



Gagliardi

**ARCHITECTURE & ENGINEERING**

**Charles Kerr** has been named project manager at **Thomas E. Hall & Associates Inc.**

**Margarita Gagliardi** has been named vice president of transit planning at **Urban Engineers.**

**EDUCATION**

**Philadelphia Academies Inc.** has named **Tiffany Newmius** of Pennsylvania Convention Center Authority, **Andrew Levine** of Stradley Ronon, **V. Steve Herzog** of Philadelphia Energy Solutions, **Rosemary Turner** of UPS's Chesapeake district, **Neil Kleinman** of University of the Arts, **Kirby Smith** of PRWT Services Inc. and **Emily Bittenbender** to the board of directors; and **Marvin Schuman** of Philadelphia Federation of Teachers as emeritus director, **Jefrey Griffiths** as vice chairperson and **Mary Krick** of PECO as chairperson of the board.



Wilbur

**Marvin Schulte** has been named chair of the pharmaceutical sciences department at **University of the Sciences.** Previously, Schulte was co-coordinator of the biochemistry and molecular biology program and co-founder of the University of Alaska Biomedical Research Conference for faculty, students, and researchers at University of Alaska-Fairbanks.

**Roy Wilbur** has been named director of marketing and communications at **Moore College of Art & Design.**

**George Walter** has been named vice president for enrollment services at **La Salle University.** Previously, Walter was at Villanova University.

**FINANCIAL SERVICES**

**Gary Prugh** has been named real estate advisor in real estate advisory services at **CBIZ MHM.**



Teufel

**Jonathan English** has been named store manager for Pitman, N.J., at **TD Bank.**

**James Naplacic** has been named financial advisor at **BCG Securities.**

**Erika McDaniel** has been named marketing associate at **Turner Investments.**

**James Capone** has been promoted to vice president of finance and administration at **SES Advisors Inc.** Previously, Capone was controller.

**HEALTH CARE & LIFE SCIENCES**

**Aria Health** has named **Dr. Sun Yong "Sunny" Lee** director of the breast health program and **Dr. Manoj Khandelwal** director of the peripheral vascular disease program.

**Thomas Jefferson University and Hospitals** has named **Mark Hurwitz** vice chair for quality safety, and performance excellence in radiation on-



Khandelwal

ology and **Pamela Teufel** chief human resources officer. Previously, Hurwitz was at Women's Cancer Center.

**William S. Weintraub**, chief of cardiology of Christiana Care, has been named to the board of directors of **American Heart Association's** Great Rivers affiliate as president.

**H. Lee Sweeney** has been named inaugural director at **Penn's Center for Orphan Disease Research and Therapy.** Previously, Sweeney was William Maul Measey Professor at Perelman School of Medicine.

**LAW**

**Alexandra Kovalchick** has been named associate attorney at **Steiner & Blechman.**

**Michelle Quinn** has been named partner at **Berger Harris.**

**Helen Han Mountain** has been named senior associate at **Lamb McErlane.**



Concepcion

**Theresa Concepcion** of Archer & Greiner has been named to the board of directors of **Hispanic Bar Association of Pennsylvania** as vice president.

**Sarah Ivy** has been named of counsel at **SorinRand.**

**Kerri Chewning** has been promoted from associate to of counsel at **Archer & Greiner P.C.**

**Steven Haas**, vice chair of the corporate practice group of Cozen O'Connor, has been named to the board of directors of **Greater Philadelphia Chamber of Commerce.**

**Fox Rothschild Partner Marilou Watson** was recently named to **Temple University School of Pharmacy's** board of visitors.

**Lewis Gould**, of Duane Morris, has been named to the board of directors of **Pennsylvania Supreme Court's** Pennsylvania Lawyers Fund



Jaffari

for Client Security as member.

**Michael Dillon** has been named associate at **Manko Gold Katcher & Fox.**

**Sarah Ivy** has been named counsel at **SorinRand.**

**NONPROFIT**

**Edith Penn**, associate of Stradley Ronon Stevens & Young, has been named to the board of directors of **YESPhilly.**

**Katayun I. Jaffari**, partner of Ballard Spahr, has been named secretary of the board of directors of **Scleroderma Foundation's** Delaware Valley chapter.

**William Sasso**, chairman of Stradley Ronon Stevens & Young, has been named to the board of trustees of **La Salle University.**

**The Pennsylvania SPCA** board of directors has added **Philip Kircher**, attorney of



Sasso

Cozen O'Connor; **Rose Hamilton**, executive vice president and chief marketing officer of Pet360.com; **Kathleen Graham-Kelly**, principal of the retail investor group of Vanguard; and **Penny Ellison**, adjunct professor of law of University of Pennsylvania Law School.

