by the Town Manager to the Selectmen.
- F. Other items discussed were:
 - 1. Statutes regarding Town Manager.
 - 2. Job description for various Department Heads (Town Manager will prepare for next meeting).
 - 3. Departments under responsibility of Town Manager:
 - A. Police - Chief
 - B. Fire - Chief
 - C. Sewage Treatment - Operator

D. Highway & dump - Superintendent

E. Office - Town Manager and Assistant

4. Town Clerk - elected by voters.

5. Water & Light Department - separate municipality within the Town.

6. Library - elected trustees by voters.

7. Parks and Playgrounds - elected park commissioner by voters.

G. Discussed "As Is" of various departments and "should be".

H. Discussed ideas for possible change. See below:

1. Coordination of Town Clerk's hours with other office help.

2. Confidentiality of Town Manager and guests.

3. Centralized purchasing.

(These ideas will be exchanged at each meeting).

I. Discussed welfare responsibilities and extent of service, etc.

J. Next meeting is set for Wednesday, October 13, 1982 at 1:30 P.M.

AGENDA:

1. Review "as is" and "should be"

2. Discuss Town Manager system

3. Review job descriptions for various departments

4. Ideas for changes

NOTE: Meeting for October 13, 1982 cancelled by Harold Sanders. Conflict came up.

10/21/82 - Harold Sanders called and cancelled again. Also said Selectmen do not want me to do this project now. Said I had better see the Selectmen. (This is what I wanted to do in the first place. Harold said he would take care of it. My suspicions are coming true, i.e. there is a problem of communication between Selectmen and Town Manager).

10/21/82-Saw Selectman, Wayne Golden. He said it was his idea for Harold to cancel the meetings. His explanation was "We have so many problems to deal with, we don't want anyone going around asking questions which would possibly give us more problems." I told him I agreed and thought it would be a good idea if I could come to a Selectmen's meeting to discuss my plans. He agreed and said he would get me on the agenda for 10/25/82.

10/22/82-I talked with Jim Powers, Executive Director of the Chamber of Commerce. Explained idea re. businesses, etc. He liked it very much and wants me to talk with the Program Chairperson, Marlene Gallinelli.

10/23/82-Discussed in C.E.D. class. Classmates and instructor seem to think I have chosen a "tough project" but wished me luck. Mike suggested I run for Selectman.

10/25/82- Checked with Town Manager to confirm that I was on the agenda for the Selectmen's Meeting. I was not, however, he said there's no problem, "I will put you on." I said, "Perhaps you had better call the Selectman who said he would put me on to verify it's okay, otherwise we may have hurt feelings." He said "Okay". I was scheduled for 7:30 P.M.

10/25/82-A.M.-Saw Marlene Gallinelli, Chamber of Commerce Program Chairperson. She liked the idea and wanted to pursue it. (NOTE: She did not know who currently was on her committee. She said they have been very inactive). After thinking, she recalled 2 other members, however, she thought one had resigned. I told her I would handle the details. She agreed.

10/25/82-I attended the Selectmen's Meeting. All three listened, then asked me to prepare a written statement to present to them regarding my project, then they would make a decision. I agreed.

10/26/82- Made arrangements with the Continental 93 to have the Chamber of Commerce Workshops to begin November 16, 1982 at 8 .M. to 9:30 A.M. for 4 weeks.

10/28/82-Picture for publicity taken at Indianhead Bank North at 9:15 A.M.

10/28/82-Met at 9:15 Indianhead Bank North with Executive Director and Program Chairperson of Chamber of Commerce. Very impressed with format (asked if I would be interested in being a Chamber of Commerce Director).

10/28/82-Material will be sent today to area businesses.

11/5/82-23 people to date have signed up for workshop.

11/8/82-Talked with Selectman Golden about letter sent at their request. Said it will be discussed at the board meeting on 11/8/82. Expressed displeasure with the way the Town Manager handles his job responsibilities, and is not sure how a survey would work. Is hoping that there will be a vote at next town meeting to hire a new Town Manager. My feeling is that the selectmen are not opposed to my idea, however, they do not feel that the Town Manager is doing his job. Therefore, a survey which should be coordinated with the Town Manager, might not work.

11/8/82-Made telephone calls today to businesses on Chamber list regarding workshop.

