

Headahls Headlines

EMPLOYEE NEWSLETTER

Important Tax Information

W-2 Forms

The W-2 forms will be mailed to the individual locations as soon as we receive them from ADP, our payroll processing firm. In any event, they will be sent no later than January 31, 2010. All employees should check their address on the W-2. If it's incorrect, please send the update to Darlene Birney at Headquarters.

W-4 Forms

Darlene will soon be mailing copies of the 2010 W-4 to the manager of each location. If you want to change your exemptions, submit a new W-4 form to Headquarters. The change will be made with the next available pay period. Keep in mind that you have the option of having an additional amount deducted, either a dollar amount or a percentage taken out each pay period.

Pay Schedules

Your manager will be distributing the new payroll check schedule with the January 8 checks. The manager's payroll deadline schedules will also be included.

K-1 Forms

K-1 forms for those of you who are partners in Equipment Leasing will be issued at the end of January.

Anniversaries & New Employees

We have four work anniversaries this month. **Roger Stanton** of Watertown celebrates five years, **Marlin Huber** celebrates 10 years, **Tom Metz** of Bismarck celebrates 15 years, and **Duane Bieber** of Sidney celebrates 20 years. That's a combined celebration of 50 years! Congratulations!

We also have one new employees and one returning employee. Welcome and welcome back.

MICHAEL LENNING – Mike is new at the counter and on delivery for our Watertown store. From Watertown, he has one brother and one sister. Mike enjoys hunting, fishing, and snowmobiling.

Also **Mason Mollman** is back as a tire tech with Main Street Tire.



Renewing MyHealthCenter

Our Enhanced Wellness Program requires you to perform an annual Health Risk Assessment (HRA). Each of us can renew our www.MyHealthCenter.com registration. This Blue Cross/Blue Shield of North Dakota program is a part of our Enhanced Wellness Program.

You can then go online and take the Health Risk Assessment. Everyone who was a participant in 2009 has a login name and number that was established last year. If you are a new employee since January 2009, you should have been sent a sign-up packet from Lori at Headquarters with this paycheck. The packet will contain a letter from BCBSND along with informative brochures regarding [MyHealthCenter](http://MyHealthCenter.com) on the NDWellnessCenter.com website and how to get started with the online HRA.

If you have forgotten your username and password, you can find it by clicking on the **Forgot My Username** tab, then fill in the asked for info. Or you can call the Support Line at: 1-866-300-6949.

A drawing will be held again this year among all those taking their HRA for 2010. You will have until **Monday, March 1** to complete your Assessment, which then also qualifies you in the drawing for a **42" flat Panel HDTV** or a

Nintendo Wii Fit. Your qualification is free and requires nothing additional on your part to get signed up. Your name will

automatically be included in the drawing when you have completed your HRA. Of course, the individual results and info in the HRA are confidential.

Call Dick Hedahl or Lori Alfstad at Headquarters if you have questions.



Email Sign-Up for MyHealthCenter

By Dick Hedahl

If you didn't take advantage of the MyHealthCenter last year, now is your chance. This website offers tools and information to help manage your individual health. You need an email account to get going. Spouses and employees will each need a separate email account. You cannot share the email account. Health Information Privacy rules apply here. For anyone of you who don't yet have a personal email account, here's what you do.

I suggest a Hotmail or Live.com email account for anyone who does not have their own personal email account. Hotmail and Live.com are each a free service to anyone who wants a private email account. All you need is access to an Internet-connected computer. If you don't have one at home, you are welcome to use the Internet on one of our company computers for this purpose. Or you can go to your local public library where free computer access is available.

Here is how you do it:

Go to the website www.hotmail.com. Use the Sign-up link on that page to get your private email account set up. Once you have it set up, you can access it from any Internet-connected computer anywhere in the world, including one at your Hedahls, BENCO, Main Street Tire, or NEMAC office.

Fill out the blanks requesting a "**Windows Live ID.**" You can make up any ID name you like if it has not yet been used. Look at the example I set up for an account called HedahlsTest@hotmail.com. I used the password: **test2008**. Sign in and go there. Look at that email account. I sent some emails there to try it out. You can see them if you want by logging in to the HedahlsTest@hotmail.com account with the password **test2008**.

When you sign up, it will ask you for a name and birth date. Put something in those blanks, then click the create an account link. That's it. You now have an email account. You can use it for any purpose needing an email account, including our MyHealthCenter website.

Look at the companion article in this newsletter to find out how to sign up for the MyHealthCenter program.