**Free Library of Philadelphia Foundation** board of directors has added **Monica Vachher**, **Melissa Grimm** and **Thomas B. Morris.**

**Lynn McMaster** has been named executive vice president at **Please Touch Museum.** Previously, McMaster was manager of planning at Canadian Children's Museum and Canadian Postal Mu-



Kircher

seum at the Canadian Museum of Civilization.

**Mary Pat Kessler**, vice president of Willis Human Capital Practice, has been named to the board of directors of **Arthritis Foundation's** Eastern Pennsylvania chapter.

**Patrick J. McGuigan** has been named chairman of the board of directors of **Associated Services for the Blind.**

**REAL ESTATE & DEVELOPMENT**

**Gregory J. Arnold** has been named partner at **Dermody Properties.** Previously, Arnold was principal at NorthPointe.

**SUBMIT ITEMS**

**ALL PEOPLE ON THE MOVE SUBMISSIONS** are now gathered through an online submission form at [www.bizjournals.com/Philadelphia/potm/form](http://www.bizjournals.com/Philadelphia/potm/form). Emailed press releases will be returned to sender. Mailed releases are discouraged but can be sent to People Editor, Philadelphia Business Journal, 400 Market St., Suite 1200, Philadelphia, Pa. 19106. Photos will not be returned. Direct questions to: [ssherwood@bizjournals.com](mailto:ssherwood@bizjournals.com).

# How to keep the people awake during town hall meetings

Everyone thinks "town hall meetings" are a good thing. Everyone, that is, except the audience and the CEO who is dying in front of the room because the audience is going to sleep.

Here is some advice to prevent this from happening and leave your audience wanting more town halls, not fewer. These simple guidelines will get you more interaction than you know what to do with.

Think *dialogue*, not *monologue*. You probably hold town hall meetings because you have some information to pass along. But don't you also want to learn something? No doubt the employees need to know what's on your mind, but if you wish to truly lead, you need to know what's on theirs, too. Think *exchange*: of information, views, concerns, good news. Think *give and take*. You give some information, they give some information.

No one gets to speak for more than 15 minutes, not even you. Think *awake*.

No PowerPoint unless absolutely necessary. Then, only two or three, the



## Perspective on People

Richard McKnight

bare minimum. Think *connect*. PowerPoints tend to create distance and push people away from dialogue, especially if they're illegible! If you do use PowerPoint, fill them with pictures, not words.

If there is a stage and/or a lecturer, avoid it like the plague. Walk among the employees, make eye contact. Use peoples' names. Again, *connect*.

If there are more than 50 people in your meeting, use a microphone even if you think you don't need it. *Be audible*. Better to be too loud than imperceptible. Are there people over age 50 in your audience? Then it's almost certain many of them have a hearing loss.

Feeling brave? Ask people to sit with

others outside their work area. *Stir things up.*

After every 15-minute talk, it's time for information exchange. Transform the audience from passive listener to active participant.

Here's how:

■ After you've spoken for 15 minutes, say, "Turn to two or three other people in the room. Have a discussion among yourselves. Talk about three things: 1) What stood out in what you just heard from the front of the room? 2) What are your reactions to what you heard? and 3) What are the implications in what you heard for our company?" Ask someone from each cluster to be the spokesperson for the group.

■ After 10 minutes, say, "OK. Let's rejoin as a large group. What questions have come up about all of this?" Hear from as many groups as you can. You will hear more questions and comments than you've ever heard in a town hall meeting. Reality: most of the "questions" will really be commentary disguised as questions. Explore them.

■ Ask about the reactions people have and what they think the implications for the company are. If someone says something negative and/or off the wall, consider asking, "How many others feel this way?" You don't have to say anything more when no other hands go up.

A few years ago, a client assembled his staff and announced that the company was going to sell off a major part of the business. He spoke for 45 minutes then called for questions. There were none. Later, irritated, he said, "Why the heck didn't they ask questions? This is a very big deal. Some of their colleagues are going to lose their jobs. Don't they care?" If he had used the process above, the town hall meeting would have gone much better and he would have discovered just how concerned those employees really were.

RICHARD MCKNIGHT is a principal of McKnight-Kaney LLC, executive coaches and organization development consultants. He is the co-author of "Leading Strategy Execution," among other books. He can be reached at [RMcKnight@McKnightKaney.com](mailto:RMcKnight@McKnightKaney.com).