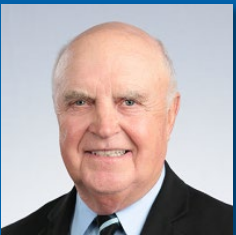




Moderator:
Chris Goethe
Voyage Franchising



Rick Forbus, PhD
Trove, Inc.



Dr. John Rhodes
CNL Capital Markets
Corp.

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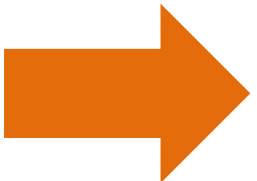
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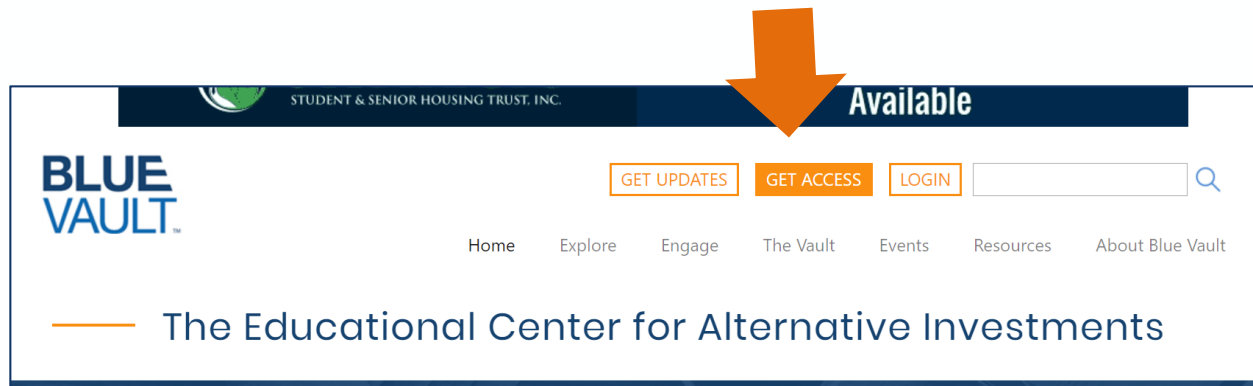
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Polling Question

Do you have a written succession plan which you review annually?

- a) Yes
- b) No

Polling Question

Are you within 5 years of selling your practice?

- a) Yes
- b) No

About the Panel

Moderator: Chris Goethe



Chris Goethe is a small business coach who helps individuals make the transition from working for others to becoming a successful entrepreneur. For the last four years, Chris has worked in the industry of franchising, helping others accomplish their dream of owning top-tier franchise brands.

Prior to his experience in franchising, Chris worked for a small business start-up in the Atlanta area, helping grow it, over nine years, to a robust, international training and consulting organization. Today, Chris coaches others and guides them through the process of business decision-making.

Dr. John Rhodes



Dr. John A. Rhodes Jr. joined CNL in 2002, after serving more than 35 years in the financial services industry. In his current position, Dr. Rhodes leads CNL Capital Markets' Practice Management program, which is designed to help financial advisors manage their business and their lives more successfully. Prior to his current position, Dr. Rhodes developed, coordinated and taught a value-added program designed to assist financial advisors in their business and professional lives.

Before the financial services industry, Dr. Rhodes worked in higher education for 15 years. He served as vice president of the University of Memphis for more than 10 years, and held various other teaching, research and service positions at the University of Georgia, Georgia State University and North Carolina State University. Dr. Rhodes was awarded the Bronze Star for Valor for his service in Vietnam.

Rick Forbus, PhD



Rick holds a Doctor of Philosophy in Human Resource Management & Leadership, and he has studied Executive Coaching with one of the coaches at The Center for Creative Leadership in Greensboro, NC. Rick also studied at CoachU and George Washington University to increase his expertise in coaching and leadership applications to project managers. Rick is a full-time executive coach and professional trainer. He specializes in organizational re-design using behavioral and community-based action research techniques. He maintains an active speaking engagement schedule and is a highly sought-after corporate retreat and workshop facilitator. In his career, Rick has trained, coached or presented speeches to over 44,000 people. His areas of expertise include teambuilding, process consulting, high performance meeting and decision-making, vision casting, people alignment, negotiation and change management.

