

## Are YOU Fit for the Future?



## **FIT FOR THE FUTURE**

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	<p><b>ANNUAL CONVENTION</b> November 5-7, 2015 Raleigh Marriott • Crabtree Valley</p>
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Do you have your calendars marked? Are YOU ready to get Fit for the Future? The NCMA Convention Committee is hard at work finalizing the details for this year's convention. We have a good program ready to help your business succeed.

## **NCMA Mission Statement**

The mission of the North Carolina Movers Association is to provide guidance to our members concerning rates, tariffs, rules and regulations as prescribed by the NC Utilities Commission. Most importantly we provide support for our members and sponsors so they can supply quality service to the moving and consuming public.

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Pam Stanley, Executive Director

## Members on the Move



**Lawrence Companies** welcomes **Randy Dennis**, new Director of Recruiting, located at their headquarters office in Roanoke, Virginia. Lawrence Companies is a local transportation company specializing in household goods moves, freight, containers services, warehousing and equipment sales, parts and service. Lawrence Companies has been serving businesses and home movers since 1932. Lawrence Companies is also a 100% employee-owned business.

**Abass Rahaman** of **Ray Moving and Storage** in **Greensboro** recently won the Driver of the Month award from Mayflower. This is a national award based on safety scores, customer service and performance. Congratulations!

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 An illustration showing several items: a stack of forms, a roll of white tape with black text, and a roll of black tape with white text. One form is partially unrolled, showing fields for 'COMPANY NAME', 'STREET ADDRESS + CITY STATE', and 'PHONE NUMBER'.



## From the President—Tripp Moore

Greetings!

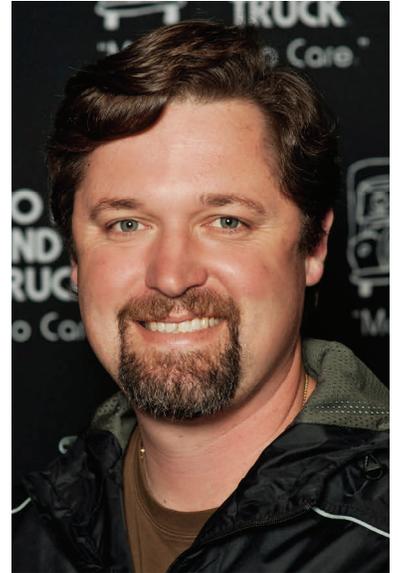
I can hardly believe that 2 years have come and gone so quickly. It has been an honor to serve the Association and its members as its President. A lot of good things have happened as we continue to bring new members onboard, strengthen relationships with sponsors and vendors, and work with the Utilities Commission for stronger enforcement against rogue movers.

It has been a joy to work with the Board Members. They have done an excellent job for the membership as they continue to push the needle towards excellence. Many of them serve on other Boards and have represented the NCMA well in their various capacities.

I would also like to thank Pam Stanley for her continued efforts of keeping us all on task as a Board and how well she represents the entire membership in her efforts in the National Council and AMSA.

Thank you again for the opportunity to serve the Association. I look forward to the energy that is brewing across North Carolina as we continue to move people forward in their lives and fulfilling their dreams.

Take care and we'll see you soon at the Annual Convention in Raleigh next month!



Tripp Moore  
President NCMA  
Two Men and A Truck  
Charlotte, NC

## NCMA Board of Directors

**President**—Tripp Moore, Two Men and Truck of Charlotte, Charlotte, NC

**Vice-President**—Brett Plummer, All American Relocation, Raleigh, NC

**Secretary/Treasurer**—Kathy Cox, Horne Moving Systems, Goldsboro, NC

**2015 Directors:** Dru Burgin, Sells Service, Statesville, NC; Jerry Hare, A+ Moving and Storage, Fayetteville, NC; Wayne Ray, Coastal Carriers Moving & Storage, Wilmington, NC; Rick Thornton, Fayetteville Moving & Storage, Fayetteville, NC