11/8/82-7 p.m. Selectmen's Meeting. Board unanimously voted to approve my proposal with the understanding that the survey would be reviewed and approved by the Selectmen before it is sent out to local people. One of the Selectmen said he would like to have all the Department Chairpeople participate in the workshop.

PERSONAL NOTE: This is a giant step for my project. It could have been done without the Selectmen's blessing but with it the results should be greater.

11/9/82-Talked with Town Manager. He gave me the results of the board meeting and reserved 5 places for the workshops (all department heads).

11/10/82-Chamber of Commerce has 43 people to date signed up for the workshops.

11/16/82- 54 people came to first workshop. All there by 8 a.m. Excellent response to first meeting.

I was interviewed by the news director of WLTN. Story about workshops were aired at noon, 3 P.M., and 4 P.M. on the local news.

11/16/82-Selectman who opposed the idea at first, said he was looking forward to seeing survey.

11/16/82*-As a result of the advance publicity about the workshops, I am beginning to get the needed positive response necessary from the Chamber of Commerce, business leaders and town officials to begin Phase 2 of the project which is a meaningful needs analysis.

11/20/82-Shared update with C.E.C. class members. Most seemed skeptical that the "program" was working. NOTE: Although it's not an easy project, I feel fighting off negativism will pay off eventually.

11/23/82-Conducted 2nd workshop - 42 present. Heard 8 finalist reports on attitude control.

11/30/82-Conducted 3rd workshop this a.m. 36 present. Heard good reports on time management and use of memory techniques. Finalist reports included in this portfolio. None of the town workers showed up this A.M. Last week only the Police Chief came. In talking with the Town Manager, he said the Department Heads asked him why he didn't show up. They said "You told us we had to go but you didn't go yourself."

12/7/82-Final workshop today. "Bo" came to visit. Evaluations are included in this portfolio. Overall, seemed to be very successful with many requests for more of the same or similar workshops in the future.

E. What additional support do you need from the school?

The support from Mike and "Bo" has been helpful and encouraging. Resource material relative to turning a community "around" would be helpful.

F. What are your plans for the coming year? (revision of timetable)

The next step in my project is to prepare a meaningful survey in order to determine the satisfaction with the "as is" situation and desired changes in the following areas:

1. Housing (elderly & low income)
2. Dump facility and location
3. Industry and access to industrial park
4. Town management
5. School system
6. Fire Department
7. Police Department
8. Tax structure
9. Town services
10. Public transportation

Joe Gannon would be a big help in putting this survey together. After the survey is completed and analyzed, which should be done by May 1, 1983, I will be making specific recommendations to the Selectmen for implementation. Based on recent cooperation from the Selectmen, it appears that they will be receptive to participation in some changes.

INTERIM REPORT RE PROJECT

GERALD H. WINN

MASTER'S C.E.D.

AUGUST 6, 1983

INSTRUCTOR: MICHAEL SWACK

UPDATE REGARDING PROJECT

The next step regarding my project is to complete the Survey Instrument which will be done by September 15, 1983. Joe Gannon is helping me with this.

Recently, the Town of Littleton has hired a new Town Manager (July 1st) whom I have met with to discuss the project in general and areas of concern which he would like to see included in the Survey.

The following is a summary of the areas that will be addressed in the Survey:

1. Local Management

- (A) Grading of Selectmen, Town Manager and School Board.
- (B) Indirect questions regarding satisfaction with the Town Manager Plan (to determine if the people are happy with a full time administrator or do they prefer having the town run by part time lay people (Selectmen). The Town Manager Plan has been in place for 4 years.

2. Dump Facility

- (A) Location of present site is adjacent to I-93, clearly visible to thru traffic and first time visitors to the community. How do the local people feel about this.
- (B) The present method of disposal is a modified land fill system. How do the townspeople feel about this system.

3. Industry

- (A) Littleton currently has a partially developed Industrial Park. How do people feel about the continued development

of the Park or would they prefer the filling of vacant industrial buildings first.

- (B) How do local people feel about spending taxpayer's money to provide water, sewer, roads, etc. to the park.

