



Newsletter

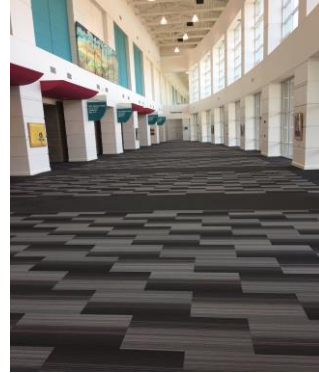
Colorado New Mexico Oklahoma Arkansas Texas Kansas Mexico

September 2018

Fort Smith Convention Center Carpet Replacement Phase I



Old 'Junky' Carpet



New Flooring!

The Fort Smith Convention Center's 13-18 year old carpeting is finally in the process of being replaced! This isn't your typical new carpet installation. In fact, we have chosen to replace the ratty, stained and faded carpeting with a flooring product called Kinetex: <http://www.jjflooringgroup.com/what-is-kinetex/>. Kinetex is a textile composite flooring that almost looks and feels like a commercial carpet application, except it's not! The Kinetex product is manufactured by J&J Flooring Group and comes in square/rectangular cut pieces, very similar to carpet squares. Kinetex will not absorb wine or food stains like carpet might, making it easier to clean and maintain over its life. Due to budgetary constraints, we will be replacing carpeting throughout our venue in annual phases over the next two to three years. Keep tabs on this project's progress here: <https://www.facebook.com/FortSmithConventionCenter/>

The Broadmoor World Arena and Pikes Peak Center welcome Steven Lind as the new Director of Operations



Bringing more than 15 years of experience with high profile sports and entertainment facilities across the country, Steven Lind joins The Broadmoor World Arena, Pikes Peak Center for the Performing Arts and World Arena Ice Hall as the new Director of Operations.

Lind graduated from Air Academy High School in 1995 and upon graduation followed in the footsteps of his father and grandfather by joining the military, becoming a member of the United States Air Force Security Forces. In early 2002, he made the transition from the Air Force to facility operations management.

After working at Budweiser Events Center in Loveland, Colorado; Value City Arena at Ohio State University; and most recently Pinnacle Bank Arena in Lincoln, Nebraska, Lind has chosen to return to his hometown of Colorado Springs with his wife Lauren and two sons to enjoy life near his parents and siblings.

Lind attended the University of Colorado at Colorado Springs, studying Criminal Justice.

Fort Smith Convention Center Staff Mourns Loss



Our staff is devastated over the loss of Billy Reynolds, an outstanding, dedicated and customer focused member of our Operations team who recently suddenly passed at the youthful age of thirty-eight. Billy was well liked by everyone he worked with, possessed amazing mechanical skills and left countless positive impressions on our clients every day. More importantly, Billy was a dedicated and loving family man, leaving behind his wife and six kids, young and older. We will remember Billy for all these great things, as well as his jovial attitude, warm smiles and caring heart.

COX CENTER TULSA NAMES NEW SENIOR EVENTS MANAGER



Ashley Peacock has been named the new Senior Event Manager for the Cox Business Center in downtown Tulsa. Ashley will be working directly with client and vendors to plan and coordinate events, as well as directly oversee an Outrageously Excellent event services staff.

While receiving a Bachelor of Business Administration from Texas A&M University – Corpus Christi (where she minored in Theatre and worked in events for the University’s School of Arts, Media and Communications), Ashley worked as a stage manager or festival manager for over 50 events during her undergrad career. After graduation, she worked for the Amarillo Civic Center Complex where she started as an Event Supervisor and then was promoted to Event Manager at the complex.

Mentor Connector Webinar Coming Up!

IAVM's Mentor Connector program is getting ready to launch the next "class" of venue professionals, allied partners, faculty, students, or young professionals and wanted to let you know how to get involved.

Earn CVP and CVE Points by participating in Mentor Connector! Learn how the program works by joining us for the free webinar.

Deadline to submit your Mentor or Mentee application is September 30, 2018. This will allow the IAVM Mentoring Committee time to complete the partnership matching. Contact McKenzie Rowley if you have questions – mrowley@nrgpark.com.

Note: you must be a current IAVM member to participate. The Mentor Connector online application is quick and easy. Access here: iavm.org/mentor.

We look forward to welcoming you to Mentor Connector!

Authentic Leader – Are you being you?

By Sean Daly, Associate Professor
Johnson & Wales University – Denver

Are you being you? It's an interesting question that is often posed, but rarely investigated. In my experiences working with leaders from a variety of industries I often find them saying the same thing, "I need to present myself as...". While I can understand their point it is troubling to hear. Leaders who are not authentic about who they are often considered fake and untrustworthy. This is something I'd like to help you all avoid.

Bill George helped us better understand the authentic leadership phenomena when, in his book *Authentic Leadership* (2003), he describes it as: "...leaders who lead with **purpose, values, and integrity**; leaders who build enduring organizations, motivate their employees to provide superior customer service, and create long-term value for shareholders" (p.9).