**2016 Directors:** Jeff Brown, Smart Move USA, Charlotte; Todd Campbell, Two Men and A Truck of Asheville; Todd Eberhardt, Two Men and A Truck of Wilmington; Tony Harris, Fidelity Moving & Storage, Jacksonville, NC;

**2017 Directors:** Robert Diaz, Affordable Moving Solutions, Charlotte, NC; Travis Few, Few Moves, Wilmington, NC; Felicia Lunsford, The Open Box Moving Solutions, Asheville, NC Steve Rhodes, Nilson Van & Storage, Fayetteville, NC;

**Ex-Officio:** Dean Barrett, All American Relocation, Raleigh, NC



From left (seated): Felicia Lunsford, Kathy Cox, Dru Burgin. Standing: Jeff Brown, Tripp Moore, Tony Harris, Rick Thornton, Todd Eberhardt, Robert Diaz, Jerry Hare, Steve Rhodes, Wayne Ray, Dean Barrett and Brett Plummer. Not Pictured: Travis Few and Todd Campbell



*By Bobby Albert*

Well, how did you do? Did you clearly *understand* what was being **communicated** in the above exercise?

### **Ask Questions**

If you want to confirm that a person has *understood* you, you don't simply ask them, "Did you *understand* me?"

Why? Because others may truly believe they have *understood* you even though they haven't.

The fact is, as *listeners*, we should not hesitate or be afraid to *ask questions* – even what we may consider to be "dumb" questions.

**"Don't be afraid to ask dumb questions. They're easier to handle than dumb mistakes!" – Jim Lundy**

As the recipient of a message, if you're not sure what you've heard, or if you disagree with what you think you've heard, seek clarification with a neutral, positive tone.

For example, ask:

- "Do you mean that...?" or "Are you suggesting that...?"

**Why is it important to *listen*?** *Every person can improve their listening skills by understanding the following 5 truths about listening.*

### **Hearing vs. *Listening***

There is a difference between "hearing" and *listening*.

- Hearing is a function of the ears.
- *Listening* is a function of the will.

People *listen* to connect with others and to learn.

**"I remind myself every morning: Nothing I say this day will teach me anything. So, if I'm going to learn, I must do it by listening." – Larry King**

### **Faulty Communications**

Ultimately, poor *listening* leads to hostility, **miscommunication**, and a breakdown of the *team* cohesion.

*(Continued on page 6)*

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Peter Drucker, the father of American management, believes that 60 percent of all management problems are the result of faulty **communications**.

### **Gains from *Listening***

When you listen, you gain something more precious than the privilege to speak:

- You gain insight about people.
- You connect with the speaker.
- You earn your right to speak.
- You become relevant.
- You *understand* the keys to the speaker's heart.
- You identify common ground with speaker.
- You gain authority.
- You learn.

**Insight: Remember, when you speak, nothing you say will teach you anything. Only when you listen will you gain understanding.**

### **Touching a Heart**

We don't lose intimacy when we stop *talking*. But, we do indeed forfeit intimacy when we stop *listening*.

That is *why*...

- We feel good when others *listen* to us.
- The sheer act of *listening* speaks volumes that even a great speech can't **communicate**.

*Listening communicates*...

- Value for the other person.
- *Understanding*.
- Desire to grow, to learn, and to remain teachable.

**“Leaders touch a heart before they ask for a hand.” – John Maxwell**

### **Two Ears and One Mouth**

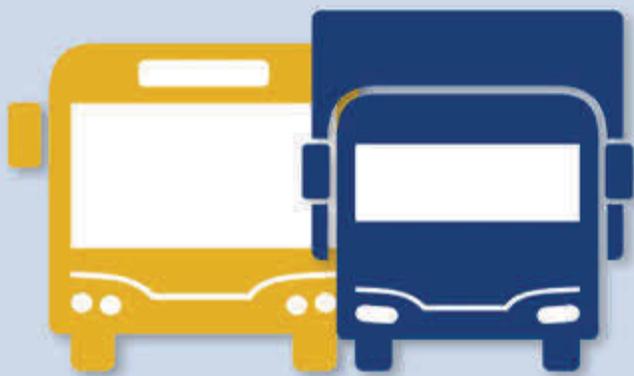
We have two ears and one mouth...and we should use them in that proportion.