Rick, and his wife Nancy enjoy the beach and the mountains, and spend time at both as often as possible. Rick loves to play music, rock-n-roll to jazz and attends concerts and participates in informal jam sessions whenever possible. Rick is a watercolor and oil artist. (See Paintings tab) Rick & Nancy have two sons, six grandchildren and family events are fun-loving, loud and loaded with joking around. Rick and his sons spend as much time as possible in mountain streams fly fishing, traveling for pheasant hunting and general outdoors adventures. Rick's motto, "when in doubt, let's enjoy this!"

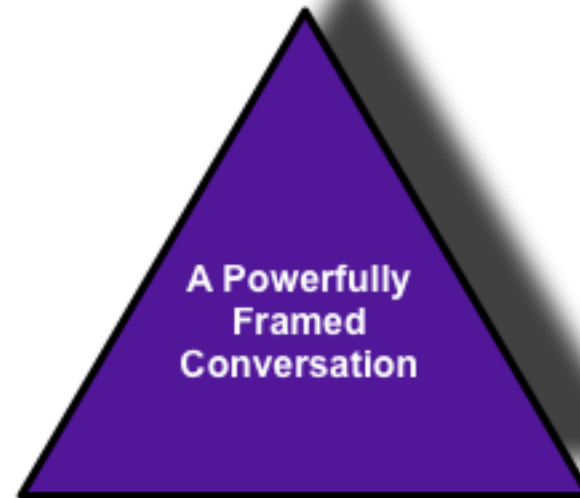
Top 5 of 10 Most Important Questions You Must Answer!

1. How much of your revenue is fee based vs. commission based?
2. What is your overall expense ratio annually?
3. What percentage of your total revenue comes from your Top 20 clients?
4. What is the primary source for new clients, and how many have you added in the last 3 years?
5. Do you have a Menu of Services?

Stories of Small Businesses that Thrive Because of Culture

The Business Triangle

**Tactical
Processes
Hard Skills
Technical
Products**



**Emotions
Personality
Types
Stress
Behaviors
Relational
Alignment**

**Situational Characteristics
Culture
External Influences**

Culture Drives Profit

The Link Between **EMPLOYEE HAPPINESS AND PROFIT**

COMPANIES WITH HAPPY EMPLOYEES:

OUTPERFORM THE
COMPETITION BY
20%

EARN **1.2-1.7%**
MORE THAN PEER FIRMS



ARE **2.1%** ABOVE
INDUSTRY BENCHMARKS

HAVE A **POSITIVE CORRELATION**
WITH SHAREHOLDER RETURNS

The Employee Profit Chain



The Employee Profit Chain

The Current State of **EMPLOYEE ENGAGEMENT**

A GALLUP REPORT SHOWS:



