

February 28th, 1983

The Entrepreneurial Family Team (To Demonstrate the Role of the Family in an Entrepreneurial Company)

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We Learn From Types and Anti Types

As Ken ~~has~~ has shared some of his experiences with us of growing and developing his leadership - we have a Type - to learn

- Three characteristics that we should ~~would like to point out~~ seek to emulate

1. Stamina - ~~Energy~~ (A Source of energy)

The will and strength to get the job done. A will and strength that was born with a strong sense of purpose - a character that seems to present every situation.

Energy level that never seems to wane. Once the job has been defined it will be done - Once the meeting has been set, it will start early and stop when we see ~~the~~ completed.

- This Stamina factor is not only reflected ~~at his~~ in his physical health and strength (not merely mind appointment cancelled -) but in ~~his~~ inner spiritual strength that can only come from a close relationship with his God & Savior - Amen

Integrity

In leading seed growing the
business he has been both right and
sought to be both right and good
He has given his word - yet in
even a greater sense he has
dedicated his talents to the ministry
and growth of the church

~~11~~ 15/5 Slavery

② promise to those who he needed
into the heavenly

As he was growing and developing -
a beginner - it was not with the design and
intent to buy a portion of stock or ~~compensation~~
compensation - no in fact he was building
a debt ~~a debt to the~~ an obligation
to the people of service men -

As Managers who ~~see~~ seek to
lead - and grow the people we
are developing, let us never forget
~~that we are responsible~~ ~~for every team~~
we are involved with & our management
decisions - ~~our~~ manager charge - components
NORMAN D. T. - 1980 9-27-80 N.D.T.

A debt - no obligation that expected
to that person and that cannot
be fulfilled ~~at~~ with integrity - &
by ~~surprising~~ or forsaking that person
for my own personal gain

Vision

— That has taken us from on hospital
One seen ~~before~~ 20 years ago to 1000
hospitals and sent services to day —
That same thing I vision that was
characteristic of a nation would as he ~~is~~
~~some~~ of the time he could found
from end to west and stay each night with a star
viewer or the vision that then has had
he put in place the holy places ~~stars~~
the end of end of journey was as he identified
and would visit the great strangers in
other 5.

overhead !

Eri kaddel -

Run for God and let the world watch -

In a real sense we are running for God in the market place ~~and in~~ ~~the~~ and I can assure you the world is watching - We must not only compete and win but we must also honor Him - There is no neutral ground - one must commit or ~~jump ship~~ not be part of the process -

God made me fast and when I run I feel his presence

- There is no more feeling of exhilarating feeling in life that to be used spent by God and in the process to have a ...

that he is pleased - our work in this
country takes on a whole new
meaning

- Entrepreneurial Family Team

✓ - What is an entrepreneur?

A. Organize, operates and assumes risk for business ventures

—> Real proprietary interest - a risk taker

- Some one who seek the responsibility of ownership of his business and his family and see the importance of the relation between the two -

~~Example~~ We are not better than anyone else

B. Since we are going to talk about our family as we share with you this morning I want Judy to share with you something about our family

- Judy talk about family and make sure you bring out characteristics of each member that will help them relate to us - and to our outline - Integration @ communication @ involvement @ understanding.

Let's see

Story of family is Power - If you don't believe it! Important lesson that we are examples in what we do not only as individuals but as family unit

Problems

Q. As we talk about family and our business see
we talking about priorities in integrating
- Who comes first - See go first the
king dom of God and all other things
added unto you -

~~How do you
think about
over home
Does it work?
or some more business
just because conflict
of resources for their
welfare~~

Integration process

1. Communication
2. Involvement
3. Understanding

progression

I Example of Communication

- Talk about business at home -
- Ring at table
- Share spendment chips
- Talk about - business issues

Example table
Does before we left
for America -

Talk about family at work

- Use family examples!
- share joys & problems

Judy!
How do you see the
communication process working

Involvement:

1. Business people at home
Pollock - etc. content who to call -

2. Kids at work

Brian Hargrove found for

Trips

& Washington

3. Work and kids

Hansen + Julie + Chris

(5)

4. Stock ownership

5. Chips S/m job (c)
(5)

6. Julie Name + document of money

7. Summer meetings of family

8. Chris poem

I Understanding

- Julie criticism of S/m
- motivation of people - chips = also moment
- Brian Bushell ball game
- Reaction of kids to travel
- Julie + Chris financial problem
- Belochian example from S/m
 - He did not trade "risk"
 - so no commitment
 - no involvement
 - no understanding

S/m manager

V ~~being~~ form of m^c produced

- so both ways - real question of being owned or owning - A S/m enterprise is being owned!