Do the math – *Listen* twice as much as we speak or *ask questions*.

The percentage for *listening* needs to be higher than speaking. And remember, this is more than *hearing*, it's *listening* from the heart.

**“Courage is what it takes to stand up and speak. Courage is also what it takes to sit down and listen.” – Winston Churchill**

(Continued on page 8)



**No Call,  
No Text,  
No Ticket**

## New Rules For CMV Drivers About Hand-Held Mobile Devices

### **What You Need to Know -New texting and mobile phone restrictions for commercial motor vehicle (CMV) drivers**

The FMCSA and the Pipeline and Hazardous Materials Safety Administration (PHMSA) have [published rules](#) specifically prohibiting interstate truck and bus drivers and drivers who transport placardable quantities of hazardous materials from texting or using hand-held mobile phones while operating their vehicles. The joint rules are the latest actions by the U.S. Department of Transportation to end distracted driving. Violations can result in fines and/or driver disqualifications and will impact a motor carrier's and/or driver's Safety Measurement System (SMS) results.

#### **No texting while driving**

CMV drivers are prohibited from texting while driving. So what qualifies as texting? Texting means manually entering alphanumeric text into, or reading text from, an electronic device. This includes, but is not limited to, short message service, e-mailing, instant messaging, a command or request to access a Web page, or pressing more than a single button to initiate or terminate a voice communication using a mobile phone or engaging in any other form of electronic text retrieval or entry, for present or future communication. ([Click here for final rule](#)).

#### **Do not type or read a text message while driving a CMV!**

##### **Use of mobile phones is restricted for CMV drivers**

This [rule](#) restricts a CMV driver from reaching for or holding a mobile phone to conduct a voice communication, as well as dialing by pressing more than a single button. CMV drivers who use a mobile phone while driving can only operate a hands-free phone located in close proximity. In short, [the rule](#) prohibits unsafely reaching for a device, holding a mobile phone, or pressing multiple buttons.

#### **How can drivers use a mobile phone and still obey the rules?**

- Locate the mobile phone so it is operable by the driver while restrained by properly adjusted safety belts.
- Utilize an earpiece or the speaker phone function.
- Use voice-activated or one-button touch features to initiate, answer, or terminate a call.

#### **What happens if a driver is caught using a hand-held phone or texting while driving?**

The [rule imposes sanctions](#) for driver offenses, including civil penalties up to \$2,750 and driver disqualification for multiple offenses. Motor carriers are also prohibited from requiring or allowing their drivers to text or use a hand-held mobile phone while driving and may be subject to civil penalties up

*(Continued on page 8)*

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to \$11,000. Violations will impact SMS results. Texting and calling on a hand-held phone carry the maximum violation severity weighting in SMS.

#### What are the risks?

Besides penalties and possible driver disqualification, recent research shows that the odds of being involved in a safety-critical event (e.g., crash, near-crash, unintentional lane deviation) are 23.2 times greater for CMV drivers who text while driving than for those who do not. Texting drivers took their eyes off the road for an average of 4.6 seconds. At 55 mph, this equates to a driver traveling the approximate length of a football field — without looking at the roadway! For CMV drivers who dial a mobile phone while driving, the odds of being involved in a safety-critical event are six times greater than for those who do not. Why take chances?

Bottom Line: Using a hand held device while driving is a serious traffic violation that could result in a driver disqualification.

#### No call, no text, no ticket!

- See more at: <https://www.fmcsa.dot.gov/driver-safety/distracted-driving#sthash.KDje3j3s.dpuf>

(Continued from page 6)

When families, organizations, or teams of any kind enjoy **communicative** interactions, they will be more inspired as well as better informed.

