

MAY PROGRAM MEETING

Powerful Presentations

Shari Alexander
Presenting Matters

Marriott Tulsa Southern Hills
1902 E. 71st St.

May 21, 2008

11:00-1:00

Sponsored By:



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TAHRA NEWS

May 2008



Powerful Presentations

MAY MEETING

After this program meeting, you will walk away feeling empowered, knowing that what you say and how you say it, in any business situation, can have a tremendous impact on a business's culture, customer service, employee morale, management, and ultimately the bottom line. Leadership is good communication.

Ms. Alexander covers all aspects of business presentations that you think about and worry about. She addresses the fear associated with public speaking, presentation preparation, and the communication skills every-

one should have. She also tackles how presentation skills can be utilized in everyday sales situations.

Ms. Alexander's style is energetic, uplifting, and educational. She is able to share the fundamentals and skills that create the magic for any presentation. Her style enhances your learning experience. By breaking down powerful presentations into specific elements, Ms. Alexander provides you with an easy to follow and easy to apply skeleton for your next presentation. She de-mystifies the process and preparation. Her techniques can be used for any business, any professional, in any situation.



Presenting Matters, LLC
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Award winning speaker, Shari Alexander is a highly effective presenter and trainer. Recently named the 2007 High Impact Emerging Professional Speaker, her enthusiasm and proven techniques work successfully for executives, seasoned speakers and first time presenters. Shari is a trained actress and professional speaker. Having studied in London, her expertise includes presentation development, storytelling, voice training, marketing, and corporate training techniques. She shares her proven techniques with anyone who is wanting to improve their speech and presentation skills. In her coaching, Shari takes her theatrical training and translates it for the busy business professional.

Her articles have been published in international publications and expert magazines. Shari works with people at all levels. Her clients have been from the professional speaker who speaks to a room of thousands to the nervous marketing representative about to make a critical marketing pitch. Every coaching session is customized to fit your strengths. Whether you are a lawyer wanting to work on opening statements or a professional speaker wanting to WOW your audiences, Shari has the tools you need. Being effective in your presentation comes from your confidence, preparation, and delivery. Why miss the opportunity to be your best?



"Treat Yourself to TAHRA"...ADVERTISE!

Sharee Wells, VP of Public Relations

WEBSITE ADVERTISING (500+ members with access and .org is open to public)

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All Other Website Pages are \$400 for 90 Days—\$1,000 Annually

Click Through to link to your EVENT is \$125/month or \$200 for 2 months

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Full Page \$450 \$2,000 (individual ads valued at \$3,150)

PROGRAM OR EVENT SPONSOR \$400 (75-175 members in person)

DIRECT MAIL ADVERTISING (requires Board Approval)

\$250 for a one-time set of **MAILING LABELS**

Contact Sharee at 918-477-4800 or swells@okpsearch.com



TAHRA EVENT CANCELLATION POLICY: If you are unable to attend a TAHRA event, please cancel your reservation(s) by sending an e-mail to admin@tahra.org. **Your e-mail must be received prior to the event registration deadline.** If you do not cancel your registration before the deadline, you will be invoiced. An invoice will also be sent to those individuals that do not show for the event.



PRESIDENT'S LETTER

Julie Callahan, 2008 TAHRA President



"Treat Yourself to TAHRA"

It's May...a busy month for planning vacations, going to little league games and attending our last program meeting before the summer break begins. As custom, program meetings will not be held in the months of June and July. Learning labs, however, will be held. A Past President's breakfast will also be held this summer. The breakfast will include roundtable discussions with TAHRA members and Past Presidents serving as moderators.

The topic for the May program meeting is "Presenting Matters: Secrets to Powerful Business Presentations" presented by Shari Alexander. The meeting is scheduled for May 21st and will be held at the Tulsa Marriott Southern Hills. New member orientation will be held prior to the program meeting.

I would like to congratulate Candia Fields, who was presented the Oklahoma Excellence in Human Resources award at the Oklahoma Human Resources State Conference last month. This is the fifth TAHRA recipient of this award within the last seven years. We are very fortunate to have so many distinguished members within our group. I would like to thank all of the TAHRA members who attended the conference. In addition to the valuable knowledge and networking opportunities afforded through the conference, our chapter also receives proceeds from conference registration, which are used to benefit TAHRA in its many worthwhile activities.