4. Police Dept., Fire Dept., & Public Works Dept.

- (A) Satisfaction with present facilities - are they sufficient and efficient.
- (B) How do people feel about the present cost for Fire and Police protection.
- (C) Regarding roads:
 - (1) Status of roads, public and private. Should Town reactivate old town and county roads at taxpayer's expense.
 - (2) How much money should be spent on road rebuilding and year round maintenance.
 - (3) Are there any streets in town that are in special need of repairs.

5. Taxes

- (A) How do people feel about steady increase in local property taxes.
- (B) The Moore Dam provides about 35% of the total income from taxes to the town. How do people feel about this. What affect does this have on taxpayer's attitude.

6. I-93

- (A) For 23 years I-93 has stopped abruptly in Littleton. Now construction is underway to complete the highway and connect it with I-93 in Vermont.

- (1) How do the people feel about the negative and positive impact the completion will have on Littleton.
- (2) What positive things can the town do to make I-93 have a more positive influence on the town.

7. Parking & Parking Meters

- (A) Main Street is the main artery for Rtes. 302, 18, 10 and 116. This causes a considerable traffic problem on Main Street.
 - (1) Should there be a by-pass for thru traffic.
 - (2) How do people feel about the parking meters.
 - (3) Should there be additional parking facilities provided for shoppers.
- (B) What can be done to stimulate the downtown shopping area or should there be a concentration on growth toward
 - (a) Union Street, (b) Meadow Street, or both.

8. Growth

- (A) How do people feel about residential and commercial growth? Where - i.e. which part of town.

9. Zoning

According to the Town Manager, people are not paying enough attention to zoning. As a result, there are runoff and drainage problems doing damage and causing problems for the Public Works Dept. and abutters.

- (A) How do people feel about the administration of the Zoning Laws.

The Survey should be ready for distribution by September 15, 1983. It will be administered through the cooperation of the Town Manager, Selectmen,

Chamber of Commerce and the School Administrator.

The target group to be surveyed include:

- 1) Business owners and leaders.
- 2) High School students.
- 3) Retired people.
- 4) Newcomers.
- 5) Unemployed people.
- 6) Regular salaried workers.

There will be approximately 300 survey forms completed for an analysis. The results will be tabulated and shared with the Town Manager and Selectmen. This will be accomplished by December 15, 1983.

Any changes recommended that will require budget consideration will be firmed up by January 15, 1984. Any changes requiring town vote will be placed on the Littleton Town Warrant to be voted on at the March 1984 Town Meeting.

April 27, 1983

Mr. Smitty Hughes
Franconia-Sugar Hill-Easton Chamber of Commerce
Franconia, N. H. 03580

Dear Smitty:

Thanks for your recent note. I would prefer a Tuesday for the workshop and the second week in September would be fine with me. (Perhaps we could start on Tuesday, September 13th). Early morning is best for me.

A suggested outline for the workshop would be as follows:

- say 1 - (
1. Establish the importance of attitudes and how they are communicated to others. (This would be a review for some).
 2. Do a problem solving analysis to help business people and their employees learn to separate the Disease from the Symptoms and work on solving the real problem.
 3. Establish importance of goals, time organization and time management.
 4. Memory development - for names, faces, facts, etc.
 5. How to "sell" ourselves, our area, and our products and/or services.
 6. How to deal skillfully with co-workers, employee(ers) and customers.

We can modify this outline if you want, depending on what your committee feels are the area's needs.

The enclosures are for your information. Please let me know how I can help.

Very truly yours,

Gerald H. Winn,
Area Manager

GHW/b11
Encls.

FOLLOWUP LETTER AFTER MEETING REQUESTING
FOLLOWUP WORKSHOPS

FRANCONIA

SUGAR HILL

EASTON

CHAMBER OF COMMERCE

FRANCONIA VILLAGE, N. H. 03580

IN THE WHITE MOUNTAINS



April 18, 1983

Mr. Gerald Winn
Winn Associates
225 Main Street
Littleton, N. H. 03561

Dear Gerald,

It was nice talking with you on Friday. I appreciate your offer to contribute your time and expertise for this community project.

Please refresh my memory about preferable time. It seems that we talked about next autumn, possibly September or October. What day of the week would you prefer? Last year it was early in the morning and it seemed to work out well.

Would you write a brief summary, outline or description which I can use in a letter to the members of our Chamber as a means of invitation?

As I told you, I will present the idea of this course to our members of our regional Chamber of Commerce at the first opportunity and will get back to you.

