



**WILLIS HRH  
A CENTER OF EXCELLENCE  
IN THE INSURANCE AND BENEFITS  
MARKETPLACE**

**Employee Benefits**  
Dale Thoma  
414 259 8837

**Property & Casualty**  
Dwight Horner  
414 259 8748  
www.willis.com

WillisHRH



## Practicing Kindness

**By Denis Collins, Samantha Doherty, Bret Hagen and Nathan Meyer**

**ACCORDING TO BUDDHIST** philosophy, earth is the place where we are meant to grow our hearts by practicing kindness. Business life offers infinite possibilities to do so, and two Madison companies are among those leading the way.

Dan Rashke, CEO of Total Administrative Services Corporation, provides his employees the opportunity to volunteer one day—paid for by the company—each quarter. With approximately 275 employees, that translates to 1,100 volunteer days a year.

“We are in a unique position to create a sizable impact on the community,” Rashke says.

It’s a win-win situation: employees make a difference in the community and bring that sense of accomplishment back to work with them. Service to others improves employee morale and builds teamwork.

TASC sponsors Red Cross blood drives and donates an average of 52 pints of blood a year. In addition, employees make fundraising presentations during regularly scheduled staff meetings.

“Volunteering is one of the most powerful things a person can do,” says Rashke, 43, who’s been volunteering since high school.

While helping out at a local community center, Rashke heard the usual cadre of volunteers did not enjoy performing badly needed maintenance work. He immediately rolled up his sleeves and did some painting, cleaning and fixing.

Kindness to customers should be a core value at all organizations. Exhibiting

**WHERE DO YOU STORE  
2,000 PENGUINS?**

**MOORE SPACE**

MOBILE STORAGE SOLUTIONS FOR OVER 18 YEARS



**Rent or lease semi-trailers, ground storage units, ground access office or office/storage combo units from the industry leader  
CALL TODAY TO SOLVE YOUR ON-SITE STORAGE NEEDS**

608-249-5301 • 800-362-7370 • www.badger-utility.com

# Develop Leaders at all Levels

Lee Hecht Harrison's Leadership Consulting can help:

- Improve current levels of leadership performance for the leader, team and organization
- Develop a robust talent pool for succession
- Build a culture of accountability, continuous learning and coaching for optimal performance



For more information about how we can help your company contact us today.

**LEE HECHT  
HARRISON**

1.800.781.8735  
LHH.com

kindness to older adults makes good business sense to pharmacist Mike Flint of Mallatt Pharmacy. Employees routinely deliver medications and drive home customers who would otherwise have to walk. Whenever possible, Mallatt recommends less expensive generic drugs to customers and process their insurance claims.

"The small size of our pharmacy means that customers can speak directly to their pharmacist," Flint says. "I know all my patients by name, and that's something you won't find at a large pharmacy."

Prescription confusion is a major cause of older adult health problems. Research studies report that seventy-five percent of prescriptions are improperly taken, and fifteen percent of seniors admitted to hospitals are there as a result of these problems.

"About twenty percent of the people in nursing homes are there because they didn't understand their prescriptions," Flint says.

Despite his busy schedule, Flint, who has worked at Mallatt's for nearly three decades, lunches with small groups of older adults several times a month to provide the latest industry information about medications and health care topics.

He also helps customers connect with each another with a "Santa for Seniors" holiday program. Older adults write a request for a small item on a Christmas tree ornament and other customers purchase these items for them.

"This job is definitely very rewarding," Flint says. "At the end of the day, I'm able to step back and say 'I made a difference today.'"

How can employees in your organization practice kindness to customers, the community and each other?

**Denis Collins is a professor of business at Edgewood College. Samantha Doherty, Brett Hagen and Nathan Meyer are Edgewood College students.**

Exhibition Hall • Veterans Memorial Coliseum • Willow Island



## More than meets the eye

- Full service facilities with professional event planning, audio visual equipment, exhibit services all on site
- 20,000 gsf of expandable meeting space
- 100,000 gsf of unobstructed exhibit space
- 5,800 paved parking spaces
- 140 Room attached—Clarion Suites Hotel
- Customized menus, food & beverage services from Centerplate catering

Contact: Shirley Kaltenberg 608-267-1549 • [kaltenberg@alliantenergycenter.com](mailto:kaltenberg@alliantenergycenter.com)  
OR Ted Ballweg 608-267-3991 • [ballweg@alliantenergycenter.com](mailto:ballweg@alliantenergycenter.com)

[www.alliantenergycenter.com](http://www.alliantenergycenter.com) • Madison, WI