Conclusion - why important to S/m

(1) God established the family unit for personal development of people. (2) Basic unit for growth & development of people. (3) Basic unit where we learn importance of (responsibility, love, understanding, discipline)

(3) no longer family unit also (economic unit), i.e.

said sharp for his commitment & to himself he must be categorized with work

(11) to know God in all we do - is that we make
as ~~the~~ mandate not given - the cultivation of peace
and peace

TOTAL PERFORMANCE SEMINAR

SESSION: The Entrepreneurial Family Team

TIME: 11:15 - 12:00, February 28, 1983

PRESENTERS: Bill and Judy Pollard

OBJECTIVE: To demonstrate the role of the family team in an entrepreneurial company.

We are talking about an integrated life work system.

TIME	CONTENT	ACTION/PROCESS
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5 Minutes	I. Introduction	
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(3")	A. Entrepreneurial Definition	
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	1. May be a new term to some of you.	Ask Group to define
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	2. Comes from French word "entreprendre" meaning to undertake.	
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	3. Dictionary defines entrepreneur as a person who organizes, operates and assumes the risk for business ventures.	
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	4. Our undertaking is to organize, and operate a business venture.	
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	5. You can't do that right without there being "risk" involved.	
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	6. There is a difference in ServiceMaster. Our venture is not an end in itself. It is only a means to the end of Honoring God in all we do.	
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	7. That is why we talk of the entrepreneurial family. We want ServiceMaster and our objectives to be a way of life for people.	
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JUDY TELLS

BACK GROUND OF FAMILY - Judy's story about how ServiceMaster was born out of a family.

(2")	B. Entrepreneurial Family.	
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	1. We stress God, Family, and ServiceMaster in that order.	
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	2. That order of priorities is what convinced Judy, my children and me to join ServiceMaster.	
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	3. Without that strong family involvement and mutual support, I do not believe I can be successful in this entrepreneurial company we call ServiceMaster.	
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Subproprietary interest

Consolidation

Subproprietary interest

ServiceMaster

"If you don't love it, don't do it."

ServiceMaster

ServiceMaster

Total Performance Seminar

Session: The Entrepreneurial Family Team

Registration
-2-

1. Communication
2. Involvement
3. Understanding

TIME	CONTENT	ACTION/PROCESS
20 Minutes	II. Entrepreneurial Characteristics - Judy and I want to share with you some characteristics of entrepreneurial managers and then show you how the family unit plays a critical role.	<i>Examples of Communication</i> - Talk about business at home and how about business with people involved in business <i>Examples</i> - Being at home - Staying with family
(5")	A. "Go and Give"	
	1. A mark of an entrepreneur is that he or she is willing to take the risk of "going and giving".	<i>Talk about Family at work</i>
	2. A scriptural reference for this is in Mark 10.	<i>Examples</i>
	3. There is a contrast between the rich young man in Mark (10:17-22) and Bartimaeus (10:46-52).	
	4. The rich young man was a good person. He kept all the rules. Jesus felt a genuine love for him.	<i>Involvement</i> 1. Business people are involved 2. Business people are involved 3. Business people are involved
	5. The young man wanted to know how to get to heaven.	<i>Follow</i> 4. Business people are involved 5. Business people are involved
	6. "There is only one thing you need to do", Jesus said. "Go and sell all you have."	<i>2. Talk about work</i> 3. Talk about work
	7. The rich young man refused to take the risk of going and giving.	<i>3. Talk about work</i> 4. Talk about work
	8. Bartimaeus called out persistently for Jesus despite the crowd telling him to shut up.	<i>4. Talk about work</i> 5. Talk about work
	9. When Jesus told him to come to Him (which was a risk for a blind man in a hostile crowd!), Bartimaeus "threw off his cloak and flung it aside!"	<i>5. Talk about work</i> 6. Talk about work

more wife class

class and class

Went to the class
Went to the class

Went to the class
Went to the class

He did not take the risk of going and giving

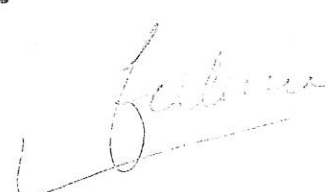
Total Performance Seminar

Session: The Entrepreneurial Family Team

TIME	CONTENT	ACTION/PROCESS
	9. Peter Drucker says to always ask: "What can I contribute?" Contribution is the key to success.	
	10. We in ServiceMaster have been successful because we have found ways to contribute and then focused in on results.	
	11. As entrepreneurial families, we must always ask - what can we contribute? What results can we offer? Then the just and generous reward will come!	
	12. Personal example.	

