

**WORKSHOPS  
COMING SOON!**

- **Project Management (online)**
- **Property-Casualty Insurance & Your Business**
- **Human Resources (online)**
- **QuickBooks Basics**

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**How can we help you?**

DBE Supportive Services is here to help. If you have any suggestions about what we can do to better assist you and your business, contact Amy Stewart at 942-6389 or email [astewart@emdc.org](mailto:astewart@emdc.org)

# DBE NEWS



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## Struggling and Stressed! 6 Tips to Ease Your Workload

Entrepreneurs and small business owners alike often times find themselves overworked and overwhelmed. All the work associated with running a business while providing quality products and services can be time consuming; especially when you go it alone. And what happens when you land that huge client you've been after for months only to realize that huge clients equal bigger workloads? Do you really have a handle on your business or are you stuck right in the middle of things?

Entrepreneurs and small business owners don't set out to become overworked individuals who are struggling and stressed. They're goal is always the same...to perform work they truly enjoy while making a decent living along the way. But without proper management of their workload, they often times find themselves in a state of total chaos!

Before you ever head down that road, or maybe you're already there, here are 6 tips to ease your workload and help take some of the pressure off.

### 1. Evaluate Your Current Workload To See Just Where You Stand In Your Business

How are you really spending your time in your business? What obstacles are standing in your way? Where are your time and energy busters? Is your business progressing according to your business plan?

### 2. Effectively Manage Your Time...And That Means All Of It!

Effective time management will keep you working on your business, not in your business. Client work, running a business, and marketing a business all take time and must happen on a regular basis in order to experience growth. Taking a closer look at these areas and putting systems and processes in place for each will keep you from becoming bogged down with all the work there is to be done.

**Client Work:** Decide how many hours you'll spend each week actually performing client work. These are billable hours for which you expect to be paid. Schedule this time on your master calendar, planner, or appointment book for the next 3 months. When scheduling client work, you may choose to work with clients on specific days. For example, you may choose to work with clients on Tuesdays and Thursdays and have Mondays, Wednesdays, and Fridays available for business-related operational tasks and/or marketing activities. Block scheduling also makes for effective use of your time because it allows you to work on a particular client's work during a specific timeframe. It also provides the added benefit of allowing you to stay focused on the task at hand giving your client's work your full, undivided attention.

**Project Management:** Project management is nothing more than organizing and managing resources to complete work/projects within defined scope, quality, time, and cost constraints. Project management skills are essential for organizing and managing client work and holding others accountable for their responsibilities. When you improve your project management skills, you learn how to get things done quickly while documenting the results. Great project management skills are the key to meeting goals for both you and your clients.

\*Note: Project results are best documented by using a set of project management forms that take into account defined scope, quality, time, and cost constraints. You can develop your own set of project management forms or Google the Internet to locate templates using the

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## Schedule of Events

January, 2009

(Online)

Project Management Workshop

February, 2009

Property Casualty Insurance & Your

Business -

presented by

Jaci Hancock of Maine PTAC

March, 2009

Augusta, ME

1st Annual Maine DBE Expo

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search term “**project management template**”.

**Business–Related Operational Tasks:** Operational and administrative functions must go on to keep your business alive. Unless you want to use up every weekend and all your free time handling these functions, you’ll need to set aside one day a week to take care of these matters. Commonly known as an Admin Day, entrepreneurs and small business owners typically choose Monday as the day to handle operational tasks and functions. Monday is the start of a new work week, is generally slow, and gets you in the groove for the rest of the week.

**Business Development & Training:** Growing your business takes planning, time, and lots of marketing. It also means maintaining your current skill-set and obtaining any necessary training to continue to meet the ever-changing needs of your clients. For these reasons, you should set aside at least one day a week to work on business development and training. You’ll be surprised at the results!

### 3. Learn to Delegate Authority To Get The Help You Need

Poor delegation keeps a small business from growing. It is the direct result of trying to do everything yourself and wearing too many hats. Plain and simple...it’s a trust issue on your part.

Learn to delegate authority by collaborating with others or contracting out the appropriate responsibilities. Look for opportunities within your business, workload, and activities to delegate your authority, then just do it! It’s not as scary as you might think. When people you collaborate and contract with understand their responsibilities, what’s expected of them, and how you will monitor their results, your level of trust will increase and you’ll begin to delegate more easily and whenever necessary.

Because time is money, the ability to delegate authority will put more money in your pocket.

### 4. Find More Efficient Ways To Get Things Done

Taking time to review current systems and processes can greatly reduce the amount of time you spend each hour, day, and week on your business, workload and activities. Think about your current systems and processes. Can they be simplified in any way? If the answer is yes, then it’s time to get to work revamping them.

### 5. Create Your Own Safety Net By Building A Strong Support Team

A support team is a group of trusted individuals whom you can count on to lead, guide, and advise you. They are a safety net of skilled individuals that, when utilized properly, is there to catch you before you fall.

At the minimum, a strong support team consists of a banker, a lawyer, an insurance agent, an accountant, and a business mentor. Is your support team in place? If not, your business is only operating on one cylinder. Put your business on full throttle and increase your efficiency by talking out ideas, trouble points, and opportunities with your support team. Good sound expert advice is always worth its weight in gold!

### 6. Realize Your Dream – Discipline vs. Passion

Working more effectively takes tremendous discipline in order to get a handle on your business, workload, and activities. Because it’s never enough to just be passionate about it, discipline is the most important element to eliminating stress and realizing your dream.

Increase your success rate by getting a handle on your business, workload and activities today. Although it requires serious forethought and planning, taking the time to ensure that your workload is reasonable will allow you to focus on profit generating activities, bill out more of your time, and increase your revenue.

Remember, your business is your baby...but it doesn’t have to keep you up at night!

