

# Patterson-Schwartz managers ease the way

Written By Ryan Marshall - *The News Journal*



Dan Logan, a nine-year associate of Patterson-Schwartz, has always cut an image of jeans, short-sleeve shirt and his dog, Abigail, which varies from most sales associates, he said.

When the dog passed away last year, Logan was ready to move on – until he got a message from his manager, Jason Giles. “Giles, who does not have a dog, wrote me probably one of the nicest letters when this one passed away,” Logan said. “It was enough to fill you up.”

That type of personal connection was one element that landed Patterson-Schwartz a special award for Managers in this year’s Top Workplaces survey, given to the firm where employees most strongly say managers care and contribute to their employees’ careers.

Logan said Giles and President and CEO Joe Pluscht reach out to everyone. He called them each superb and excellent at their job. Patterson-Schwartz managers always have their doors open to every single question, employees said. Logan added they know how to say ‘thank you’ too.

“People need to know that what they’ve done is appreciated, and you get that feeling here all the time,” he said.

Pluscht said the company tries to have communication transparency so everyone is on the same page and understands the message going forward. The managers are there to give the sales associates the tools needed to succeed, while providing a workplace that makes them feel comfortable and happy.

“The ability to have people know that they can walk through the door of the leader in their office and get answers, assistance or validation of an idea in many cases is most important,” said Pluscht. Such treatment does not only extend to veterans. Logan said he has been given the same respect from the first day he walked in the door when he virtually knew nothing about the business.

That kind of welcoming process was passed along to first-year team member G. Alencar.

“The managers are always available, no matter whether you’re a new agent or an experienced agent,” Alencar said.

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