(5") D. Commitment and Concern.

1. Mark 12:41-44
2. Some people give a lot - but they have a lot to give!
3. The real measurement is giving all you have - total commitment.
4. The widow gave out of her need - reached down and put in all that she had. Jesus honored that above all else.
5. Entrepreneurs realize that only through total commitment and caring can we win through to the victory.
6. This means total commitment to people too!
7. We are all in this venture called ServiceMaster together!
8. Judy and I commit ourselves to you and your family completely.

TIME	CONTENT	ACTION/PROCESS
	10. Talk about total abandonment to going and giving! Probably his only possession and he willingly risked it to go and give!	
	11. <u>There will be times when the entrepreneurial family must go and give to build this venture called ServiceMaster.</u>	
	12. Personal example by Judy.	
(5")	B. Planning And Preparing	
	1. Another mark of an entrepreneur and an entrepreneurial family is planning and preparedness.	
	2. Mathew 25:1-12. We must be keeping our eyes on a goal and constantly be "trimming our lamps."	
	3. All the bridesmaids went to meet the bridegroom. All their lamps were burning! <u>All were prepared for the present.</u> But only five were wise enough to plan and fill their lamps for the future!	
	4. When things were delayed - the lack of planning caused five to lose out.	
	5. Many people prepare - but when delays and obstacles slow down progress - their lack of planning and long-range vision cause them to <u>lose out!</u>	
	6. Some people have claimed ServiceMaster was lucky. We believe instead that God has directed our planning. We have been both prepared and well-planned and thus able to sieze the opportunities God has presented us!	

TIME	CONTENT	ACTION/PROCESS
	7. As families and individuals we must ask ourselves: Are we merely prepared for the present, or are we planning for the future?	
	8. We must fill our lamps so our light will shine into the future.	
	9. Personal example of planning.	
(5")	C. Results - Then just and generous rewards.	
	1. A very difficult parable for some people is Mathew 20:1-13.	
	2. A farmer hired various people throughout the day promising to pay all of them \$20.00.	
	3. At the end of the day he paid them all what he had promised (\$20.00), whether they had worked the full day or not.	
	4. Instead of everyone praising him for being a just and generous man (because \$20.00 was obviously a fair day's wage) they complained about his generosity.	
	5. I believe the lesson here is that we must be concerned with doing the work we do well.	
	6. All of these people worked hard. Instead of saying we worked hard and did a good job, they focused in on what others did.	
	7. There will always be someone who seems to have a better deal than we do! We can always find things to dissatisfy us!	
	8. A true entrepreneur gains satisfaction from the work itself, and knows a just reward will flow from a job well done.	

Session: The Entrepreneurial Family Team

TIME	CONTENT	ACTION/PROCESS
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18 Minutes

III. Entrepreneurial Families.

(9")

A. Your whole family can get involved in your ServiceMaster effort!

1. Example of sharing goals and risks with children.
2. Example of praying with children.
3. Breakout discussion: How can we get whole family involved? What are benefits?

Breakout groups

(9")

B. Building A Mutual Support System.

1. We are talking about beyond just our families to our ServiceMaster extended family!
2. Each of you here represent a "winning family" who is looked up to!
3. How can we build mutual support systems? To help us, but also other ServiceMaster families?

Breakout groups

2 Minutes

IV. Conclusion:

- A. ServiceMaster will only be as successful as its families are strong.
- B. The points we have mentioned as characteristics of entrepreneurs are also characteristics of strong, healthy families!
- C. "Go and Give", "plan and prepare", "results and rewards", "commitment and caring". These are the keys to continued growth and success.

Conclusions
 1. Goal has been highlighted
 2. Family is the key to success
 3. Success for the family is the key to success for the business
 4. If the family is not strong, the business will not be successful
 5. The family is the foundation of the business
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