63%

of employees are
not engaged



24%

are actively
disengaged



87%

lack motivation and
are unhappy



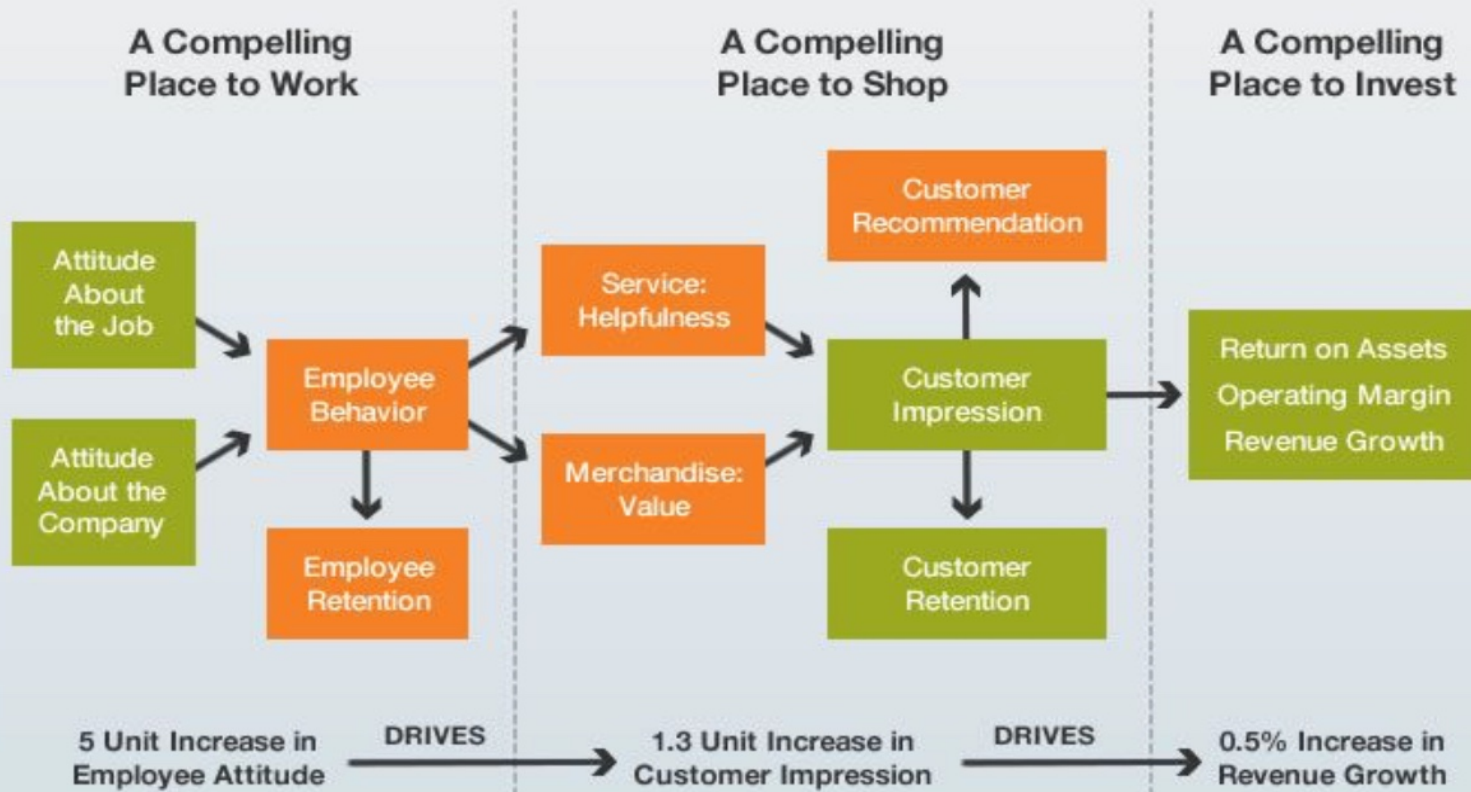
A mere

13%

of employees are
engaged at work

The Employee Profit Chain

The Revised Model: The Employee-Customer-Profit Chain



In this model, the rectangles represent survey information, the ovals, hard data. The measurements in grey are collected and distributed in the form of Total Performance Indicators.

The Employee Profit Chain



Questions

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EDUCATIONAL SERIES

WEBINAR

Q1 2019 NTR/BDC Quarterly Review Summary

📅 June 18 @ 2:00 pm - 2:30 pm
Stacy Chitty | *Moderator*
Luke Schmidt | *Speaker*
James Sprow | *Speaker*



EDUCATIONAL SERIES

WEBINAR

Finding Value and Opportunities in the Commercial Real Estate Market

📅 June 27 @ 2:00 pm - 3:00 pm
Stacy Chitty | *Moderator*
James Barry | *Panelist*



PERFORMANCE SERIES

WEBINAR

A Deeper Look at Blackstone, Bluerock, and CION

📅 July 11 @ 12:00 am



EDUCATIONAL SERIES

WEBINAR

Are Interval Funds Performing?

