

# Small Business Management (SBM)

## Praise for the program...direct from the participants



"SBM keeps you thinking, inspired, focused and exposed to different perspectives and industries. It is an inexpensive local resource that is an exceptional value for your money!"

- **Rick Day, Advantage Precast, Keizer**



"SBM helped me to realize all of the things I have not been doing, or did not know I should be doing and the strategies for starting to juggle everything a little bit at a time."

- **Daryl Ivins, Performance Zone Sports & Orthopedic Physical Therapy, Salem**



"During our SBM advising sessions we were able to completely develop a handbook for our employees and received great ideas regarding documentation, disciplinary processes and job descriptions. SBM has improved our profitability in a challenging economy."

- **Alana Celia, Ap-Tech, McMinnville**



"SBM helped give me the business edge I need in today's economy. As a result, I've been able to steer the course of my business in the direction I want to go, instead of rolling with the tides and hoping for the best."

- **Rachel Greco, Grandma's Attic, Dallas**



"I am learning so much about my business but more importantly, I am learning things about myself and the way that I operate my store that I may not have seen had I not had an opportunity to participate in the SBM program."

- **Angie Oven, Bridal Gallery, Salem**



"SBM is an investment in your business that you cannot afford to let slip by. More importantly, it's an investment in you as a person and an entrepreneur. Every class was filled with information that every business person should know. I learned something new in every class. The networking opportunities and knowledge you will gain from other business owners are priceless. You will also have excellent one-on-one sessions with a business advisor. That alone is worth the cost of SBM. I walked out of the SBM classes knowing I would succeed in my business venture. I now consider the SBM and SBDC staff as one of my most valuable partners."

- **Raul Valdivia, CPA, CFE, Salem**

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"The help I am receiving in SBM is making a huge difference to the success of my business. Plus, it is very comforting to know I have access to endless resources and a team that has my back. SBM is an incredibly powerful tool!"

- **Terri Ellen, Nature's Pet Market, Salem**



"What's the great thing about SBM? When bombarded with the challenges and opportunities of running a small business, the incredible advisors help you sort out the facts, narrow down your options and assist you in pinpointing what's the best move for you. Some people pay thousands for that kind of help. As a member of the class, the resources are there for you, at no charge. If you're serious about your business why wouldn't you sign up for SBM?"

- **Mary Overfield, Cascade-Balanced Books, Salem**

"SBM is an invaluable opportunity. The number of resources provided to small businesses is incredible, from the advisors, to guest speakers, to other small business owners in your shoes, and countless seminars available at no additional cost. The time and money for the class more than pays for itself."

- **Polly Overfield, Cascade-Balanced Books, Salem**



"Since so much of my time is spent designing and building specialized machines to meet each customer's individual needs, SBM has me focused on my business, and as a result, I am more knowledgeable and effective every day."

- **Sid Wurdinger, Wurdinger Manufacturing, Woodburn**



"I have to say that the time I have invested in SBM has been by far the best investment of time and money that I have made for my business, bar none. As a creative type, I really knew very little about how to run a business. From features and benefits, drawing up my mission and vision statements, understanding formulas and QuickBooks to track how my business is doing and the list goes on. The SBM program advisors have all been an enormous help and influence upon getting my business to look beyond the present into the future."

- **Jeffrey Haney, Lights in the Attic Creative Media, Salem**



"My greatest gain is having an advisor who really cares about my business and is an objective set of eyes to offer insight and opinions. My advisor has even helped me bring increased balance to my personal life."

- **Sandy Green, Simply Blissed Body & Sole, Salem**



"As an entrepreneur of a small business, I was glad I took advantage of this program. For any business it is important to continue to be on the cutting edge. I was able to implement incredible changes from HR to sales to accounting. Meetings with the SBM advisors were priceless. They provided a safe environment to discuss every aspect of my business and helped me to find solutions. At SBM, you will find positive and supportive advisors who really care about the success of your business. SBM is a fantastic investment for your business you can't live without!"

- **Debra Herring, Debra Herring Studio, Salem**

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"SBM is invaluable! The variety of highly qualified speakers and personal coaching has proven vital in growing a strong and stable company. During classroom interaction, a great deal of wisdom can be gleaned from fellow participants who have "been there and done that". SBM not only helps to resolve current issues facing a small business, but it also helps to equip a business owner to maintain a healthy, mature and optimistic perspective of the future. This gives you a distinct advantage over your competitor, who may use a "shoot from the hip" management style. My only regret is that I did not take advantage of SBM sooner!"

- **Dan S. Noble, Premium Property Management, Salem**



"I love SBM! It really helps to know that there is such a support system of experts who can help you along the way. Plus, I am learning so much so quickly - it really gives me an edge as a new business"

- **Abby Heppner, Heppner Chiropractic, Salem**



"I am really impressed with the SBM staff and curriculum. We are given useful tools to use in our non-profit as we grow and develop."