I would also like to thank those who attended the Drillers networking event held on April 24th. The event was a "big hit"...the Drillers won, the food was great, fun was had and we hope to do it again next year.

In closing, I would like to join all of you in paying special recognition to all mothers on Mother's Day; to all of our loved ones who have passed before us and paved our way, along with our men and women of the Armed Forces who paid the ultimate sacrifice for our freedom and continue to do so today. I would also like to congratulate friends and family of TAHRA members who are graduating this May.

Julie Callahan

Julie Callahan, PHR
2008 President



TAHRA has earned SHRM's 2007 Superior Merit Award
This award recognizes outstanding achievements in chapter operations and a commitment to providing meaningful programs and services to our members. ***Congratulations to the members, board, committee chairs and especially, the volunteers!***



MAY LEARNING LAB

Patty Smith, VP of Education

May 29th ♦ 2-4pm ♦ TTC Training Center ♦ Lemley Campus

The dictionary describes it like this: **rea·son·a·ble** /' [ree-zuh-nuh-buhl, reez-nuh-]—*adjective*

1. agreeable to reason or sound judgment; logical: *a reasonable choice for chairman.*
2. not exceeding the limit prescribed by reason; not excessive: *reasonable terms.*
3. moderate, esp. in price; not expensive: *The coat was reasonable but not cheap.*
4. endowed with reason.
5. capable of rational behavior, decision, etc.

According to the Americans with Disabilities Act employers with 15 or more employees must provide reasonable accommodation to employees with disabilities so that they can perform the essential functions of the job. But just what does “reasonable” really mean?? And what exactly are “essential functions”?? These are questions that continue to plague HR Professionals! So TAHRA is here to help ...

Presented by Donna Fleenor, the May Learning Lab will give an insightful presentation in order to provide you with the answers to these and other important questions.

Donna is well-known among the Tulsa HR community. She has been an instructor at Oklahoma Wesleyan University for 15 years where she teaches courses related to Human Resources Management and Training and Development. Donna has her SPHR certification and became a Certified Public Accountant in 1992.

During this presentation, Donna will provide personal insight about the challenges faced by individuals with disabilities. At the conclusion of the presentation, you will have an understanding of the following:

- Definition of essential functions and reasonable accommodations
- Questions that are acceptable to ask an individual with a disability
- What an individual with a disability should tell a prospective or current employer

You won't want to miss out on this great information! Be sure to register today by visiting www.tahra.org.

COMMUNITY RELATIONS COMMITTEE

Vickie Williams, Chair

The Mock Interviews have been going extremely well in our partnership with Resonance! But we are looking for more volunteers to aid us in the coming months. The time commitment is only one Friday a month from 9 am to 11 am. The remaining Fridays for this year are May 16, June 13, July 18, August 15, September 12, October 17, November 14 and December 12.

Volunteering is rewarding and can make a difference in these ladies' lives!

TAHRA and Resonance... like peanut butter and chocolate... better together!!



COMING ATTRACTIONS

MAY

Presenting Matters: Secrets to Powerful Business Presentations, Shari Alexander

60 Diversity Facts in 60 Minutes (See information on page 10)

May Learning lab with Donna Fleenor (See information on page 4)

JUNE

June Learning lab~The Respectful Workplace (See information on page 6)

AUGUST

Next Level Coaching Strategies, Rhett Laubach

SEPTEMBER

TAHRA Golf Classic~September 15th...*Save The Date!*

Managers' & Supervisors' Workshop, Kirk Turner

NOVEMBER

Legal Seminar

WEBSITE

Website improvements are in the works ~ *Bear with us!*

WELCOME NEW MEMBERS

Sharon Mitchell, VP Membership & Travis Jones, Hospitality Chair

Adrian Franco	Flint Energy Services	Kasey Weldon	Labinal, Inc.
Brett Baker	Part-Time Pros	Kathleen Dukelow	Dukelow Associates
Brian Schubmehl	The McCartney Group, LLC	Kelly Elkins	CFR
Christine Satter	Flint Energy Services	Laura Lewis	Magellan Midstream Partners, L.P.
Claudine Winders	Magellan Midstream Partners, L.P.	Michaele Twigg	Excel Therapy Specialists, LLC
Gregg Johnson	Vanguard Car Rental USA, Inc.	Tiffany Lawson	Cancer Treatment Centers of America
Justin Bray	FW Murphy		



