

## Shop Local FIRST Series

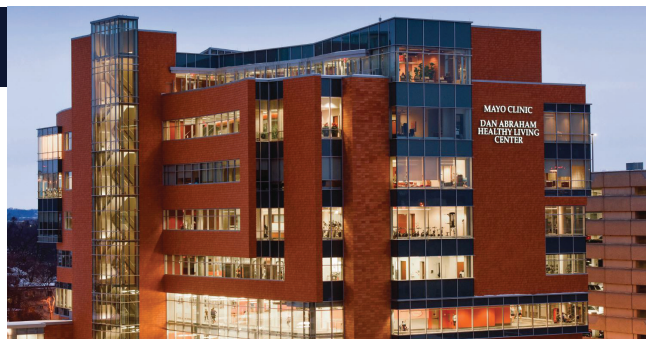
### Stress Management & Resiliency for Small Business and Entrepreneurs

**Date/Time:** September 25, 6:00 pm - 8:00 pm

**Location:** Dan Abraham Healthy Living Center

**Register:** <https://bit.ly/2Pnh5Hf>

As a small business leader or entrepreneur, stress is part of every day – and night. Unless you can tackle stress it'll be difficult to find and prioritize time for physical activity and nutrition. How can you enhance your resiliency to better manage stress and start to weave healthy living into your fast-paced life? Start by taking 90 minutes. Lifestyle experts in the Mayo Clinic Healthy Living Program will provide practical and actionable ways you can weave stress management, resiliency, and relaxation into your busy lifestyle.



## Shop Local FIRST Holiday Campaign Season Launch

### Maximize Your Holiday Season Sales and Revenue by Improving Your Customer Experience – For All Sectors – All Invited

**Date/Time:** October 10, 7:30 am – 9:00 am

**Location:** St. Mary's University Rochester, Cascade Meadow

Because the holiday season can represent as much as 30 percent of annual sales, the Chamber is launching our Shop Local First Holiday Campaign on October 7th with a special class designed for all sectors to help you improve your customer experience. This class sponsored and organized by RSP Architects and taught by subject matter experts who will provide you with easily accessible information – best practices and tips on inexpensive innovations to improve your customer experience not just during the holiday season but throughout the entire year.

RSP

## Shop Local FIRST Update

### Well Attended, Great Content, Still Accessible to You Succession Planning - Are you Prepared?

Kathy Kasten, Lion Crest Leadership | 8/13/19 | 125 Live

Ms. Kathy Kasten, CEO of Lion Crest Leadership, led a powerful workshop on the elements of successful succession planning and delivered a significant amount of content in an hour. Major takeaways from the excellent class include:

- The day you become a leader is the day you should begin succession planning.
- Succession planning requires intentionality and commitment. It should also include multiple succession options to minimize risk.
- Purposeful hiring, strategic planning, long-term training/development, and great continual communication should be a part of any good succession plan.
- A smooth and effective succession plan raises morale, productivity, and business value, while lowering stress and risk.

We are very grateful for Kathy Kasten's willingness to share her expertise with Chamber members. The reviews of this class were extremely positive and we are hopeful that



Kathy will return to teach other classes in the Chamber's Shop Local First series.

To find more information on this and other relevant topics please visit: <https://lioncrestleadership.com>.

"It was an honor to lead this Shop Local First Series Workshop on Succession Planning. **I love to help small businesses plan for the future and identify and implement resources and skills to ensure their continued growth and success!** Lion Crest Leadership is built on serving individuals and businesses by helping them recognize and maximize their potential - a mission that aligns well with the Chamber's small business workshops."

**Kathy Kasten**, CEO and Founder, Lion Crest Leadership