But this brings up an important question; **WHO IS an authentic leader?** Leadership researchers have helped us by defining authentic leaders as "those who are deeply aware of how they think and behave and are perceived by others as being aware of their own and others' values/moral perspectives, knowledge, and strengths; aware of the context in which they operate; and who are confident, hopeful, optimistic, resilient, and of high moral character"(Avolio, Luthans, and Walumbwa, 2004, p. 4; as cited in Avolio, Gardner et al., 2004).

Furthermore, once we understand what the authentic leadership phenomena is and who an authentic leader is we can **define authentic leadership** as one who engages in "as a process that draws from both positive psychological capacities and a highly developed organizational context, which results in both greater self-awareness and self-regulated positive behaviors on the part of leaders and associates, fostering positive self-development." (Luthans and Avolio, 2003, p. 243).

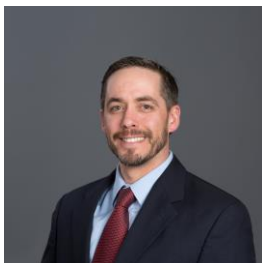
But what does this mean to you? Well, without knowing what authentic leaders and leadership looks like we really can't train it or identify it in our employees' behavior. Now that we do, we can better understand that an **authentic leader exhibits the following four characteristics**:

- (1) Rather than faking their leadership, authentic leaders are true to themselves (rather than conforming to the expectations of others)
- (2) Authentic leaders are motivated by personal convictions, rather than to attain status, honors, or other personal benefits;
- (3) Authentic leaders are originals, not copies (pp. xx); that is, they lead from their own personal point of view;
- (4) The actions of authentic leaders are based on their personal values and convictions.

source: Shamir and Eilam (2005)

In the end we know that to be a true leader you must be authentic. Being authentic will help you connect better with your employees who will then perform at a higher level for your organization thus increasing your returns. Please consider training your future leaders to be authentic.

Questions, comments, or further discussion? Contact Sean anytime!



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Amarillo Civic Center Complex Celebrated 50th Anniversary



The Amarillo Civic Center Complex (ACCC) reached the golden year this August, celebrating 50 years of business. Hundreds of community members came to the celebration on Friday, August 31. "It's so nice to see the community come out and celebrate with us, sharing and creating new memories," said Han Owens, Marketing Administrator.

The ACCC opened its doors on August 31, 1968. The ACCC has expanded four times over 50 years. The Regency Room and South Exhibit Hall were added in 1978, the original outdoor plaza transformed to the Grand Plaza in 1991, the Heritage Room and North Exhibit Hall were completed in 2003, and the Globe-News Center for the Performing Arts opened in 2006.



The Amarillo Civic Center Complex hosts over 600 concerts, conventions, meetings, and other events each year that attract thousands of visitors to Amarillo and injects millions of dollars into the local economy. The Complex has nine resident tenants: Amarillo Bulls, Amarillo Opera, Amarillo Symphony, Amarillo Venom, Broadway Spotlight Series, FC Amarillo, Lone Star Ballet, Window on a Wider World, and WRCA World Championship Ranch Rodeo.

SMG - INTRUST Bank Arena Seeking Event Coordinator

SMG, the leader in privately managed public assembly facilities, has a full-time opening for an Event Coordinator.

Under direct supervision of the Event Manager, the Event Coordinator will assist the Event Services Department in all aspects of events including customer/guest contact, coordination and distribution of information within the facility, client follow-up, and client billing. Coordinator for all Wichita Thunder Hockey home games and other events (Dodge Brawl, Wingalooza) as assigned. Serve as primary liaison between client and facility/departments. Handle multiple tasks simultaneously. Operate a personal computer using Windows, Microsoft Office software and event software such as CAD and Adobe. High School Diploma or GED, Bachelor's degree from an accredited school (desired). Two (2) to three (3) years related experience and/or training through event coordination or meeting planning; or equivalent combination of education and experience. Work extended and/or irregular hours including nights, weekends and holidays as needed. Ability to pass a background check. Full benefits, including 401(k), paid vacation, PTO, YMCA membership discount.

Interested applicants can learn more and apply here: http://www.intrustbankarena.com/arena_info/employment or <https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000408747306#/>

Walton Arts Center Fills Vacancies

[Walton Arts Center](#) recently hired four individuals and promoted two as the regional performing arts center continues in its mission of bringing great performing artists and entertainers to Northwest Arkansas.



Susan Neyman



Schuyler Schwarting



Jill Cirelli



Rachel Spurgers

Susan Neyman joined the team as director of individual giving. Neyman, a longtime Northwest Arkansas resident, has worked in the non-profit field throughout her career. Most recently, she was executive director for the Alzheimer's Association, Arkansas Chapter. Neyman will be responsible for overseeing the Friends of Walton Arts Center annual giving campaign and will assist in further developing the Encore Society planned giving program.