What a deal – achieving inspiration as well as information with so little extra cost or effort!

*How well do you listen ...really listen from the heart? Could you improve your listening skills? What did you learn about why it is important to listen? Please share your thoughts <here> and share this blog post with your family, friend, or co-worker.*

The post 5 Timeless Truths About Listening appeared first on BobbyAlbert.com.

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## Managing Growth by Dave Duryee

If some sales are good, then more is better. Everyone knows that. The very best thing that can happen is for someone to guarantee that your sales and profits will at least double every year. Well, not exactly. At best you would have three to four years, depending on the strength of your balance sheet, before you were flat broke. I know, you don't believe it, but it is all too true.

The interesting thing is that we don't have to look too far to find examples of this. Just open your daily newspaper and turn to the business page. Haggen Grocery Stores, based in Bellingham, Washington, is the latest company to grow big quickly and then have big problems, ending in filing for relief under a Chapter 11 reorganization.

Haggen was a very successful and profitable chain of 17 stores that apparently subscribed to the philosophy mentioned above, and bought 146 stores from Albersons and Safeway in a \$9.4 billion merger, financing a large part of it with debt. Sales were forecast to go from \$4.2 million to over \$3.6 billion, Do the math, that is a lot of growth. Not very much later, they are frantically trying to close 127 stores and layoff thousands of employees. It didn't have to happen.

My guess, without really knowing, is that this company had some sharp Harvard or Wharton MBAs on staff. Heck, maybe even one from the esteemed University of Washington. They should have known that increased sales cause increased assets which cause increased debt and decreased cash flow. In other words, while the income statement is going gangbusters, the balance sheet is heading south. The foundation of the business is crumbling and the faster the growth the faster it crumbles.

Cash is king and high growth causes negative cash flow. The question now is how successful they will be in retreating back to where they once were, and retaining as many of the original employees as possible.

The next time you want to grow and expand quickly, remember this example and take a lesson from those that have tried it. Growth is necessary for you to survive in the long run but it needs to be carefully managed, and too much of any good thing is almost always bad.

Click on the following link to read a chapter from my book on managing growth and make a pledge to not "grow broke." Save yourself and your employees in the process.

### [Chapter Nine, Managing Growth](#)

*I would love your feedback positive or negative, and welcome your questions. I can be reached at [dave@leadtosucceed.biz](mailto:dave@leadtosucceed.biz).*



## NCMA 61st Annual Convention Schedule

### **Thursday, November 5**

Vendor Set-up  
Board of Directors  
Opening Reception & Dinner

### **Friday, November 6**

General Business Session  
Mallory Wojchiechowski,  
Better Business Bureau  
Elliott Avent  
NCSU Baseball Coach  
Commission Bryan Beatty  
NC Utilities Commission  
Golf Tournament  
Awards Banquet & Dinner

### **Saturday, November 7**

General Business Session  
How to Market Your Small  
Business  
NC Highway Patrol  
Panel of Moving Experts  
Go Hard or Go Home Party

All events are being held at the Crabtree  
Marriott, Raleigh, NC

[Packets](#) for Members

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For a complete listing, click [here](#)!**

## NCMA COMPUTER SOFTWARE

Have you wondered if the NCMA Computer Software would work for you? You can now try it out for free. Joe Echol, our programmer, has provided a test site. You are able to use the software 10 times. The software costs \$275. Annual maintenance fees are \$100.

Go to our website: <http://www.ncmovers.org/online-store/> and click the link to install the demo.

Contact the Association Office if you need more information.



The North Carolina Movers Association is proud to be a state partner of Move for Hunger, a non-profit dedicated to working with moving companies to help fill the pantries of our nations' food banks.

Over 20 NCMA members are already a part of the Move for Hunger family. Click on their logo to go to their website and find out more information about this program!