- **Marianne Mills, McMinnville Habitat for Humanity, McMinnville**



"Being part of the SBM Program is such a bonus for me and my Company! In this economy, they have so much to offer a small business, including amazing advisors that keep pointing me in the right direction. Let them help you too!"

- **Linda Hill, Public Works Supply, Donald**



"The financial section was what I was least looking forward to but it's allowed me for the first time in 18 years to feel in control. I've always known what I 'should' be doing, but always failed to do it. This class provided me the discipline to finally do it!"

- **Fred Molesworth, Encore! Portrait Design, Salem**

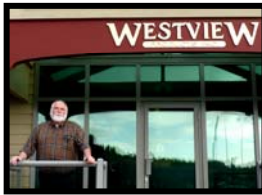


"It is never too late to learn more about how to run your business, even if you are a 22 year veteran of business ownership. I now have a much better focus on running my profitable business."

- **Paz Reingans, PAZ Design Group, Ltd, Salem**

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"SBM has given me new tools to perform my work. It has changed how I look at the business and its opportunities."

- **Larry Moore, Westview Products, Dallas**



"I now have an understanding of how I can actually run my business successfully by analyzing numbers, instead of putting in more labor hours."

- **Barbara Peterson, Dry Cleaning Depot, Hubbard**



"The instructors and advisors of SBM are top notch. I have spent big dollars for business consulting. What SBM provides rivals or surpasses my experience with the private consultant."

- **Kevin Tobey, Tobey Computer Services, Inc., Salem**

"I am so impressed with the quality of teaching, materials and speakers we have received. The additional one-on-one with our advisor had made a big difference in assuring the follow through on action items and homework which benefits our business greatly!"

- **Cecelia Tobey, Tobey Computer Services, Inc., Salem**



"SBM helped keeping me on task along with the development and implementation of and employee handbook and structure for our business."

- **James Palmer, Sparkle Janitorial, Salem**



"SBM has forced me to work "on" my business on areas that are my least favorite. I have taken everything to the next level including awareness of the bottom line, my retail business, HR systems, technology and my leadership skills. I am more confident now than I have been in five-years of owning my business. Time with my advisor is very therapeutic because she not only listens and provides ideas, but also truly cares about me and the success of my business. Networking with other businesses in class adds different perspectives to the learning and helps me not to feel alone as a business

owner. It has also been helpful to have my salon manager join me in the program to hear the information first hand which has made a big difference with implementation. If you're serious about your business why wouldn't you sign up for the program?"

- **Sara Marie Brown, Salon 554, Salem**



"SBM provided us with the exposure, structure and direction to better manage our business. Not only is the business mentoring invaluable in instituting controls and taming problems, the interaction with the other business owners in the class proved a constant source of inspiration. A tremendous investment well worth the time & resources."

- **Kendall & Claire Horn, Mid Valley Family Dental P.C., Woodburn**

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"I have taken SBM twice and I still find myself learning more and more each time! SBM has shown us where we were lacking and where to improve the business. The different strategies they teach have both saved time and money, and most of all my SANITY!"  
- **Martha Zuck & Maggie Triplett, Petals & Vines, Monmouth**



"SBM has accelerated my business-learning and helped me launch innovative internal systems that have boosted customer service and sales."  
- **Krista McCallum, Sotto, McMinnville**



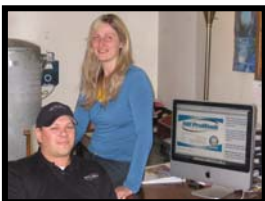
"You won't find a magic bullet to run your business, but the nuggets you'll find in SBM can make things easier & more profitable."  
- **Gary LeDoux, LeDoux Auto Service, Salem**



"We gained a greater understanding of QuickBooks, our P & L and business fundamentals. We now know where the business is at any given moment."  
- **David & Diane Peters, NW Home Solutions, Salem**



"I never imagined that I would be excited about income projections and accounting, but holy cow, it's fun! I feel so much more confident now because I know how to manage my business by the numbers. Yay."  
- **Jennifer Hofmann, Inspired Home Office, Keizer**



"Through SBM we have been able to create and apply functional and thoughtful plans. The implementation of our marketing action plan was invaluable."  
- **Isaac & Hanya Baghdanov, ProWash, Silverton**

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"SBM gives you the tools you need to chart the destiny of your business! It has exceeded my expectations."  
- **Dr. Zohra Campbell, Indigo Wellness Center, Salem**

"I feel a new sense of hope and excitement for my future in my business!"  
-**Teresa Standish, Bittersweet Boutique, Salem**

"SBM has helped me to focus on the goals of my business and provided me the tools to make great strides in achieving them."  
- **Sharron Spain, Madori Meadows, Yamhill**

"The SBM program has helped my company in so many ways. By implementing what SBM has taught me we have brought our financial systems to a much higher level allowing us to make smart decisions about our company with confidence. I highly recommend this program to any one serious about building and maximizing their business."  
- **John McGinn, All Pro Web Works, Salem Area**

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