Schuyler Schwarting has accepted the position of group sales coordinator. Schwarting has been working on the front of house team at Walton Arts Center since 2017, and this season he began working on the Walmart AMP front of house team. In his new position, Schwarting will be responsible for developing outreach plans for groups and will be the point of contact for groups who want to purchase tickets to Walton Arts Center or Walmart AMP shows and events

Jill Cirelli has accepted the position of Walmart AMP human resource manager. She has been working at the Walmart AMP since the 2017 season. Cirelli received her bachelor's degree from the University of Arkansas in 2011 and her master's degree in Family Counseling from John Brown University in 2015. In her new role, Cirelli will fill the Human Resource duties at the Walmart AMP during the season and in the off-season will be part of the Human Resource Team.

Rachel Spurgers joined the team as artist services coordinator. Spurgers has been in the region since 2011, working with multiple theaters and investing in the local arts scene. Spurgers has earned a bachelor's degree from Notre Dame and MFA from the University of Arkansas in Theatre. In her new role, Spurgers will be responsible for handling all artist/talent logistics and hospitality for Walton Arts Center.

Beth Washington was recently promoted from facilities lead to facility services assistant. Wendy Moss has been promoted from facilities crew to facilities lead.

SMG OKLAHOMA CITY WELCOMES NEW GENERAL MANAGER, ASSISTANT GENERAL MANAGER AND GUEST RELATIONS MANAGER



Chris Semrau



Michael Owens



Sarah Neumann

(Their Roles and Stories Continued on Page 6...)

Oklahoma City recently welcomed three new faces to the management team. **Chris Semrau** joins as the new **General Manager** for the Chesapeake Energy Arena and Cox Convention Center in Oklahoma City, OK. Semrau was most recently the Assistant General Manager of the Denny Sanford PREMIER Center in Sioux Falls, SD. During his tenure, the PREMIER Center was a finalist for an Academy of Country Music Awards for Venue of the Year (medium capacity) three times (2016, 2017, 2018), Pollstar's Best New Concert Venue Finalist (2015) and Semrau was a finalist for Venue Executive of the Year (2016) by the International Entertainment Buyers Association (IEBA). Venues Today Magazine also selected Semrau four-times as finalist for Booking Achievement (2014, 2015, 2016, 2017).

Michael Owens comes to Oklahoma City as the newly added **Assistant General Manager** for SMG's two managed venues. Owens will oversee booking, ticketing and marketing efforts for the complex. Owens makes his way to Oklahoma City from Vancouver, British Columbia where he most recently served as Director of Live Entertainment for Rogers Arena and the NHL's Vancouver Canucks. Under his leadership, the arena had consecutive record-breaking years hosting the biggest names in music and sports, and was recently ranked as the 13th busiest arena in North America for concert tickets sales according to Pollstar.

Sarah Neumann is the most recent addition to the Oklahoma City team. Neumann joins SMG as **Guest Relations and Event Security Manager**. Originally from Michigan, Neumann has worked with the Detroit Pistons, the Nashville Sounds and most recently with the Reno Aces and Reno 168 FC.

The Wortham Theater Center Reopens In Houston Following Successful Hurricane Harvey Recovery



In the year since Hurricane Harvey struck Houston, the city has been defined by its resilience and strength. While the majority of the city was back and open for business just a few short weeks after the storm touched ground, many of the city's neighborhoods and important institutions were deeply affected by Harvey. The Wortham Theater Center, located in the heart of the Theater District, and one of Houston's artistic cornerstones, is one such institution that has faced a longer road to recovery. After almost a year of restoration efforts, the Wortham Theater Center opened its doors for the Theater District Open House on Sunday, August 26, 2018.

A much-anticipated annual event, this year's open house festivities held special significance for the city's arts groups hosting the event. For the past year, tenant companies Houston Grand Opera (HGO) and the Houston Ballet have performed in different venues throughout the city, including Resilience Theater, a temporary theater built in the George R. Brown Convention Center to host the HGO's Fall Season. Finally back in their home at the Wortham, the open house was an opportunity for artists and art-lovers alike to celebrate a return to normalcy and generate excitement for the theater's upcoming season of events.

The Wortham Theater Center will open officially for its first performance on Wednesday, September 26, 2018—just over one year since Hurricane Harvey hit. The first performance will feature Placido Domingo, who performed in Verdi's Aida when the theater first opened thirty years ago. The sold-out performance kicks off a full season for the theater and Houston's arts groups, who have shown adaptability, creativity, and spirit for Houston over the past twelve months. The Wortham is back and ready to showcase the best Houston has to offer in arts and culture.

For more about the Wortham Theater Center: <http://www.houstonfirsttheaters.com/Wortham-Center>.



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Thank you to our newsletter contributors this month!

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- Stacey Aldridge - Chesapeake Energy Arena | Cox Convention Center
- Holly Beal – Cox Business Center
- Sean Daly - College of Hospitality Management, Johnson & Wales University – Denver
- Kim Hillard – INTRUST Bank Arena
- Katelyn Orenchuk - George R. Brown Convention Center
- Han Owens – Amarillo Civic Center Complex
- McKenzie Rowley – SMG-NRG Park
- Tim Seeberg – Fort Smith Convention Center
- Jennifer Wilson – Walton Arts Center/Walmart AMP

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