The Respectful Workplace ~ Cheryl Doellefeld Barth

Our work world is becoming increasingly demanding and that is why it is so important for everyone to come to work in an environment safe from disrespectful behavior. Adding conflict to that environment can undermine the contributions of all employees. This interactive workshop will provide information about one corporate intervention which resulted in an award from the OFCCP, as well as explore additional options for fostering a respectful workplace.

In this session participants will:

- Explore options for fostering a respectful workplace
- Experience exercises that prompt employees to reflect and think about issues of respect in the workplace while also learning how to prevent and handle situations that do occur
 1. Recognize the value of individual differences
 2. Identify behaviors that promote respect and accountability
 3. Develop a common understanding of acceptable and unacceptable workplace behaviors
 4. Know how to discourage disrespectful behavior and what to do when disrespectful situations occur
- Share best practices



In 1999, Cheryl Doellefeld Barth successfully established her own performance consulting company with a mission to help organizations, teams and individuals achieve the success they desire.

The former Director of the Amoco Tulsa Learning Center, Cheryl was instrumental in creating and implementing a training curriculum which earned Amoco both local and national awards for its employee development efforts. In 1995 Tulsa ASTD, for the first time, honored both a company and an individual with its prestigious awards for Outstanding HRD Contributions - Amoco and Cheryl Doellefeld Barth. She also received corporate recognition for her customer service and business results and for her role in implementing an enterprise wide career management process – the 1996 Amoco Corporation Human Resource Professional Award.

Most recently one of her clients received an honor as a direct result of Cheryl's work. Implementation of a Respectful Workplace program, for which Cheryl designed, facilitated the workshop and then led the internal train-the-trainer sessions, resulted in the client being placed on the Department of Labor, Office of Federal Contract Compliance "Honor Role." Ms. Doellefeld Barth's clients include Arkansas Valley State Bank, British Petroleum, Chesapeake Energy, City of Tulsa, Kohler, Lockheed Martin, McFarland Davies Architects, NASA Johnson and Stennis Space Centers, Oklahoma CareerTech, Oklahoma State University, Petro Stopping Centers, PricewaterhouseCoopers, Samson Energy, Truman Medical Center, USIS (U.S. Investigative Services) and Williams Company.



SHRM AWARD OPPORTUNITY

Will Your HR Department Be Our Chapter's Hometown Heroes?

Nominations for SHRM's 2008 Human Capital Leadership Awards Program are now open.

Maybe you've opened up the talent pipeline. Or championed diversity initiatives. Or overhauled a complex, out-of-date compensation program. Or aligned your organization's innovative employee education, recruitment, and retention strategies with your business goals.

Now's the time to put your achievements (and our chapter!) in the spotlight.

The third annual SHRM Human Capital Leadership Awards honor successful HR solutions to major issues facing organizations today. Winners and finalists have leveraged the Human Capital Leadership Award to recruit and/or retain talented employees, as well as to gain positive public exposure among business partners, customers and the community.

Nominations are being accepted through May 30, 2008. Learn more about categories, benefits and guidelines at www.shrm.org/leadershipawards.

WORKFORCE READINESS

Barbara Clyma, Chair

The day finally arrived!!!

The "Take Your Sons & Daughters to Work Day" which took place on April 24, proved successful. Although there were not as many children attending as I had hoped, we still had a fun and educational time together.

We engaged in several job readiness activities which included the following:

- Explaining what employers expect of employees including timeliness, dependability, hygiene and proper dress.
- Completed a Career Assessment that was created for kids
- The Application Process in which they all completed a brief employment application, discussed the proper completion of all fields in the application, and was warned against giving false information on the application.
- We discussed finances and living expenses and completed a short budget form.
- We had a very nice lunch and social time at McDonald's in the playground area.
- Computer Lab learning activities which involved completing a budget worksheet, a personal budget, and some elementary math job costing activities and money counting.

