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**March 18th 2016: A Second-Generation Family Business: Lessons Learned and Learning A case study**

Family-owned business accounts for nearly 90% of US businesses--some 5.5 million, they account for 75-85% of GNP, and a third are headed by women. To say they are the foundation of our economy is an understatement. Often overlooked is the hand-off from generations. Issues of values, vision, customers, and services can present a platform for success or landmines to avoid. The next-generation must use their experience while keeping an eye on changes in their industry, customers, supply chain, and employees. This session is a case study. Rachel Sanchez and Jason Dinverno are the second-gener

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**Rachel Sanchez**

A second-generation owner, Rachel Sanchez grew up in the family business and knows how to drive growth while maintaining excellent customer service and her company's world-class reputation.

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**Jason Dinverno**

Jason Dinverno is an accomplished facilities maintenance executive with more than 20 years' experience in operations, industry compliance, facility maintenance and the procurement of materials and equipment.

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David Cegelski has spent the last 30 years helping businesses and organizations shape their future through innovative management development, business-centered organizational development

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