Thank you again for your effort.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Smitty Hughes'.

Smitty Hughes

EXAMPLE OF HOMEWORK REPORTS

REPORT FORM

DATE 11/8/53

NAME Smitty Hughes

THE CONCEPT I WORKED ON DURING THE PAST WEEK WAS Awareness of Intonation

THE WAY I PUT THE CONCEPT INTO PRACTICE WAS: During The past week I had To call or Talk To 20-30 for references for potential employees. I Tried To be particularly sensitive To intonation. A small sign on The bulletin board in front of my desk That said "listen" helped

HERE'S WHAT HAPPENED:

Many were reluctant To say anything negative. Through Their intonation most were willing To "Tell a story". Using This information I would ask a question eliciting a "yes" or "No" answer

AS A RESULT OF MY EXPERIENCE, I RECOMMEND USING Careful listening method
BECAUSE it will reduce misunderstandings.

REPORT FORM

DATE 11/14/83

NAME Smitty Hughes

THE CONCEPT I WORKED ON DURING THE PAST WEEK WAS Time Management

THE WAY I PUT THE CONCEPT INTO PRACTICE WAS:

To construct a pie chart

showing how a typical day was spent. I used the same categories which I used on a similar project one year ago. My purpose was to do this year's without referring to last year's then compare them.

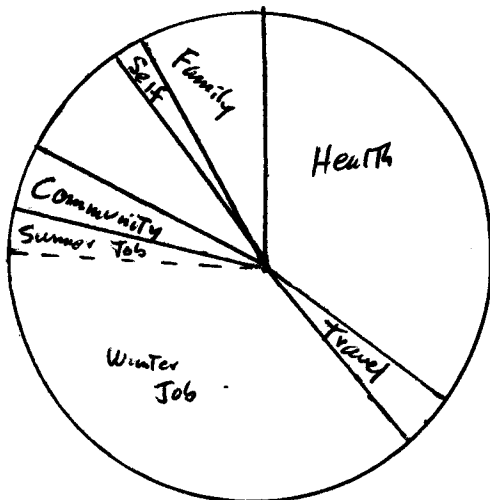
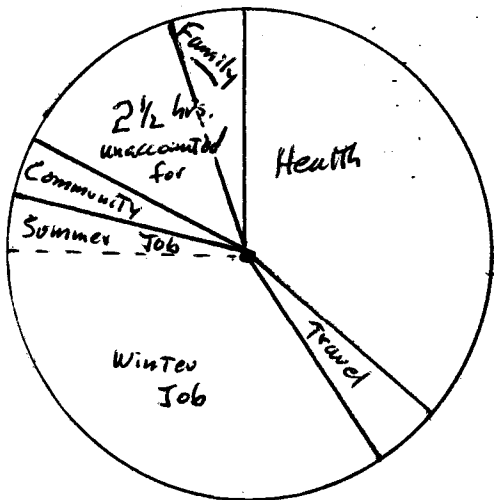
HERE'S WHAT HAPPENED:

Two areas improved: My Job received more time
+
My Family received more time

Community service increase but did not show up on the pie chart

AS A RESULT OF MY EXPERIENCE, I RECOMMEND USING Time Analysis

BECAUSE _____



Health	9 1/2
Travel	1
Job	9
Community	1
Self	1/2
Family	1 1/2
Unaccounted	2

8 1/2
1
10
1
1/2
2
1

REPORT FORM

DATE Saturday, Nov —NAME Esther Leiper EstabrooksTHE CONCEPT I WORKED ON DURING THE PAST WEEK WAS keeping on an even keel.

THE WAY I PUT THE CONCEPT INTO PRACTICE WAS: Thinking of the wheel representing life interests, & tried to evaluate what was in harmony and what was in conflict.

Difficult adjustment from full-time job to house-bound mother: Am making a point to get out more; with PM or shopping without her when P. is home to babysit. Am fighting to keep up heavy (profitable) contest writing schedule.

HERE'S WHAT HAPPENED: I have certain "must" writing commitments: the weekly column for NEW, the monthly column for The Bookling — Several days of frustration when I couldn't make myself produce new copy. (Not writer's block: I never get that. Just exhaustion & interruptions.)

