

## Upper Peninsula Economic Development Alliance Holds Productive Meeting on State Incentives

In its efforts to enhance, link and promote the unique aspects of Michigan's Upper Peninsula as the superior location in which to invest and conduct business, the Upper Peninsula Economic Development Alliance hosted its quarterly meeting in Manistique on March 15. The event brought in the expertise of several State of Michigan economic development representatives to outline key initiatives to promote the economic viability of our region. Initiatives surrounding the Michigan's Brownfield Grant and Loan Program was provided by Jeff Hukill, Grant Coordinator for the Michigan Department of Environmental Quality. Doug Parks, the Vice President, of Information Technology and Research, outlined key Industry Cluster targets vital to our region. Amber Thelen, Program Coordina-

tor for MDOT outlined the Transportation Enhancement Program. Wrapping up the session was Tom Rico, Tax Specialist, MEDC who outlined the Industrial Tax Abatement/ P. A. 198 and Personal Property Tax Relief for Distressed Communities/ P.A. 328. The outcome for the event was to better informed economic development practitioners to increase access to state initiatives. The event culminated with a report out by the various committees of the UPEDA. The next meeting is scheduled for May 31, in Sault Ste. Marie. For more information about UPE-DA visit their website at [www.UPEDA.org](http://www.UPEDA.org).

## Michigan Works!, Munising Area Partnership For Development And Mi-SBTDC Team Up



*From Left to Right: Joel Schultz, SBTDC, Joe Esbrook, Michigan Works! The Job Force Board and Bob Eslinger, MAPD.*

Michigan Works! and the Munising Area Partnership for Development (MAPD), have teamed up to bring MI-SBTDC free business counseling to the Munising area.

As a result of a collaborative effort between Michigan Works! and the Munising Area Partnership for Development, Inc., Munising will be the location of a Michigan Small Business & Technology Development Center affiliate office. "We are really pleased and excited to be able to bring free business counseling to the area," said Robert Eslinger, Director of the Munising Area Partnership

for Development. "We went out looking for help in order to bring MI-SBTDC to the area and Michigan Works! The Job Force Board came through. With their mission, it's a perfect partnership for the community," Eslinger continued. The partnership will continue as MAPD will take the appointments and Michigan Works! will provide space for the monthly counseling sessions.

MI-SBTDC provides a full range of services for a variety of small businesses including new venture companies, existing small businesses, expanding businesses, new technology companies, and innovators. One-on-one meetings will be available monthly in Munising to area small business owners, potential business owners and entrepreneurs in the process of business planning, establishing strategies for growth and survival, creating practical marketing approaches, and generating realistic financial goals. MI-SBTDC business counseling will be available in the community monthly.

To set an appointment with a MI-SBTDC business counselor, please call (906) 387-1818.



## COMMUNITY EVENTS

**May 10 . 2007**

### **Delta Commerce Center Customer Service Excellence**

For More Information Call Delta Chamber at 906.786.2192

**May 15. 2007**

### **Business After Hours**

Location: Moose Lodge

Time: 5:00-7:00 p.m.

For More Information Call Alger Chamber at 906.387.2138

**May 22 . 2007**

### **Marinette/Menominee Area Chamber of Commerce's Annual Dinner**

Location: Schussler's Supper Club

For More Information Call Marinette/Menominee Area Chamber of Commerce at 715.735.6681

**May 23 . 2007**

### **Business Showcase Landmark Inn**

Location: Landmark Inn

Time: 5:00-7:00 p.m.

For More Information Call Lake Superior Community Partnership at 906.226.8591

**May 30 . 2007**

### **Business After Hours WLUC-TV6**

Time: 5:30-7:30 p.m.

For More Information Call Delta Chamber at 906.786.2192

**June 10 . 2007**

### **Business After Hours Michigan Works!**

Time: 5:00-7:00 p.m. CT

For More Information Call Dickinson Area Partnership at 906.774.2002

**June 11 . 2007**

### **Business Showcase Sawyer Airport & Q107**

Location: UPFront & Co.

Time: 5:00-7:00 p.m.

For More Information Call Lake Superior Community Partnership at 906.226.8591

**June 20 . 2007**

### **Business Showcase Goodwill Industries**

Location: **Goodwill Industries**

Time: 5:00-7:00 p.m.

For More Information Call Lake Superior Community Partnership at 906.226.8591

**June 27 . 2007**

### **Business After Hours Irish Oaks/ Northern Michigan Banks & Trust**

Time: 5:30-7:30 p.m.

