

## EXECUTIVE PROFILE

# CHRIS GLASER

On leading a team remotely, connecting with customers through technology and his passion for reading and writing.

*Chris Glaser is the co-founder of Focus Technology Group Inc., a data firm that has found a niche in the animal health space. From dog food makers to horse tranquilizers, Focus Technology helps businesses manage their supply chains.*

### Q & A

**WHAT IS THE MOST OUTSIDE-OF-THE-BOX IDEA YOU HAVE EVER HAD IN YOUR PROFESSIONAL CAREER?** Setting up units of remote workers to perform as full-time employees.

**WHAT WAS THE RESULT?** Half of our company continues to work from a remote office or from their home.

**WHAT SINGLE THING MAKES YOUR ORGANIZATION STAND OUT?** Our culture, which is based on client service, through and through. Everyone talks with customers.

**WHAT DOES YOUR ORGANIZATION HAVE IN THE WORKS FOR 2012?** We are launching new mobile applications of our reporting, loyalty and CRM software offerings. It's fun to have new things in the works.

**HOW DID YOU WIND UP IN YOUR CURRENT POSITION?** My operational background made it logical for me to run the operations for FTG.

**WHAT MAKES AN EFFECTIVE BUSINESS LEADER?** Allowing different personalities to blossom.

**WHAT WORD BEST DESCRIBES YOUR LEADERSHIP STYLE?** Engaged.

**PROFESSIONAL PET PEEVE?** Policies, practices and efforts that make me feel like I am being "pitched to."

**WHAT KEEPS YOU UP AT NIGHT?** Reading. There are way too many good books out there.

**WHAT DO YOU DO TO RELIEVE STRESS?** I exercise regularly, and I enjoy coaching youth sports.

**WHAT IS THE SIMPLEST THING YOU NEVER LEARNED TO DO?** Facebook. If you know me, you know I affectionately call it Bookface.

**FAVORITE HOBBIES?** Reading.

**PETS?** One dog and two cats.

**WHAT'S THE BEST GIFT YOU'VE EVER RECEIVED?** A 12-speed bike when I was 15. I put 100,000 miles on it.

**CAN YOU NAME A PERSON WHO HAS HAD A TREMENDOUS IMPACT ON YOU AS A LEADER?** I meet with Jeff Tuerff (Curb



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Records) and Barney Shulte (Army Corps of Engineers) every Friday. They are great guides and encouragers on everything from parenting, to work, to spirituality.

**BIGGEST PROFESSIONAL MISTAKE AND HOW YOU OVERCAME IT?** Not securing the Amazon.com URL. I am still working through it.

**PERSON OUTSIDE OF YOUR FAMILY YOU WOULD MOST LIKE TO SPEND TIME WITH ON AN ISLAND?** Peyton Manning. I think he is an overachiever, and I think he has a light heart to him.

**GOAL YET TO BE ACHIEVED?** Publish a non-fiction novel.

**WHEN FACED WITH TWO EQUALLY-QUALIFIED CANDIDATES, HOW DO YOU DETERMINE WHOM TO HIRE?** I would go with the person my co-workers choose.

**YOU'VE JUST BEEN GIVEN \$100,000 TO DONATE TO CHARITY. WHERE WOULD YOU GIVE IT, AND WHY?** I support three

charities, and they all have to do with helping children: Child Diabetes, Child Cancer Center at Vanderbilt and Children of Haiti.

**WHAT IS THERE ABOUT YOU THAT PEOPLE WOULD BE SURPRISED TO LEARN?** I love to watch musicals and plays.

**WHAT LINE OF WORK WOULD YOU PURSUE IF YOU COULDN'T WORK IN YOUR PRESENT ONE?** College football coaching.

**WHAT SKILL WOULD YOU MOST LIKE TO IMPROVE?** Golf. I was much better 30 pounds ago.

**WHAT WOULD YOU LIKE TO CROSS OFF YOUR "BUCKET LIST" NEXT?** Alaska adventure and cruise.

**WHAT IS THE ONE BEHAVIOR OR TRAIT THAT MOST OFTEN DERAILS LEADERS' CAREERS?** Getting too far away from the core business.

**ORGANIZATION OR COMPANY OTHER THAN YOUR OWN THAT YOU MOST ADMIRE?**

### About Glaser

**Age:** 43  
**Title:** COO, co-founder  
**Company:** Focus Technology Group Inc.  
**Address:** 4515 Harding Road, Nashville 37205  
**Web:** focustg.com  
**Employees:** 26  
**Most recently read book:** "Loitering with Intent" by Stuart Woods (I'm a huge fan of mystery books.)  
**Education:** Tennessee Technological University, MBA, bachelor's degrees in accounting and management information systems  
**Community involvement:** Football, soccer, basketball coaching; Mustaches for Kids

Emma. I keep an eye on their business model and culture. It is a great guide for the rest of us.

**THEY'RE MAKING A MOVIE OF YOUR LIFE. WHO PLAYS YOU?** Brock Lesnar.

**IF YOU COULD LIVE A DOUBLE LIFE, THE OTHER WOULD BE:** Mystery writer.