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Article By: Katrina Chesney, the Virtual Office Management Expert, is founder of Portable Hands ~ Virtual Office Management At Your Fingertips! Get more done...in less time...at a fraction of the cost! Phone: 706.861.0559 Website: [www.portablehands.com](http://www.portablehands.com) Internet Radio Program: <http://www.vapodium.portablehands.com/>

### Tuition Reimbursement

Do you need training or further education in a field that will benefit your business? Through our tuition reimbursement program, DBE Supportive Services assists Maine certified DBEs with attaining the education and training they need to succeed. What is the tuition reimbursement program? The program provides reimbursement for pre-approved courses from institutions of higher education or professional training. To receive reimbursement the following criteria must be met:

- You must apply for and receive approval of the course in advance.
- The course must directly benefit your business growth.
- You must successfully complete the pre-approved course.

For more information or to request the pre-approval form, contact us with the information regarding the course you are interested in.

### DBE Supportive Services Plan Rooms Closing

Effective immediately, the DBE Supportive Services Plan Rooms are closed. Unfortunately, we have not had enough interest or utilization of either the Bangor Plan Room or the Portland Plan Room. Because of this, we have decided to close the plan rooms and reallocate the cost within our program to assist you in other areas. If you have any questions, please contact Amy Stewart, Project Manager at 942-6389 or [astewart@emdc.org](mailto:astewart@emdc.org).

## 2nd Annual Maine Business Matchmaker: A Successful Event!

The 2<sup>nd</sup> Annual Maine Business Matchmaker: Transportation, Construction and Government Contracting event is over and we are pleased with its success! Held at the Eastland Park Hotel in Portland on November 13<sup>th</sup>, the event brought small businesses and certified DBEs, prime contractors and government agencies together to “make their business matches” with one another.

The meeting sign ups began at 8:00 AM and 69 small business representatives entered the Matchmaker room to sign up for 15 minute time slots with the prime contractors and government agencies they chose to meet with. Of the 52 small businesses represented, 12 of them were Maine Certified DBEs: Big Country Enterprises, Inc., Bogo Hauling, Credere Associates, LLC, D & D Dirtwork LLC, Good Deeds Inc., Hill Ward Consultants, Kappa Mapping, Inc., New Form Building Systems, Inc., Northeast Civil Solutions, Inc., Rosengren Landscaping, Inc., studioverde landscape architecture + design, and White Wolf Traffic Control. At 8:30 AM, an introduction to the event was given by Amy Stewart, Project Manager of DBE Supportive Services and opening remarks were given by Mike Praul, Engineering Team Leader of the Federal Highway Administration.

Then, it was down to business. From 9:00 AM to 3:30 PM, the Matchmaker meetings took place. 21 prime contractor businesses and government agencies participated in this year’s event. The 15 minute time slots gave everyone the chance to meet with up to 20 businesses that day. Many more connections were made during breaks, lunch and impromptu meetings as time allowed.

During the lunch break, Susan Snowden, Small Business Financial Services Manager from Bangor Savings Bank spoke about the importance of supporting Maine small businesses and how Bangor Savings Bank provides such assistance. Bangor Savings Bank was also an exhibitor and a Platinum Sponsor of the event. Our Silver Sponsor, Maine PTAC, was also an exhibitor. Other exhibitors include the Small Business Administration (SBA) – Maine District Office, the Maine Small Business Development Center (SBDC), the Small Business Transportation Resource Center (SBTRC), and the Associated General Contractors of America (AGC).

We would like to thank everyone who participated in this year’s event and for your contribution to making it such a success! Many new contacts and business relationships were made or re-established. Don’t forget to follow up with your contacts from the event and continue to make those connections! You never know when a new business opportunity will arise.



## Upcoming MaineDOT Projects



### Projects Under Advertisement (As of 12/4/08)

**Attention to all Contractors & Suppliers: The latest bid packages cannot normally be purchased prior to the advertising date given on the notice to contractors.**

Bid Date	PIN(s)	Municipality	Location	Work Type
12/19	LAP20081119	Saco	Main Street	Utility Improvements
12/24	014924.00	Batchelders Grant	Rte. 113	Bridge Replacement
12/31 RFQ	RFQ20081126	Freeport	Rte.136/Durham Rd., Rte. 125	RFQ for Highway Reconstruction

For additional information on these and other projects go to:  
<http://www.state.me.us/MaineDOT/comprehensive-list-projects/project-information.php>



## Supportive Services

Disadvantaged Business Enterprise

40 Harlow Street  
Bangor, ME 04401



in partnership with



## Congratulations to Our Newly Certified DBEs!

### The H Group, Inc.

Transportation Planning; Administrative, General and Financial Management Consulting Services; Human Resources/Administrative Services; Strategic Planning.  
Contact: Dahlia Handman ★ Phone: (207) 839-9609

### D & D Dirtwork

Excavation & Site Preparation Contractor; Maine DEP Certified Company, excavation for foundations, site preparation, septic system installation, drainage systems, retention ponds, culverts, trenchless rehabilitation, utility line installation and replacement, land clearing, grading, dirt and gravel road repair, snow plowing, sanding and removal.  
Contact: Deborah Merrill ★ Phone: (207) 883-0313

### Bogo Hauling

Dumptruck driving-hauling construction material, hot-top, crushed rock, aggregates, etc.  
Contact: Bohdon Selleck ★ Phone: (207) 382-3168

### Hill Ward Consultants

Aviation consultant with emphasis on aviation security.  
Contact: Nancy Hill Ward ★ Phone: (207) 892-4483

### Tactical Management Resources, LLC

Project management, subject matter expertise, IT Documentation, Business Analysis, Contract Capture support, Technical and other writing  
Contact: Janet Williams ★ Phone: (207) 233-1919