

RECAP: INDO-US CHAMBER APRIL MONTHLY BUSINESS & NETWORKING EVENT

By Simer Gandhi

Last month's business and networking meeting was held on Wednesday April 17th, at the corporate headquarters of Homeowners Choice Insurance. With the recent lock out, the NHL faced a half season to work in a not-so-hockey-friendly town. With that being said, the Tampa Bay Lightning have done a tremendous job of turning things around, selling out the Tampa Bay Times Forum arena, and keeping season ticket holders more than satisfied with the experience. This month's meeting focused on how much the Tampa Bay Lightning has changed their brand over the decade, and the steps they are now taking to ensure longevity and great success to come. Bill Wickett, the Executive Vice President of Communications, spoke to us about what great things we can expect from the organization.



The Tampa Bay Lightning have been working tirelessly day in and day out to bring new positive changes to the internal culture as well as their role in the Tampa Bay community. From new leadership to acquiring 25 acres of land next to Channelside, the economic future for this hockey club is looking up. The presentation gave an overview of the organization as a whole, and what they are doing to become one of the greatest hockey clubs in the NHL. Wickett spoke about the three pillars the Lightning are building their new brand around; Community, Season Ticket Membership experience, and Arena Transformation.



Within the community, the Lightning honor a community hero at every home game. The hero chosen is awarded with a check for \$50,000 and is recognized at the game for outstanding work done within the Tampa Bay community. Additionally, the



employees at the front office each dedicate 25 hours during the year to volunteer in the community with organizations such as Habitat for Humanity and other charities. The second pillar, the Season Ticket Membership experience, has been enhanced by offering a free jersey with a built in chip loaded with all member benefits, included discounts off parking, food, and beverages. Along with the changes in the Season Ticket Membership experience comes the Arena Transformation. The Lightning have invested \$50,000,000 in the Tampa Bay Times Forum, which entails brand new cutting edge suites, a 30x50 screen (largest of its kind in an enclosed arena), as well as a pipe organ to represent old time hockey!

With all these initiatives and more, the Tampa Bay Lightning is sure to ensure to keep enhancing the experience for all members as well as build long-standing relationships within the community.

The Indo-US Chamber encourages all of our members to support the sponsors of April's monthly business networking meeting:



3658 S. Westshore Blvd.,
Tampa, FL 33629
(813) 374-0166



8447 North 56th Street,
Tampa, FL 33617
(813) 374-0386

MAY BUSINESS & NETWORKING EVENT: EXECUTIVE LEADERSHIP AND HOW EMPLOYEE ENGAGEMENT AND CORPORATE CULTURE FUEL PERFORMANCE

By Tricia Patel



Leaders and teams operate more effectively when an organization has a healthy and effective corporate culture, and the hallmark of an effective corporate culture is a highly engaged workforce. Therefore, employee engagement and corporate culture are inextricably linked, but how are both necessary to enhance the performance of a company? This will be the very subject of discussion at next month's Indo-US Chamber of Commerce meeting, to be held on May 15th at Homeowners Choice Insurance headquarters. Lorna Taylor, President and CEO of Premier Eye Care will present the topic of "Executive Leadership and how Employee Engagement and Corporate Culture Fuel Performance."

Ms. Taylor began as Executive Director of Premier Eye Care in 1993, and was promoted to Executive Vice President and then CEO. Ms. Taylor has been acting as President and CEO since 2009. In this role, Ms. Taylor oversees all areas of business operations for Premier Eye Care, which currently manages the routine vision, medical ophthalmic care, and administrative services for over 3,000,000 insured lives throughout Florida and nationally.

With more than 30 years of business experience, Ms. Taylor has overseen the company's growth in a competitive market from a start-up to \$60 million in annual revenue today. Under Ms. Taylor's leadership, Premier Eye Care has developed and implemented innovative delivery models for ophthalmic managed eye care, robust ophthalmic disease management programs, as well as customized financial models to meet the unique needs of Premier's partners and diverse client base.



Lorna Taylor

Premier Eye Care is also the managing equity medical partner for Ocular Benefits where Ms. Taylor serves as Executive V.P. of Medical Services. In this role she oversees the management of operations specific to medical ophthalmic services for all lines of business within Ocular Benefits.

A dedicated and active member of the Tampa Bay community, Ms. Taylor's support of the non-profit community includes Moffitt Cancer Center, The Lions Eye Institute Foundation, the Board of Trustees of the University of Tampa, the Board of Directors for Florida Prevent Blindness, Foundation for The Florida Coalition Against Domestic Violence, and Tampa Bay Business for Culture and Arts.