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**A Smart Move!**

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tend General Session each day:

Intriguing speakers: Elliot Avent, NC State Baseball Coach

Annual membership updates

Election of new officers and directors



**FIT FOR THE FUTURE**  
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North Carolina **MOVERS** Association, inc. **ANNUAL CONVENTION**  
November 5-7, 2015  
Raleigh Marriott • Crabtree Valley

**You Snooze You Lose!**

Don't miss breakfast with sponsors Friday and Saturday morning before the General Session. Share a coffee with them and learn more about their goods and services.

**Win \$500**

Visit every vendor booth and enter a drawing to win \$500.

**Thursday: BizFit Party**

Whether you are coming from the east or the west, you will be ready to enjoy a healthy snack upon your arrival to the convention Registration desk. Spend the afternoon wondering around the newly renovated Crabtree Marriott or cross the street to Crabtree Valley Mall for some retail therapy. Warm-up with old friends and new at the BizFit Party. Enjoy a great dinner and drinks and make plans to stop by the **(Sponsor) Fitness Checkup** to test your business and mental fitness. **The (Sponsor) Fitness Checkup** will identify your strengths and weaknesses in the following fitness categories.

**So... start training NOW!**



- Balance
- Strength
- Flexibility
- Endurance
- Safety
- Technology
- Employment
- Marketing



Upon arrival to the Crabtree Marriott you can begin training for the NCMA/**Wells Insurance Long Carry Contest**. Each attendee will receive a pedometer at the Registration Desk. The attendee that records the most steps by the beginning of the **Go Hard or Go Home Party** Saturday night will win a really cool

➤ **Friday Night: Flex Awards & Live Auction**

Attendees will enjoy an evening of awards recognizing the movers and shakers of our association. Throw in a Live Auction and a few surprises and you've got a night to remember.



➤ **Saturday: Go Hard or Go Home Party**

Get your heart rate up with a group fitness classes taught by NCMA members in Zumba and Crossfit. This is the night to show your fellow movers your fitness readiness. Expect to go hard while participating in an assorted array of games that test your balance, strength, endurance and flexibility. This group fitness class is like no other you have ever attended. **Expect to leave this event RIPPED!**





City Transfer & Storage, Winston Salem, NC and High Point, NC offices in conjunction with the Move For Hunger will be conducting a food drive to benefit Second Harvest Food Bank of Northwest NC, October 19, 2015 – November 13, 2015. Drop by either of our locations at 2895 Ridgewood Park Drive, Winston Salem, NC or 1100 Redding Drive, High Point, NC and help us fill our moving boxes full of canned goods and non-perishable food items.

**Partial List of most needed food items: NO GLASS CONTAINERS PLEASE**

Low Sodium canned vegetables  
 100% vegetable juice  
 Diced tomato  
 Tomato juice  
 Spaghetti sauce  
 Canned fruit in light or no syrup  
 100% fruit juices  
 Raisins  
 Shelf-stable fruit cups in their own juice  
 Plain or low sugar oatmeal  
 Whole grain crackers  
 Whole wheat pasta  
 Low sugar/high fiber cereals  
 Whole grain granola bars  
 Brown Rice

Canned tuna fish in water  
 Canned Salmon  
 Canned Chicken/turkey  
 Low sodium bean soups  
 Dried & canned beans & peas  
 Turkey or vegetable chili  
 Low-Fat cream soups  
 Natural peanut butter  
 Almond Butter  
 Unsalted nuts  
 1% shelf-stable milk  
 2% evaporated milk  
 Fat-free pudding  
 Shelf-stable yogurt

**Most needed Non-Food Items include:**

Deodorant  
 Disposable Diapers  
 Shampoo  
 Toilet Paper and Paper Towels  
 Toothpaste



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[www.moveforhunger.org](http://www.moveforhunger.org)

## NC Movers Association

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## Upcoming Industry Events

October 20 MRT Training Seminar  
Cameron Village Library  
1930 Clark Avenue  
Raleigh, NC

November 5-7 61st Annual NCMA  
Convention  
Crabtree Marriott  
Raleigh, NC



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