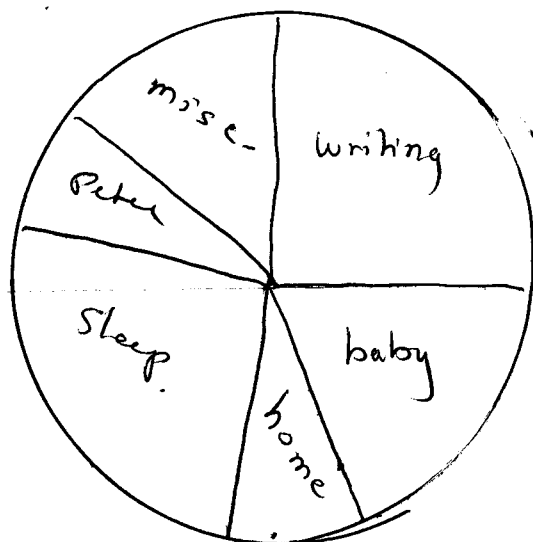
AS A RESULT OF MY EXPERIENCE, I RECOMMEND USING Writing out every scrap of X —

BECAUSE

If I utilize "good" days to the fullest, days that don't click aren't something to feel guilty about.

hours per day

1	writing	—	6
2	baby	—	5
3	Peter	—	2
4	home	—	2
5	misc.	—	2
6	Sleep	—	7

24 hours.

Home time & Peter-time tends to overlap (cooking & meals)
 miscellaneous — reading, TV — projects — daily walk.

NAME: (Optional) Esther Estabrooks Date Nov 23

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ✓ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes ✓ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes _____ Somewhat _____ No _____

I was not sure
what to expect.

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very _____ Somewhat ✓ Not appropriate _____

5. Rate the following:

ExcellentGoodFairPoor

Speaker preparation

1

2

3

4

Audience participation

1

2

3

4

Workshop committee leadership

1

2

3

4

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes ✓ No _____If yes, please explain: I thought the concept of the 1st class"the problem behind the problem" in fire behind thesmoke — was the hardest to grasp. Perhaps theorder of attention could be switched. I found thetime management (3rd class) of most interest.

EVALUATION FORM

NAME: (Optional)

Earl K. Brundage

Date

23 Nov 1983

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?
Yes ☒ Somewhat _____ No _____
2. Did the subject matter and the presenter hold your interest?
Yes ☒ Somewhat _____ No _____
3. Was the subject matter covered what you expected it to be?
Yes ☒ Somewhat _____ No _____
4. How appropriate did you feel these sessions were in covering the needs of your business?
Very ☒ Somewhat _____ Not appropriate _____
5. Rate the following:
- | | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> |
|-------------------------------|------------------|-------------|-------------|-------------|
| Speaker preparation | <u>1</u> | 2 | 3 | 4 |
| Audience participation | <u>1</u> | 2 | 3 | 4 |
| Workshop committee leadership | <u>1</u> | 2 | 3 | 4 |
6. Do you feel that the subject matter deserves further attention for future workshops?
Yes _____ No ☒

If yes, please explain: _____

EVALUATION FORM

NAME: (Optional)

Andrea Kenison

Date

November 23, 1983

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ✓ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes ✓ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes ✓ Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ✓ Somewhat _____ Not appropriate _____

5. Rate the following:

ExcellentGoodFairPoor

Speaker preparation

(1)

2

3

4

Audience participation

1

(2)

3

4

Workshop committee leadership

(1)

2

3

4

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes _____ No ✓

If yes, please explain: _____

EVALUATION FORM

NAME: (Optional) DUNCAN ESTABROOKSDate 11/23/83

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ✓ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes ✓ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes ✓ Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ✓ Somewhat _____ Not appropriate _____

5. Rate the following:

ExcellentGoodFairPoor

Speaker preparation

4

2

3

4

Audience participation

4

2

3

4

Workshop committee leadership

4

2

3

4

5. Do you feel that the subject matter deserves further attention for future workshops?

Yes _____ No ✓

If yes, please explain: _____

EVALUATION FORM

NAME: (Optional)

