

# Vistage Helps Member, Scarlett Nolen, Kill It in the Pest Control Business

**"I didn't know anything about Vistage," admitted Scarlett Nolen, who on March 1, 2019 became president of Truly Nolen Pest Control, a family-owned and operated pest control company founded in 1938 with 80 branch offices in the United States.**

Her earned ascent to president had followed her brother, Scott Nolen, and before that, their father, Truly David Nolen, founder.

Much like her father's career path in pest control, Scarlett was heavily involved in operations, the heart of the business. Her father was also involved with sales and as a technician, too.

As Scarlett said, "We kill bugs. That's what we do. I really started in the thick of things, going out to houses." From there, she became a branch manager, then as a district manager was the best performer three years running. Her field performance earned the confidence of the company and board. But she noted that the gap from district manager and operations to president was pretty significant.

So, what helped accelerate Scarlett to close the gap? Her Vistage group led by Chair, Linda Pfister. Linda and the Vistage group added a great deal of value and gave Scarlett helpful business advice from 20 different organizations.

According to Linda, "I will say that Scarlett really internalizes feedback that she gets from others. She really listens, and then acts promptly and decisively."

When she took over as President two years ago, Scarlett's education and work experience had helped prepare her to lead a nationwide company with a global presence.

A pivotal feedback point came from her Vistage group about Truly Nolen's organizational chart. It was out of synch with its new leader. Scarlett was made aware the company structure was status quo with a top-down command and control structure.

This insight motivated Scarlett and team to rethink the organizational chart as bottom up. This paradigm shift opened the company to better communication and empowered team members. It was also in lock step with Scarlett's training and background.

Scarlett is a realist. "My downside is I don't have 50 years of experience as my father did. But my upside is that I'm strong at delegating and getting buy-in from others."

Now, two years later, the buy-in is paying off. Truly Nolen has hit a new stride in financial performance driven by its new organization structure.

Scarlett admits while she still doesn't know what she doesn't know, she is a student of her peers in Vistage and sees years of long-term opportunities as she grows. She also knows how to empower a team to truly kill it in business.



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– Vistage Florida member, Scarlett Nolen

## About Vistage

Vistage offers professionally facilitated peer programs for Florida CEOs, Presidents and Business Owners of both larger organizations as well as emerging small businesses. Members meet monthly in small groups of 12-16 hand-selected members where they focus their collective brainpower on each other's opportunities and challenges, and hear expert speakers. Since 1957 Vistage has been dedicated to increasing the effectiveness and enhancing the lives of CEOs. There are 24,000+ members worldwide – with more than 800 in Florida.

**To learn more call Vistage Florida at 800.733.4832 or visit [florida.vistage.com](http://florida.vistage.com)**

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