The children enjoyed their time together and the activities they were engaged in, so much that they were reluctant to leave. Watching them work together to solve problems reminds me that team work starts at an early age. We could all take lessons from these children. They were working toward a common goal and their excitement of working together created great synergy!



Cross Cultural Communication— Part I

All communication is cultural — it draws on ways we have learned to speak and give nonverbal messages. We do not always communicate the same way from day to day, since factors like context, individual personality, and mood interact with the variety of cultural influences we have internalized that influence our choices. Communication is interactive, so an important influence on its effectiveness is our relationship with others. Do they hear and understand what we are trying to say? Are they [listening](#) well? Are [we](#) listening well in response? Do their responses show that they understand the words and the meanings behind the words we have chosen? Is the mood positive and receptive? Is there [trust](#) between them and us? Are there differences that relate to ineffective communication, divergent goals or interests, or fundamentally different ways of seeing the world? The answers to these questions will give us some clues about the effectiveness of our communication and the ease with which we may be able to move through conflict.

The challenge is that even with all the good will in the world, miscommunication is likely to happen, especially when there are significant cultural differences between communicators. Miscommunication may lead to conflict, or aggravate conflict that already exists. We make — whether it is clear to us or not — quite different meaning of the world, our places in it, and our relationships with others. In this module, cross-cultural communication will be outlined and demonstrated by examples of ideas, attitudes, and behaviors involving two of the four variables: **Time and Space**; and **Fate and Personal Responsibility**

The latter two will be outlined in the next Diversity Matters article. As our familiarity with these different starting points increases, we are cultivating cultural fluency — awareness of the ways cultures operate in communication and conflict, and the ability to respond effectively to these differences.

Time and Space

Time is one of the most central differences that separate cultures and cultural ways of doing things. In the West, time tends to be seen as quantitative, measured in units that reflect the march of progress. It is logical, sequential, and present-focused, moving with incremental certainty toward a future the ego cannot touch and a past that is not a part of now. Novinger calls the United States a “chronocracy,” in which there is such reverence for efficiency and the success of economic endeavors that

the expression “time is money” is frequently heard. This approach to time is called monochronic — it is an approach that favors linear structure and focus on one event or interaction at a time. Robert’s Rules of Order, observed in many Western meetings, enforce a monochronic idea of time.

In the East, time feels like it has unlimited continuity, an unraveling rather than a strict boundary. Birth and death are not such absolute ends since the universe continues and humans, though changing form, continue as part of it. People may attend to many things happening at once in this approach to time, called polychronous. This may mean many conversations in a moment (such as a meeting in which people speak simultaneously, “talking over” each other as they discuss their subjects), or many times and peoples during one process (such as a ceremony in which those family members who have died are felt to be present as well as those yet to be born into the family).

Differences over time can play out in painful and dramatic ways in negotiation or conflict-resolution processes.

It is also true that cultural approaches to time or communication are not always applied in good faith, but may serve a variety of motives. Asserting power, superiority, advantage, or control over the course of the negotiations may be a motive wrapped up in certain cultural behaviors. Culture and cultural beliefs may be used as a tactic by negotiators; for this reason, it is important that parties be involved in [collaborative-process design](#) when addressing intractable conflicts. As people from different cultural backgrounds work together to design a process to address the issues that divide them, they can ask questions about cultural preferences about time and space and how these may affect a negotiation or conflict-resolution process, and thus inoculate against the use of culture as a tactic or an instrument to advance power.

Any example will show us only a glimpse of approaches to time as a confounding variable across cultures. In fact, ideas of time have a great deal of complexity buried within them. Western concepts of time as a straight line emanating from no one in particular obscure the idea that there are purposive forces at work in time, a common idea in indigenous and Eastern ways of thought. From an Eastern or indigenous perspective, Spirit operates within space and time, so time is alive with purpose and specific meanings may be discerned from events. A party to a negotiation who subscribes to this idea of time may also have ideas about fate, destiny, and the importance of uncovering “right relationship” and “right action.” If



Jennifer Schultz Diversity Chair

time is a circle, an unraveling ball of twine, a spiral, an unfolding of stories already written, or a play in which much of the set is invisible, then relationships and meanings can be uncovered to inform current actions. Time, in this polychronic perspective, is connected to other peoples as well as periods of history.

