

“With the same goal in mind, both sides can win and everyone benefits.”

SMART general president Joe Nigro when talking about labor-management cooperation and partnership.

“Your best salesmen are your employees.”

John E. Sickle, Jr., president of Duct Fabricators Inc., in Ohio, talking about how to expand in the fire and life safety market.

Heard out and about...

“The key to good customer service is to NOT know your customer. The more you don't know, the more you ask and learn.”

Steven Gaffney, communications expert.

“I was tired of working jobs. I wanted a career.”

SMART local 26 apprentice Nathan Schwindt on why he got into the industry.

“We have to be more than certified. We need to be qualified to do the job.”

Brandon Aragon, 4th year apprentice with SMART local 88.