

In Business LAS VEGAS

FIRST PLACE

Best Places to Work - Small (26 to 100 Employees)

Jade Anderson, CEO and founder of risk-management insurance firm Capstone Brokerage, Inc., attributes the company's success in large part to the core values of empowerment and accountability that affect employees at all levels.

"Everybody here has a voice," said Anderson, who launched Capstone in 1997. "We believe decision-making is the key to higher levels of engagement, so we promote decision making and innovation, and encourage and reward risk-taking. We want employees who aren't afraid to take risks, but who learn from their mistakes. In many organizations, people are frozen and afraid to make decisions because what if it turns out to be wrong? But a failure isn't a failure if you learned so nobody will make the same mistake."

Employee comment

"Capstone has an excellent work environment. I've never worked for an employer that cared more about me as a person than Capstone Brokerage. I'm truly grateful to this company and its management."

Because Anderson believes a company of decision makers is paramount to higher levels of engagement with clients, increased client retention and improved operational efficiencies, Capstone employees consider five specific questions when faced with business decisions. If they can answer affirmatively to all five, which include "is it right for the customer?" and "Is it something for which you are willing to be held accountable?" then they have a green light to proceed without consulting a supervisor or superior.

Leadership and teamwork are also among Capstone's core values, along with the obvious professionalism. Indeed, Anderson said Capstone's culture has become one of leading by example, with team members at every level recognized as a leader in their respective position.

"Each employee contributes to the development of all people in the organization, and we realize we're only as good as our last sale, last service call and last new hire."

"Because we're a team, we care about our people," Anderson said. "Employees are our most important asset, so we treat them with respect and dignity. We just try to create an atmosphere that's fun to work in and where people enjoy coming to work."



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