This is why a polychronic perspective is often associated with a communitarian starting point. The focus on the collective, or group, stretching forward and back, animates the polychronic view of time. In more monochronic settings, an individualist way of life is more easily accommodated. Individualists can more easily extract moments in time, and individuals themselves, from the networks around them. If time is a straight line stretching forward and not back, then fate or destiny may be less compelling.

Fate and Personal Responsibility

Another important variable affecting communication across cultures is fate and personal responsibility. This refers to the degree to which we feel ourselves the masters of our lives, versus the degree to which we see ourselves as subject to things outside our control. Another way to look at this is to ask how much we see ourselves able to change and maneuver, to choose the course of our lives and relationships. Some have drawn a parallel between the emphasis on personal responsibility in North American settings and the landscape itself. The North American landscape is vast, with large spaces of unpopulated territory. The frontier mentality of “conquering” the wilderness, and the expansiveness of the land stretching huge distances, may relate to generally high levels of confidence in the ability to shape and choose our destinies.

In this expansive landscape, many children grow up with an epic sense of life, where ideas are big, and hope springs eternal. When they experience setbacks, they are encouraged to redouble their efforts, to “try, try again.” Action, efficacy, and achievement are emphasized and expected. Free will is enshrined in laws and enforced by courts.

Now consider places in the world with much smaller territory, whose history reflects repeated conquest and harsh struggles: Northern Ireland, Mexico, Israel, Palestine. In these places, there is more emphasis on destiny’s role in human life. In Mexico, there is a legacy of poverty, invasion, and territorial mutilation. Mexicans are more likely to see struggles as inevitable or unavoidable. Their fatalistic attitude is expressed in their way of

responding to failure or accident by saying “ni modo” (“no way” or “tough luck”), meaning that the setback was destined.

This variable is important to understanding cultural conflict. If someone invested in free will crosses paths with someone more fatalistic in orientation, miscommunication is likely. The first person may expect action and accountability. Failing to see it, they may conclude that the second is lazy, obstructionist, or dishonest. The second person will expect respect for the natural order of things. Failing to see it, they may conclude that the first is coercive or irreverent, inflated in his ideas of what can be accomplished or changed.

Next time, the Diversity Matters article on cross-cultural communication will be outlined and demonstrated by examples of ideas, attitudes and behaviors involving the third and forth of the four variables: **Face & Face-Saving; and Nonverbal Communication**



"Save the Date"
for the
Annual TAHRA Golf
Tournament & Fundraiser
September 15, 2008



If you are interested in sponsorship or volunteer opportunities, please contact Laurie Petersen at lpetersen@ramenergy.com or 632-0648.



QUARTERLY DIVERSITY MEETING

Check Out This Special Panel!

60 Diversity Facts in 60 Minutes

When: May 14, 2008, 11:30AM

Panel: Dr. Joyce McClellan (TTC), Mike Harris (Bama), Charla Isbell (Williams), John Shiroma (Generational Diversity expert), and Andrea Everage (Fellers, Snider, Blankenship, Bailey & Tippens, P.C.).

Where: 6111 East Skelly Drive, Tulsa, Ok 918-828-5341 (the 8th floor of the Skyline Building)

For map to this location use this link:

<http://maps.google.com/maps?f=q&hl=en&geocode=&q=6111+East+Skelly+Drive,+Tulsa,+Ok&sll=37.0625,95.677068&sspn=35.936161,72.421875&ie=UTF8&ll=36.111877,95.907598&spn=0.008945,0.017681&z=15&iwloc=addr>

R.S.V.P.: by May 9, 2008 to: Jennifer Shultz, MBA, PHR, Senior Manager of Diversity, Inclusion & Human Resources Administration, Dollar Thrifty Automotive Group, Inc., 918.669.2961 OR email jennifer.shultz@dtag.com.