For More Information Call Delta Chamber at 906.786.2192



## UP-RIMSA Plans School Visits

The Upper Peninsula Regional Industrial Manufacturing Skills Alliance (UP-RIMSA) private sector representatives will be visiting Upper Peninsula School Districts to spread the word

about manufacturing careers in the UP. The private sector representatives will be distributing DVDs, posters and rack cards as well as information about the UP-RIMSA website.

According to a survey performed by UP-RIMSA, Upper Peninsula manufacturers anticipate a minimum of 2100 openings due to growth and retirements over the next

3-5 years. Manufacturing careers are family sustaining careers that pay above average and generally offer health insurance.

Regional Skills Alliances are private sector led groups working to address skills gaps and worker shortages within specific industries. For more information on the UP-RIMSA contact Holly Peoples at 789-0558 ext 215.

## Customer Service Excellence Training To Be Held May 10th

In order to assist companies with their customer service improvement efforts, the organizations of the Delta County Tourism Regional Skills Alliance under the leadership of the Delta County Chamber of Commerce are sponsoring this year's customer service workshop – a seminar that has become an annual professional development event typically scheduled in the spring just before the highly anticipated busy tourism season.

This year's workshop is scheduled for May 10th at Bay College. The program will be facilitated by Chamber member, Joe Constance of Constant Training. Participants consistently rate his program and presentation as outstanding and after attending, you will understand why. Participants will be actively involved in creating the experience. It is a fun – fast paced – comfortable experience.

The morning session, Customer Service Excellence, will cover critical areas such as the top ten service mistakes customers hate, magic words to use that customers love to hear as well as those they hate, how to handle problems and complaints, effective telephone skills, verbal and non-verbal communication techniques, building rapport with anyone and seven critical elements for outstanding service.

The afternoon session, Building Positive Attitudes, will help attendees realize that a positive attitude is the most powerful and priceless personality characteristic one can possess. Participants will learn how to maintain a positive attitude and outlook on life by applying methods and techniques for attitude adjustment and renewal.



Session one and two will overlap from noon until 1:00 with a presentation by Joanna Willbee, President of Hob Nob Communications. Joanna will distribute useful customer service packets and address the importance of relating to the public while promoting the area to guests considering Delta as their vacation travel destination.

Call the Delta County Commerce Center today to register or for additional information, then reap the rewards as you release your employees on their journey of customer service excellence.

# CELEBRATING OVER 30 YEARS

**of improving the economy and quality of life in the central Upper Peninsula by bringing employers and job seekers together!**

**Upper Peninsula Business Works because...**

## MICHIGAN WORKS!™

**Visit our user-friendly Michigan Works! Service Centers in Escanaba, Iron Mountain, Manistique, Marquette, Menominee and Munising.**

**Join us for these upcoming Business After Hours Celebrations!**

**May 15, 5:00-7:00 PM**  
Moose Lodge, Munising

**June 14, 5:00-7:00 PM CT**  
Pine Mountain, Iron Mountain

**September 26, 5:30-7:30 PM**  
Log Cabin Grille & Bistro, Escanaba

**October 10, 5:00-7:00 PM**  
TBA, Manistique

**We hope to see you there!**

**www.jobforce.org**  
**(800) 285-WORKS**

**"My business works because Michigan Works!"**

**Services Offered for employers**

- Profiling jobs to determine necessary skills and abilities
- Writing job descriptions and advertisements
- Posting job openings on the Talent Bank and campus websites
- Screening resumes and applicants
- Providing interview rooms and meeting facilities
- Training employees
- Helping with Human Resource administration issues
- Planning for business retention and expansion
- Offering Business Building Sessions on key issues

**"I work because Michigan Works!"**

**Services Offered for job seekers**

- Linking job seekers with local and regional Employment opportunities and job search web sites
- Testing ability and Knowledge
- Offering employment and career skills workshops
- Helping with education financial aid forms
- Providing a resource library of links, videos and software for job seekers
- Offering Internet access, word processing equipment, phone and fax services
- Supplying information on employment policies and legal issues

# MICHIGAN WORKS!™

**The Job Force Board** **business is UP**

and the Six County Employment Alliance  
Serving Alger, Delta, Dickinson, Marquette, Menominee and Schoolcraft Counties.

Equal Opportunity Employer Michigan Relay Center (1-800-649-3777) Auxiliary Aids & Services Available to Individuals with Disabilities.

## Michigan Works! Participates in Upper Great Lakes Collegiate Job Fair

Michigan Works! attended the 17th Annual Upper Great Lakes Collegiate Job Fair which was held at the University Center at Northern Michigan University on March 21, 2007. The fair was co-sponsored by: Bay de Noc Community College, Bay Mills Community College, Finlandia University, Gogebic Community College, Lake Superior State University and Michigan Technological University.