Call Lori Alfstad or me with any questions you have about any of this. Dick Hedahl

Health Club Letter

Your Wellness packet of information includes a letter from Blue Cross/Blue Shield of North Dakota with your account number on it. To get enrolled in our Health Club Credit program, take this letter to your health club to have them enroll you for automatic tracking of your participation. Most health clubs in our region are participating in the program. If yours is not, they can get signed up by calling the

National Independent Health Club Association (NIHCA) at 1-866-484-9173.

If you prefer not to join a Health Club or if there is no participating health club in your area, you can still earn points toward awards and gift cards by tracking and self-reporting your Wellness participation online. Up to \$250 per year is available to be earned through this points system.

Winter Fitness

Just because it's cold outside, you shouldn't neglect your health and fitness. Yeah, yeah, you've heard it all before: Ski, walk the mall, shovel snow, ice skate, wear layers and run. But how about this? Dance. That's right. Dancing can be very good for your fitness, whether alone, in a class, in a line, or as a couple.

According to an article by Treva Bedinghaus, dance improves strength, flexibility, endurance, and mood. Beyond that, dance strengthens bones and fights osteoporosis, improves balance and coordination, enhances your confidence and self-esteem. So find a band playing somewhere, join a class, or just shove the living room furniture out of the way and put on some music. Then dance your way to a fitter, happier you.

The one thing to remember: most venues for couples dancing often involve food, alcohol, and even cigarettes. Don't undo all the good you're doing in dancing by smoking, overeating and drinking too much.

And for the full benefit, dance like no one's watching!



ASE Results – Send Them In

The results of the latest round of ASE testing should have been sent to you by now. If you took a test and passed, please remember to send your results to Dee Persson at Headquarters to qualify for the bonus. If you have questions about the Hedahls ASE program, call Dick Hedahl at Headquarters or talk to your manager.

Dealing with Winter

We're now in the deep freeze months of the year where it feels like we're all just holding our breath for spring. Many people seem to take a lesson from the bear and go into hibernation mode this time of year, but if we do that, we're missing a great opportunity. In the same way that New Year's resolutions can give us a boost for self-improvement, we should take the reduced business activity of these months to get a jump on things.

If you work in outside sales, spend some time straightening up the stocking inventory for your dealers, but also note if your competition's inventory is gathering dust—maybe the dealer is looking for a change. Now might also be a time to put on your best selling shoes and call on new customers. They may not be in a position to buy anything now, but they might have time to listen, and that could translate to sales later.

If you work in the store, this is a great time to clean up your workstation, expand your knowledge, update your skills, or improve relations by helping out a colleague with something that another time you might not have time to do.



But wherever you're working, this is not the time to be a growly bear.



SALES TOOLS

IDEAS FOR BETTER SELLING:

What Makes a Great Parts Professional?

An article in the September 2009 issue of *Counterman Magazine* gives a simple, but complete analysis of what makes the difference between a true parts professional and someone just standing at a parts counter. It all begins with problem solving. Customers come to us with problems—some are easy to solve, but some take more patience, more background, and more commitment to solve effectively.

The article breaks this problem-solving down into three components: service, knowledge, and communication.

Superior customer service is a tricky thing because it can only be judged by the customer. You may think you are giving good service, but if the customer doesn't feel it, it doesn't exist. Customers give us their trust and in return they want our attention and our best effort. As the article says, "Make sure every customer is a star."

Knowledge in the case of a part professional means understanding individual parts and manufacturer differences, but it also means understanding how all the parts work together and how repairs are made. It also means keeping up to date on changes, innovations, and advances. Finally—and the article doesn't mention this, but it should—it means being knowledgeable about the workings of the company, including the computer system, the transfer program, delivery and distribution systems, inventory and returns procedures, etc.

Communications skills are a little like customer service: if the customer doesn't get the message then it has not been effectively communicated. When customers ask for a part, we have the part, and it's actually the part they need, then communication goes smoothly. Good news is usually easy to communicate, but the person who can deliver bad news and still have the customer leave feeling good—now that's a great communicator.

Here's the interesting thing about this analysis: it works no matter what your job is. The key knowledge you need might be different, but whether you're working in payroll or delivery or inventory control or anywhere at all, when someone comes to you with a question or a problem, you need to make that person feel like he or she has your full attention and commitment, you need to know what you're talking about and doing, and you need to communicate with that person clearly and sympathetically. After all, isn't that what we want ourselves when we have a question or a problem? Thanks, Dale.