The Chamber continuously endeavors to create an inclusive environment for students, business owners, professionals, and entrepreneurs alike, and we encourage you to reach out to one of our Executive Committee members if you have questions about the format of our meetings or to simply offer feedback on how we can make the experience more meaningful for you. As is customary at all our Monthly Business and Networking Events, there is no cost to attend and dinner will be served.



Upcoming Indo-US Chamber Event:

Business & Networking Event

Date: Wednesday May 15, 2013

Time: 6:30 PM – 8:30 PM

Speaker: Lorna Taylor, President and CEO of Premier Eye Care

Location: Homeowners Choice Insurance Building (5300 W. Cypress St, Tampa, FL 33607)

This is a FREE event. Dinner will be served. No RSVP required.

INDO-US CHAMBER MISSION

"To provide an active forum in which Asian American professionals and business owners, through an exchange of ideas, with a unified voice, can communicate, interact, and secure a position within the business industry and become a source of inspiration by promoting professionalism and excellence through education and community involvement."

HISTORY OF THE CHAMBER

The Indo-US Chamber of Commerce was founded in 1999 in Tampa by Indian American business owners and professionals in the Tampa Bay community. Our goal is to create an organization that affords like-minded individuals with opportunities to work together, grow together, and learn from one another. The programs and services offered by the Chamber are designed to provide the professional community with the tools necessary to continuously evolve and expand their businesses. More importantly, the Chamber cultivates opportunities to network, where business relationships can be established and friendships can blossom.

ON THE MOVE . . .



Aakash Patel to receive young alumni award, Thirty Under 30

Aakash Patel, founder and President of Elevate, Inc. will receive an award for outstanding accomplishments. The Florida State University (FSU) Alumni Association's Thirty Under 30 award was established and created to recognize the significant accomplishment of young FSU alumni.

Award recipients are selected by a group of Young Alumni Council members who look for alumni who "exemplify outstanding professional and personal development either through traditional channels or innovative approaches." The award requires a candidate to be under 30 and to have earned an undergraduate or graduate degree from FSU.

Among this award, Patel has earned several others for his hard work and dedication to his field and community. In 2008, Patel was a recipient of the Tampa Bay Business Journal 2008 Up & Comers award in the 'Under 30' category. He was also named one of Tampa Bay's 100 Most Influential Business Leaders by Tampa Bay CEO Magazine, and was featured as a Rising Star by the St. Petersburg Times. In 2009 Patel was named as one of 5 People to Watch and in 2011, was a finalist for the Business Buddies Community Leader of the Year Award.



Local Tampa Bay firm adds new department to its legal services

Groelle & Salmon, P.A. is a long-standing member of Tampa Bay's legal community. In addition to its full array of legal services, the firm has recently added an Estate Planning and Elder Law department in order to help families plan and protect their legacy and their personal and healthcare security. Ms. Gitanjali Jennifer Senapati has been with Groelle & Salmon, P.A. for one year, but has nearly four years experience litigating property losses (including sinkhole, water loss, and windstorm claims). Ms. Senapati is aiding in the ongoing development of this department and is excited to assist Florida families in all areas of estate planning.

With the development of this new department, the firm offers simple will-based plans for the family that wants to take care of their basic estate planning needs and is not concerned about avoiding probate. The firm also offers more comprehensive estate planning for the family that wants to maximize the financial legacy available to grandchildren and future generations. These plans may include complex estate tax, life insurance, asset protection, family business and/or philanthropic planning.

For further inquiries, please visit www.gspalaw.com/estateplanning.

12 KEY VALUES TO POWERFUL EMPLOYEE ENGAGEMENT AND ORGANIZATIONAL CULTURE

- 1 Engaged leaders and managers
- 2 Trust in leadership
- 3 Timely, honest, and consistent two-way communications
- 4 Personable relationships with immediate supervisors
- 5 Respectful and collegial relationships with colleagues
- 6 Fairness
- 7 Pride
- 8 Opportunities for professional/career development
- 9 Reward/recognition
- 10 Ability to influence
- 11 Flexibility
- 12 Accommodation

To view this article in its unedited entirety: Dilan, Eugene, "12 Key Values to Powerful Employee Engagement and Organizational Culture." *People On the Go*, <http://www.people-onthego.com/blog/bid/86793/12-Key-Values-to-Powerful-Employee-Engagement-and-Organizational-Culture>.

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