

EAGA Business Builder

November 11, 2025

Member Speaker: Tracy Johnson w/ TLC



Tracy Johnson shared an inside look at TLC's remarkable growth and core philosophy. With more than 20 years at the company, he emphasized that TLC is far more than a plumbing and HVAC operation—it is a people-development engine. Starting with about 100 employees in the early 2000s, TLC has grown to around 700 by focusing on training, apprenticeship programs, and creating opportunity at every level. Johnson highlighted how TLC takes individuals with little experience and equips them with trades, leadership skills, and a long-term career path. He noted that what sets TLC apart isn't the products they install, but the people who deliver the service—reflecting a culture that has consistently attracted, trained, and elevated talent throughout the Albuquerque market.

Johnson also spoke about the realities of leadership in a fast-growing business—managing chaos, wearing multiple hats, and avoiding common traps like domination, entitlement, and apathy in leadership style. He stressed that people rarely leave companies; they leave leaders. As TLC expanded, the biggest challenge became developing leaders who could carry the culture forward. This led them to adopt the GIANT leadership framework, focusing on building “leaders worth following” and creating a culture of empowerment and opportunity. Johnson closed by emphasizing the importance of clear expectations, accountability, and giving employees a visible path forward—critical elements for any business seeking sustainable growth and succession.

Contact Info

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Announcements:

- We need badge board attendants for November and December

We want to thank all those veterans who have served to keep our country safe and allow us to do what we do! You have our gratitude and appreciation.



Mark Tobiassen w/ Action Coach:

Thoughts and prayers for a speedy recovery for Coach Mark!

New Member Applicants

- **None to report**

Member resignations:

Joe Kirkpatrick w/ Auto Glass Services
Category: Automotive Glass

Michael Kocurek w/ Atmosphere Commercial Interiors
Category: Commercial Furniture Fixtures & Equipment

Phil Buckles w/ Buckles Business Solutions
Category: Bookkeeping

These categories are now open. See John Menicucci or Mario Hernandez if you have a candidate to fill these categories.

EAGA Holiday Party

When: December 6, 2025

Where: Hotel Albuquerque

Happy Hour in Presidential Suite 5pm-6pm. Room #1102

Cocktail hour: 6pm-7pm

Dinner: 8pm

Dancing & Door prizes following dinner

No cost to members and spouses

Non-member guests \$100/person.

Dress: Formal to semi formal- no jeans please.



Badge Board Greeters Schedule

November 18- Nestor Romero w/ The Payroll Co.

December 2- Tim Stewart w/ Impact Nations

December 9- Open

December 16- Open

Speaker Schedule:

November 18- Manny Corrales w/ Vigilant Security

December 2- Guest Speaker from McKee Vallwork

December 9- Klint Hall w/ Lobo Wealth Management

December 16- Lawrence Herrera w/ Performance Ranch

December 23- No breakfast

December 30- No breakfast

Contact Information for Executive Director: Mario Hernandez

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