



Willis World

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Please E-mail comments or
suggestions to Jill Myers.
We'd love to hear from you!

The First Six Months by John Grotts

Last week I attended a meeting of all Western Region CEOs in Phoenix to present our six-month results. Preparing for this meeting forced me to pause and reflect on our progress for 2002.

This has been a watershed year for Willis of Northern California, having merged two smaller but successful firms into a true market powerhouse. The word is getting out to our clients, markets and competitors that we are a quality firm, capable of marshalling our global resources to become a strong advocate for our clients. Our competitors definitely know we are "open for business," and every employee should feel good that his or her hard work is being recognized in the community.

We have all been distracted by the merger and as a result, our financial results are lagging. Nevertheless, I forecast that we will be on plan by year end if a few of our new business opportunities hit their marks. We need to continually develop more opportunities and have all producers aggressively working to showcase our abilities to more and more prospects.

We are currently \$1,577,000 behind our profit plan, though we are also \$172,000 ahead of where we were last year at this time. While I am not concerned about our ability to reach our goal, I recognized we have a lot of work ahead of us. I look forward to working with each of you to develop any new business leads... we can do this!



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Make New Friends... Get Involved in your Community... Write New Business!

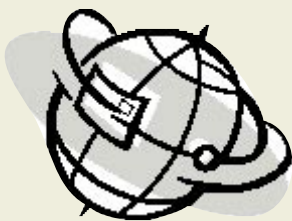
August is the member appreciation month at the San Francisco Chamber of Commerce. Did you know that as members of the SF Chamber Willis has access to a number of Chamber programs, which are designed specifically to help enhance our networking opportunities in the Bay Area? Here are a few of the programs any one of us may access:

Business Alliance - This group, which meets twice a month, is designed specifically to help business people of midsize companies meet others like themselves for the sole purpose of networking. Last week at the Chamber Board meeting, I learned that more than \$350,000 in new business deals have been closed since January 2002 through this group.

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What is Netiquette?

Netiquette refers to Internet Etiquette. Although most Internet messages are short and informal, you should still follow the basic rules of good behavior and always be considerate of others:



Do not type your comments or words entirely in capital letters; this is the equivalent of shouting and is considered offensive. It is difficult to interpret the emotional content of E-mail messages.

Do use asterisks around words to emphasize that word, like italics. Simple text E-mail cannot *see* italics but they can read asterisks.

Do not respond to an E-mail with a response that simply says “thank you.” Use your discretion in conveying thanks; we all get more than enough E-mails.

Do not pass on jokes. It’s in poor taste, plus they may contain viruses, which *may* diminish the value of a friendship when the friend loses the information on their hard drive! It is also against company policy.

Remember that the “D” key does not mean “Delete.” E-mails have proven to be “discoverable” in a court of law, so be careful about what you represent.

Always follow the Golden Rule for every E-mail. *Never put anything in writing that you don’t want to see on the cover of the Los Angeles Times!*

When leaving for vacation, create an “Out-of-Office” E-mail so your clients will know why you’re not returning their E-mail in a timely manner.



This article was brought to you by Lisa Mirza Grotts, who is a certified etiquette and protocol consultant. More about her company, The AML Group, can be found at www.amlgroup.com.