Lenny Israel

Date

11 / 22 / 83

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?
Yes ☒ Somewhat _____ No _____
2. Did the subject matter and the presenter hold your interest?
Yes ☒ Somewhat _____ No _____
3. Was the subject matter covered what you expected it to be?
Yes ☒ Somewhat _____ No _____
4. How appropriate did you feel these sessions were in covering the needs of your business?
Very ☒ Somewhat _____ Not appropriate _____
5. Rate the following:
- | | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> |
|-------------------------------|------------------|-------------|-------------|-------------|
| Speaker preparation | (1) | 2 | 3 | 4 |
| Audience participation | 1 | (2) | 3 | 4 |
| Workshop committee leadership | 1 | (2) | 3 | 4 |
6. Do you feel that the subject matter deserves further attention for future workshops?
Yes ☒ No _____

If yes, please explain: _____

EVALUATION FORM

NAME: (Optional)

Kay Whitcomb

Date

Nov. 23, 1983

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ☒ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes ☒ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes ☒ Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ☒ Somewhat _____ Not appropriate _____

5. Rate the following:

ExcellentGoodFairPoor

Speaker preparation

1

2

3

4

Audience participation

1

2

3

4

Workshop committee leadership

1

2

3

4

5. Do you feel that the subject matter deserves further attention for future workshops?

Yes _____

No ☒

If yes, please explain: _____

EVALUATION FORM

NAME: (Optional) Sally Hughes Date 11/23/83

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes _____ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes _____ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes _____ Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very would like more time _____ Somewhat _____ Not appropriate _____

5. Rate the following:

Excellent Good Fair Poor

Speaker preparation

1

2

3

4

Audience participation

1

2

3

4

Workshop committee leadership

1

2

3

4

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes please

No _____

If yes, please explain: _____

NAME: (Optional)

Sue Gradual

Date

11/23/83

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ✓ Somewhat _____ No _____

though I wish we had had time!

2. Did the subject matter and the presenter hold your interest?

Yes ✓ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes _____ Somewhat ✓ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very ✓ Somewhat _____ Not appropriate _____

5. Rate the following:

Excellent

Good

Fair

Poor

Speaker preparation

✓

2

3

4

Audience participation

1

✓

3

4

Workshop committee leadership

1

smitty
✓

3

sue
✓

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes ✓ No _____

If yes, please explain:

*Does not require more, but
I could profit from more!
Have tipped the iceberg!*

EVALUATION FORM

NAME: (Optional) DAVID ESTABROOKS Date 11-23-83

1. Based on the pre-workshop material and the title of the workshops, in your opinion did the presenter cover the subject matter?

Yes ✓ Somewhat _____ No _____

2. Did the subject matter and the presenter hold your interest?

Yes ✓ Somewhat _____ No _____

3. Was the subject matter covered what you expected it to be?

Yes ✓ Somewhat _____ No _____

4. How appropriate did you feel these sessions were in covering the needs of your business?

Very _____ Somewhat ✓ Not appropriate _____

5. Rate the following:

ExcellentGoodFairPoor

Speaker preparation

1

2

3

4

Audience participation

1

2

3

4

Workshop committee leadership

1

2

3

4

6. Do you feel that the subject matter deserves further attention for future workshops?

Yes ✓ No _____If yes, please explain: GOAL SETTING - & REACHING -COULD BE A WHOLE COURSE STRUCTURED AROUND
THIS SUBJECT.

DRAFT.

Corrected copy

Dear Friend of Littleton:--

Would you kindly take a few minutes to complete the attached Survey?

You, no doubt, are interested in the continued well-being of each citizen in the Town; and the continuation and expansion, if necessary, of services which assures that the best interest of each citizen is considered. Of course, the services must be provided at a cost which is affordable to the taxpayer.

A survey to determine the satisfaction with the "as is" and provide guidance regarding the "should be", is being conducted in conjunction with the Board of Selectmen, Town Manager, the Littleton Chamber of Commerce, and interested other citizens.

The results of the survey will be tallied; then the Selectmen will consider the findings to determine if there are changes necessary for the betterment of the community. The recommended changes will then be submitted to the citizens of the community.

The survey will take ^{approx 15} ~~approximately 20~~ minutes to complete. Each question should be answered.

Please return the completed questionnaire to the person who gave it to you, or in the pre-addressed envelope provided.

Your answers to the following questions are to be kept confidential. When the results are tabulated they will be available at the Selectmen's Office.

Thank you for your help.

By way of further explanation regarding the Survey, at the annual Town Meeting the voters decided the questions regarding Budget, Services, etc. After the meeting it's the elected officials and the salaried manager who carry out the wishes of the voters.

