



# The Spoke

April 19th, 2017

Rotary



## Last Week Meeting...41



President **Steven Slachta** convened the meeting. **Wayne Neller** presented the invocation; **Roger Brunswick** led the Pledge of Allegiance; and **Kristen Duguay**, President of the Rotaract Club, recited the Four Way Test flawlessly.

**Jim Horein** reported on a fine day of golf. He got a hole-in-one, and **Andy Frech**(rr) shot less than his age.





**Roger Brunswick** called **Bob Langhans**(rr) to the front to present him with the Herb Barnes Heart of Rotary Award, “In appreciation for your Loyalty, Support and Dedication to the Rotary Regulars.”



Roger then did some desultory “almost” fining before organizing a Full Moon - Howl to the Moon - Happy Birthday for **Mary Saunders** and **Kae Moore**.

**Adam Botana** told us payments for the Reverse Raffle tickets may be made on-line. He has many tickets left. Contact **Joe Murgalo** to reserve a table.

## Last Week Speaker



**Chuck Spears** introduced our speaker **Rhonda Watton**, the HR Business Partner Leader and the head of human resources for the Wells Fargo Insurance Business Group. In this role she is responsible for HR business partner support to Insurance Brokerage and Consulting, Rural Community Insurance Services, and Personal and Small Business Insurance.

Prior to joining insurance, Rhonda was the HR leader for Wells Fargo's Diversified Product Group, HR Director for both the Wells Fargo Bank Iowa and the Wells Fargo Card Services business. She held HR leadership positions with Emerson Electric and Monsanto prior to joining Wells Fargo.

Rhonda has a Bachelor of Business Administration from the University of Iowa and completed the Universi-

ty of Michigan Human Resources Executive Program.

Rhonda currently chairs the HR committee of the Des Moines Pastoral Counseling Center and previously served on the Board of Trustees of the Des Moines Performing Arts Center, is past President of ChildServe and a member of the University of Iowa's President's Club.

Rhonda has been with the bank for more than 20 years. During this period the bank has grown from 40,000 employees to 270,000.

### **Retail banking sales practices**

The bank's culture of demanding sales performance resulted in creation of unwanted customer accounts to meet sales goals. Bankers across Wells Fargo's giant branch system were tacitly encouraged to meet their sales goals by committing fraud; opening unwanted or unneeded accounts in customers' names; and, sometimes, moving money into and out of the sham accounts.

The recent Board of Directors Report pinned most of the blame for the company's scandal over fraudulent accounts: the bank's former chief executive, John G. Stumpf, and its former head of community banking, Carrie L. Tolstedt.

### **Key points of report**

1. Have identified the root cause of the issues and what caused the improper practices.
2. The board is very comfortable with the new CEO and the current leadership team.
3. The focus now will be on earning back everyone's trust.

The bank is seeking "claw backs" — or forced return of pay and stock grants — are the largest in banking history and among the largest in corporate America

### **Rhonda's take**

John Stumpf is a great person, an excellent leader but had a blind spot that caused this issue. He had total trust in Carrie Tolstedt and didn't heed the warning

signs. “If you are a leader and have a close personal relationship with someone on your team, don’t let that get in the way of getting feedback on what’s going on.”

“We have eliminated sales product goals and created new compensation plans that focus on the customer experience.”

“When there is an issue, pay attention to it, jump on it quickly, don’t try to minimize it.”

“Our experience will make great material for business case studies and ethics courses. We are very sorry for what happened and are working hard to gain back our reputation. The bottom line is we will recover and will get Wells Fargo back to the reputation we enjoyed before the fraud.”

### **Workplace trends**

Rhonda identified some trends she sees in the 20-30 year olds entering the work force.

They want fair pay, but pay is not in the top 10 needs identified. They look for an opportunity to grow and a place where they can continue to develop their skills because they don’t expect to stay with the same organization for life.

They expect work/life balance. “We did our work and made our life fit. That doesn’t work any more.”

Don’t underestimate the value of great people managers. People work for managers as much as they work for the overall organization. Now the “tyrant” manager won’t be successful.

## **Smartphones**

“People who grew up with smartphones will change jobs before they will leave the smartphone in the car or desk drawer for four hours. If you find a way to accommodate this in your workforce, you will attract better, more effective team members.”

## **Other wisdom**

When you have an amazing employee, let them know how much you appreciate them, have them work on your most important projects.

Don't overlook older people who may have been forced out a job before they wanted to leave. They offer maturity, wisdom, long term varied experience, and help create a more diversified work force.

Counsel people about their use of social media. If their social media has rants about their previous employer, they will likely rant about you.



## **Upcoming Events**

Saturday April 22, 8:30 am. **District Assembly.**  
Port Charlotte. Training for Secretaries, Treasurers,  
and a Grants Seminar. All Rotarians invited.

Saturday, April 29th, 6 pm. 21st Annual **Reverse  
Raffle.** St John the Evangelist.

May 18-21 **District 6960 Conference.** Hyatt Regency  
Sarasota.

# This Week

**Heber Paulin**  
**Growing up in Communist Cuba**



50/50 \$2,017

28 Cards

Joe Murgalo drew the  
Q♠ for \$5



The 50/50 is \$2,017  
*Birthdays*

**None**

**Rotary Sings: Sing out a Song of Rotary**  
**Sung to: Give my regards to Broadway**

Sing out a song of Rotary  
Echoing throughout the land  
Give of yourself to serve another  
With a helpful Rotary hand.

Working together helps us  
Remember our purpose grand  
Sing out a song of Rotary,  
And let it echo through the land

## **This Morning's Invocation**

God, we gather once again as men and women committed to the values espoused by Rotarians everywhere, values and virtues desperately needing to be infused in our culture.

We believe the qualities which characterize Rotarianism at its best have their origin in Your will and purpose. We pray, therefore, for divine assistance as we seek to so integrate them into our social, business and professional structures, that they become the accepted basis for behavior.

Bless now the food provided for our use and enjoyment, and use the congeniality of our fellowship as a winsome witness to the quality of our togetherness. Accept our gratitude for all gifts and challenges which come from Your hand. Amen.

## **Rotary International President**

**John F. Germ**  
Rotary Club of Chattanooga, TN

## **District 6960 Governor**

**Ladd Waldo**  
The Rotary Club of Lakewood Ranch

## **Area 3 Assistant Governor**

**Sally Smith**  
The Rotary Club of Estero

## **2016-2017 Club Officers**

<b>President</b>	<b>Steven Slachta</b>
<b>President-Elect</b>	<b>Jon McLeod</b>
<b>Secretary</b>	<b>Claudie Delgado- Feeney</b>
<b>Treasurer</b>	<b>Bob Lombardo</b>
<b>Sergeant-at-Arms</b>	<b>Roger Brunswick</b>
<b>Asst. Sgt-at-Arms</b>	<b>Bill Banfield</b>

## **Members of the Board**

**Tom Briers, Steven Slachta, Jon  
McLeod, Claudie Delgado-Feeney**

### **2014-2017**

**Frank Mazzeo, Peter O'Flinn,  
Susan Schmitt**

### **2015-2018**

**Adam Botana, Joe Murgalo,  
Jon Shaw**

### **2016-2019**

**Bob Lombardo, Kae Moore,  
Gary Price**

## **Trustees of The Foundation of The Rotary Club of Bonita Springs**

**Jim Dati, President; Stephanie  
Kissinger, Secretary; Richard Garner,  
Treasurer; Jason Dolle, Sandy  
Hemstead, Ed Houck, Mark McCaw**  
Trustees



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**Scott Gerrish** issue editor.