We work in a fast paced society these days and who are we to ignore the pace business is setting? Join us for an informative, fun and info packed discussion overview of current workplace trends, discussing how to start your Diversity initiative and the top ten things that each of our diversity gurus thinks every Diversity professional should know all in 60 minutes or less!

Who: HR Professionals who have an interest in learning more about the diversity efforts going on in the Tulsa area and sharing what is working in their own company. Your hosts are Lisa Cole of Tulsa Technology Center and Jennifer Shultz, MBA, PHR, Senior Manager of Diversity, Inclusion & Human Resources Administration, Dollar Thrifty Automotive Group, Inc.

What: Come eat a great **boxed lunch** and be ready to listen, learn and participate in a fast moving panel discussion! Our topic for this meeting will be **60 Diversity Facts in 60 Minutes**. We will be providing an overview of current workplace trends, discussing how to start your Diversity initiative and the top ten things that each of our diversity gurus thinks every Diversity professional should know!

Why: To collaborate, to learn, and to share efforts underway in the Tulsa area related to workplace diversity.

R.S.V.P.: by May 9, 2008 to: Jennifer Shultz, MBA, PHR, Senior Manager of Diversity, Inclusion & Human Resources Administration, Dollar Thrifty Automotive Group, Inc., 918.669.2961 OR email jennifer.shultz@dtag.com.

*****Boxed lunches will be provided, so let us know if you will join us.
Space is limited so this workshop will be on a first come first serve basis;
please do not wait to reserve your space! *****



MEMBER PHOTO OPS...



Tulsa Drillers Game



TAHRA goes to Drillers Stadium for a big Drillers WIN!!



And the winner is.....!



William and Mindy Bennett listen to game night presentation.



Jonna Brakebill, a lucky TAHRA prize winner, poses here with President Julie Callahan.



Still networking at the Drillers game.



Another lucky winner, Tracey Tallent, posing with Sharon Mitchell.



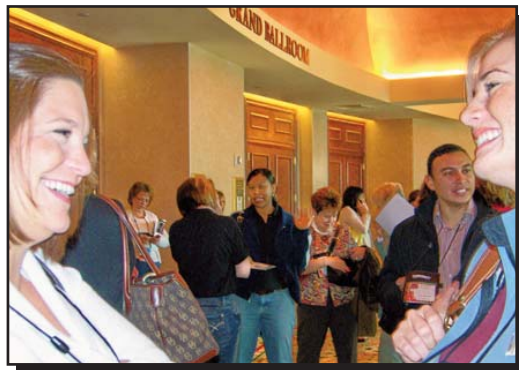
Having fun with fellow TAHRA members.



A view from our seats--WOW!



State HR Conference



Here we go...State conference 2008!!



Networking with the 'gals' at the State Conference.



Spicing Up the State Conference presentation!



More networking at the State Conference.



New Members Adrian Franco and Christine Satter networking at the State Conference.



SHRM Foundation Scholarships

The SHRM Foundation Regional Scholarship Program will award a total of \$100,000 to working SHRM members this year.



The awards program is designed to assist HR professionals in meeting their career goals. Individuals may apply for either a \$1375 education scholarship or a \$750 certification scholarship. A total of 100 scholarships will be awarded.

Application Deadline: July 15, 2008

Eligibility: National SHRM professional, general and associate members pursuing a college degree or working towards PHR, SPHR, GPHR or California certification are eligible to apply. SHRM student members and local-only members are not eligible for these awards. Chapters and state councils may also apply for scholarship funds to support certification training programs.

How to Apply: Visit the Regional Scholarship Program at www.shrm.org/foundation/2002_scholguidelines.asp to print out an application or learn more about the scholarships.

Awards: 60 certification scholarships of \$750 each and 40 academic scholarships of \$1375 each will be awarded. Applications will be judged in the following five groups:

Northeast Region

Southeast Region (includes former Caribbean Atlantic Region)

North Central Region

Southwest Central Region

Pacific West Region (includes former Asia Pacific Region)

Each region has a total of \$20,000 to distribute which guarantees that there will be 20 scholarship winners (12 certification awards and 8 academic awards) in each group. *TAHRA is in the Southwest Central Region.*

Employee turnover got you lost in the woods?

How much time and money have you lost because of poor hiring and re-hiring?

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