This Survey will help the town officials to assess your satisfaction with how things are going now, as well as give them ideas regarding suggestions for changes that might be in the best interest of the entire community.

The Survey focuses on four major ^{THEMES:} items: (1) Local Management, (2) Taxes, (3) I-93 Impact, (4) Local Industry.

Please feel free to comment on back of survey sheet, if you wish.

GENERAL

1. Are you a registered voter in Littleton? Yes () No ()
2. Do you attend Public Hearings on a regular basis? Yes () No ()
3. Do you voice your opinions at Public Hearings? Yes () No ()
4. Do you feel Public Hearings are effective? Yes () No ()
5. ~~Do you own property in Littleton?~~ ^{Do you own property in Littleton? - (6) Do you work in Littleton?}
6. Your age group: (18-25) (26-35) (36-55) (55 & over), underline one.
7. Male (), Female ().
8. Are you a year-round Resident? Yes () No ()
9. How long have you lived in Littleton? (under 1 year) (1-5 yrs) (5-10 yrs) (more than 10 yrs), underline one.
10. Your income bracket: (under 10,000 yr) (10-20,000) (over 20,000), underline one.

LOCAL MANAGEMENT

- | | <u>Yes</u> | <u>No</u> | <u>Undecided</u> |
|--|------------|-----------|------------------|
| 1. Did you vote for the Town Manager form of Government? | | | |
| 2. If the Town Management form of Government were up for a vote now would you vote for it? | | | |
| 3. Do you feel Littleton needs a full time Manager? | | | |
| 4. Do you believe the Town Manager system saves money for the Town? | | | |

(Local Mgmt. cont.)

Yes

No

Undecided

5. Do you approve of the Board of Selectmen being made up of three (3) members?
6. Do you feel the Town would be better served with five (5) Selectmen?
7. Do you feel the Selectmen respond adequately to the requests of citizens?
8. Do you desire to have the Selectmen's Meeting aired on the local Radio Station?
9. Do you agree with the Selectmen's decision to reinstate the parking meters on Main Street? - *IF NOT, please explain your suggestion for an alternative*
10. Are you in favor of completing the Mill Street Project?
11. Are you in favor of continuing to use the Town Building as is; that is, for Town Offices, Fire Station, Police Station, etc.?
If not, please explain: _____

12. Do you feel that such annual events as the Hydroplane Regatta, Art Show, Trout Tournament and Summer St., are beneficial to the Town?
Explain if necessary: _____

13. Should there be MORE / LESS of these activities? (circle one)
14. Are you familiar with the Zoning Ordinance in Littleton?
15. Have you ever had a Zoning Issue that needed to be resolved?
16. If so, were you satisfied with the resolution of the Zoning Issue?

TAXESYesNoUndecided

1. Are you aware of the amount of taxes paid by New England Power Co. (Moore Dam)?
2. Do you feel the Town Services would INCREASE / DECREASE without the revenue from the Dam (circle one)?
3. Do you feel Littleton has services because of the Dam that we could do without?
Explain: _____

4. Do you feel the revenue from the Dam causes the voters at Town Meeting to be more liberal when ~~opposing~~ APPROVING Town expenditures?
5. Do you feel your tax bill is fair?
Explain why or why not
6. Do you feel the Town Officials are doing an acceptable job managing your tax dollars?

I-93

1. Will the completion of I-93 be helpful to the Littleton Area?
2. Will I-93 completion INCREASE / DECREASE business Downtown (circle one)?
3. Will the completion of I-93 bring more development to the major Exit areas?
4. Will the completion of I-93 make transportation easier in and around Littleton?

INDUSTRY

1. Do you favor more industry in Littleton?
2. Do you approve of the current access road to the Industrial Park (via South St.)?
IF NOT, What alternative do you propose?
3. Would you vote for the Town's involvement in an improved access road?
4. Are more jobs needed in Littleton?

(Industry cont.)

5. Would more industry RAISE / LOWER
your tax bill (circle one)?
6. Should the new industry be housed in
EXISTING BLDGS / INDUSTRIAL PARK
(circle one)?
7. Is Tourism a major industry in
Littleton?

Yes

No

Undecided

What ~~are~~ should the Two major GOALS be for Littleton
to be accomplished over the next 5 years?

①

②

Consider
giving choice