There were approximately 55 businesses in attendance with many career fields represented: Business Services, Communica-

tions, Computers, Creative/Performing Arts, Criminal Justice, Engineering, Military, Organization Management, Social/Human Services, Trades and Internships/Summer Jobs.

Approximately 500 students attended and came prepared with resumes for the various recruiters. Dale Stephenson and Carrie Zeleznik spoke to approximately 80-100 students about Michigan Works! services. Students were provided all types of information to assist them with their job search needs and were encouraged to come into our centers.



**Approximately 500 students and 55 businesses participated in this year's Upper Great Lakes Collegiate Job Fair.**

## Opportunity Expo 2007 (Continued from Page 2)



**Emily Limberg, Michigan Works! HR Specialist, talks with Marinette/Menominee Area Sophomores about interviewing etiquette.**

One of the business sessions featured was an Interviewing Workshop presented by Michigan

Works! Human Resource Specialists Jeff Higbie and Emily Limberg. In the session, students learned how to properly complete an employment application, develop successful interviewing techniques, and how to follow-up after an interview. According to Emily, the students were very receptive to the information. "The students were very active during the workshops. They really questioned us on how to meet with an employer and how to handle their lack of work experience."

Gary Nadolny added, "Many of the students are at the age where they are about to get their first job or they are currently working at their first job. That makes the interviewing session relevant and impacts students at this age. It helps them better prepare for entry into the workforce."

This EXPO was the first year with schools other than the city of Marinette participating. Next

year the Chamber hopes to increase the number of schools and students that participate. With the involvement of more schools and students, the Chamber also hopes to increase to a full day program including 6 schools and over 600 students.

According to Michigan Works! Human Resource Specialist, Jeff Higbie, "Not only did the students gain valuable information that will help them identify an interesting and fulfilling career path, but it also provided them proven methods to make a great first impression with an employer." Students learned that they have access to the full line of services available at Michigan Works! to help them achieve their goals for employment in the future. The Expo also gave them an excellent introduction to different occupations and career paths.



**A Marquette Bothwell student pitches his business plan to a local professional in a recent interview session at the school.**

Bothwell Middle School students in Marquette got a taste of the business world this past

## "Economics - Seventh Grade Style"

month. "It's basically a social studies project that connects economics with the real world," commented seventh grade teacher Jean Lawless. Students were given the opportunity to present business plans to professionals in the community. Student business ideas ranged from coffee shops to chicken egg production; the entrepreneurial spirit seemed to be alive and well. Included in the business plans were cost comparisons, profit margin estimates, overhead costs, and staffing expenditures. An additional requirement of the business plan was also T.V. and radio advertisement spots that the students created. The young learners were also required to present a resume as a part of their overall business plans, and needed to field questions about their education and work experience.

"It's been an awesome experience interviewing and critiquing the student's business plans," reported Sarah Johnson of the Marquette Michigan Works! Service Center. "I've been impressed by their dress, eye contact, manners, and just the overall strength of the proposals," Johnson stated.

The plan is to continue the initiative into the years to come. "We really see this as one of the steps that we can take to link our educational system with the expectations of today's business ventures," reported one of the student teachers on hand.

By all accounts, this year's student's business plans are on the right track to meet tomorrow's expectations.

# Community of Caregivers

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- Peter G. Jennings, Administrator

## Gladstone



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Family Practice



Charles Olsen, D.O.  
Family Practice



Erik Rubright, D.O.  
Family Practice



Mary Whitmer, D.O.  
Family Practice

Not Pictured:  
Jenny LeJeune, NP

## Hannahville



Jodi Greenfield, D.O.  
Family Practice

## Powers



Karen Miljour, D.O.  
Family Practice

Not Pictured:  
Deryck Korhonen, PA-C



## Escanaba



Mosen Alistwani, M.D.  
Internal Medicine/Nephrology/  
Hypertension



Steven Dosh, M.D.  
Internal Medicine/  
Family Practice



Florin Stuleanu, M.D.  
Internal Medicine/Pulmonology



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Marie Nugano, M.D.  
Family Practice



Raghu Kasetty, M.D.  
Pediatrics



Meghana Kasetty, M.D.  
Family Practice



M. Frances Myrick, M.D.  
Family Practice



Juan Perez, M.D.  
Obstetrics & Gynecology

Not Pictured: Grace Borkadi, PA-C; Brandi Britton, PA-C; Kristi Darmogray, NP; Linda Lamesa, PA-C; Tiffany Molinari, PA-C