📅 July 16 @ 2:00 pm - 2:30 pm
Stacy Chitty | *Moderator*
James Sprow | *Presenter*
Luke Schmidt | *Presenter*

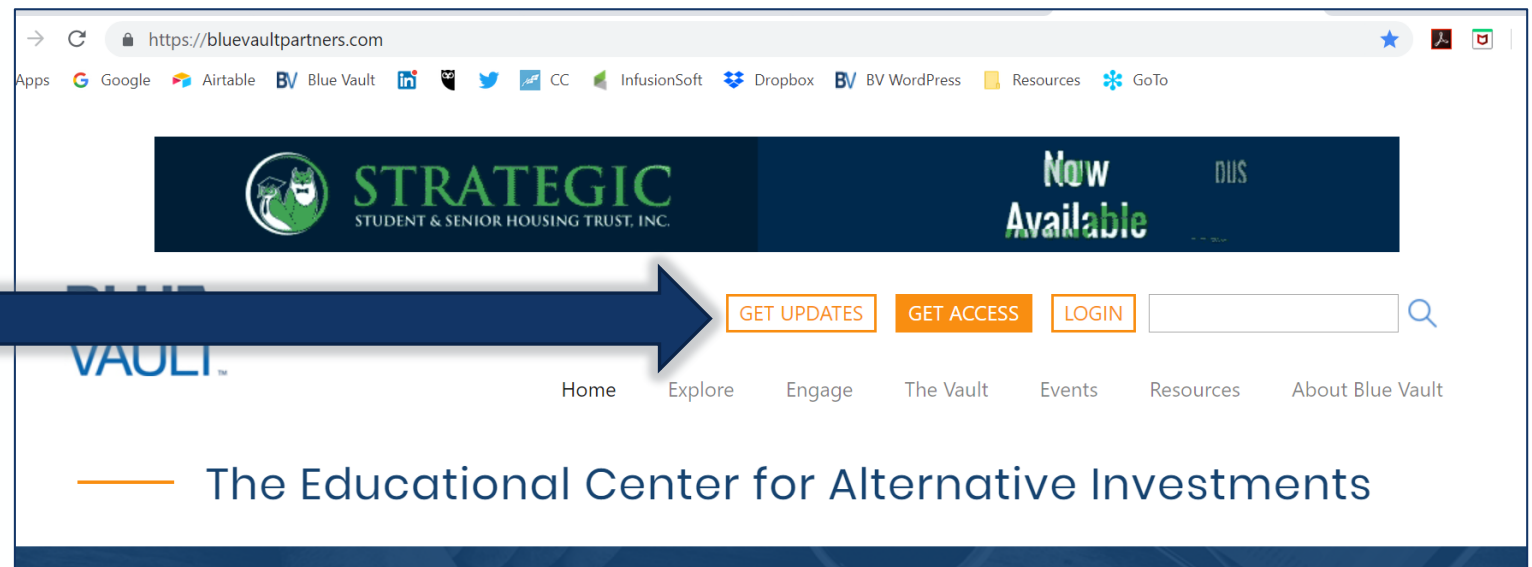
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Current Excitement and
Trends with Private
Placements - Is There
Really a “There” There?

Nov. 12th at 2:00 pm EDT

Technology Series Webinar:
How is Technology
Advancing Alternative
Investments?

Nov. 14th at 2:00 pm EDT

Alts Series Webinar:
Understanding the
Importance of Blue
Vault Research

Dec. 3rd at 2:00 pm EDT

For information and registration links, go to
www.bluevaultpartners.com/event-calendar

Introducing the Interactive Dashboard

As a new benefit to our subscribers, Blue Vault is pleased to announce our Nontraded REIT's database and interactive dashboard. This new offering gives our subscribers access to the most comprehensive view of NTR sales anywhere. The database compiles historical NTR sales data and the dashboard allows users to review, compare, and filter the information based on a number of data points.

DASHBOARDS

 <p>NTR Capital Raise (by REIT) View annual capital raise by individual nontraded REITs or for selected groups of REITs</p>	 <p>NTR Capital Raise (by Industry) View total capital raised by all effective nontraded REITs.</p>	 <p>NTR Capital Raise (By Sponsor) View the yearly capital raise by individual sponsors or a group of sponsors</p>
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Thank You!