

Business Alliance (Cont'd from Page 4)



The first two sessions were well attended and included some promising prospects, according to Chamber of Commerce Director Leisa Mansfield. "This approach compliments the efforts of the Michigan Small Business and Technology Development Center, which brings business counseling to the area on a bi-monthly basis," she explained.

More than just a forum for training opportunities, the Alliance represents a mindset of collaboration and homegrown problem solving.

"By promoting and nurturing small businesses, we can create an environment which will enable entrepreneurs to be successful," Eastern UP Michigan Works! Director, Gwen Worley, said. Already a partner in other busi-

ness resource efforts in the region, Worley said, "Enhancing small business preparedness through this Alliance seems like a logical next step."

DDA Director Lee Brown agreed with Worley's theory that everyone gains when partnerships are developed. "Everyone brings their own specialty to the table and we all benefit from a greater pool of knowledge, as well as differing perspectives on mutual issues," Brown said.

Although the Alliance has no formal structure, the partners say that the most important aspect is "moving the ball forward" in economic development efforts, according to Hendricks. "This summer we will embark on a planning period to figure out the long-term strategy of the Sault New Ventures Alliance," he explained.

For information about future Alliance initiatives, contact Leisa Mansfield at (906) 632-3301.

-Written By Angela B Nebal for Upper Peninsula Business Today

Michigan Works! Blazing the Customer Service Trail



Fourteen Michigan Works! The Job Force Service Center personnel and Executive Leadership Team members were recently certified to deliver Blazing Service™, a dynamic and interactive training program that is designed to ignite great customer service within business organizations.

Expanding the Job Force Board's signature services to business is another step in our efforts to address the human resource challenges of our regional businesses. The International Customer Service Organization cites, "68% of customers stop doing business with a company because of poor customer service; yet, 95% of dissatisfied customers would continue to do business with a company if their problem was solved quickly and satisfactorily."

Blazing Service™ builds customer service capacity in employees who play a critical role in the organization's success. It combines blended learning through six modules and offers web-based tools as follow-up to increase the learning retention of those who participate in this unique training.

Training begins with instruction by a certified trainer who facilitates group discussion, practical application, skill practice sessions and experiential exercises. When the face-to-face training is completed, participants are able to access electronic reinforcement tools. In addition, web-based tools are used to demonstrate knowledge of the material learned and the participant's ability to apply the knowledge to real-life customer service situations. A unique feature allows trainers to measure the impact of the training.

The six modules include Blazing the Service Path, Thinking Like Your Customer, Winning Customer Hearts and Minds, Solving Customer Problems, Handling the Heat and Fixing the System.

For more information on Blazing Service™, contact mwjob@jobforce.org.



COMMUNITY EVENTS

September 5 . 2007

Business After Hours (Tailgate Party)

Ranger's Hockey Team

Location: Lakeview Areana

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

For More Information Call Lake Superior Community Partnership at 906.226.8591

September 10 . 2007

Business Showcase

Teaching Family Homes

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

For More Information Call Lake Superior Community Partnership at 906.226.8591

September 20 . 2007

IT in the UP Conference

Location: MTEC

For More Information Call MTEC at 906.789.6902

September 20 . 2007

Business Showcase

Michigan Works!

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

For More Information Call Dickinson Area Partnership at 906.774.2002

September 26 . 2007

Business After Hours

Michigan Works! The Job Force Board

Location: Log Cabin Grille & Bistro

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

For More Information Call Delta Chamber at 906.786.2192

September 27 . 2007

Upper Great Lakes Economic Summit

Location: UPFront & Co.

For More Information Call Michigan Works! at 906.789.0558

October 10 . 2007

Delta County Chamber of Commerce Annual Dinner

Location: Chip Inn's Island Resort & Casino

For More Information Call Delta Chamber at 906.786.2192

October 8 . 2007

Business Showcase

Hetrick & Associates

Location: 300 South Front Street

For More Information Call Lake Superior Community Partnership at 906.226.8591

October 10 . 2007

Business After Hours

Michigan Works!

Location: TBA

For More Information Call Schoolcraft Chamber at 906.341.5010

October 15 . 2007

Business Showcase

Michigamme Moonshine Art Gallery

Location: 300 South Front Street

For More Information Call Lake Superior Community Partnership at 906.226.8591

October 24 . 2007

Business After Hours

Hilltop RV SuperStore

Location: Log Cabin Grille & Bistro

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

For More Information Call Delta Chamber at 906.786.2192



No Worker Left Behind

Job Force Board Announces New Initiative

100,000 Michigan Workers Targeted in Joint Initiative Between Governor Granholm, Michigan Works! and the Michigan Department of Labor and Economic Growth

100,000 Michigan workers who are either unemployed or working in low-wage jobs are the focus of a new proposed initiative between Michigan Works!, Governor Granholm and the Michigan Department of Labor and Economic Growth.

As more and more manual labor is mechanized and computerized, strong evidence has shown that Michigan's economy is transforming from one that has been primarily dependant on manufacturing into one that is knowledge-based.

It has become quite evident that Michigan workers need to be equipped with the right sets of skills and educational attainments to seize new opportunities in the emerging global economy if Michigan is going to regain its reputation as an economic powerhouse. At the speed the global marketplace is traveling, we do not have a minute to spare helping our businesses gear up their workforce if they are going to compete.

In her State of the State Address last year, Governor Granholm announced a plan to help Michigan businesses get the workers they desperately need with the proper skills needed to com-

pete in the global marketplace and for jobseekers to get the right skills and credentials for jobs in the emerging economy.

The plan, which Governor Granholm appropriately dub bed "No Worker Left Behind", focuses on raising the percentage of displaced and underemployed workers who attain credentials, certificates and degrees in the areas Michigan businesses need them the most - advanced manufacturing, health care, biotech, renewable energy, and other growing sectors.

The No Worker Left Behind initiative is an excellent opportunity to prepare the state's workforce for success in this changing economy. By taking advantage of existing available educational opportunities and new and existing accelerated learning programs, Michigan will increase the number of jobseekers who will gain employment here in our own state related to the training they undertake, as well as increasing the percentage of workers and jobseekers who achieve wage increases due in part or whole to their participation in the initiative.

Under No Worker Left Behind the Job Force Board will work with its local education and economic development partners to enhance curriculum that is targeted towards demand occupations and the needs of business and industry. Under the initiative, jobseekers may qualify for up to two years worth of free tuition at a Michigan community college, university or other approved training program. The initiative has strong educational, economic and workforce development support state-wide.

Michigan Works! Agencies will work with training providers to leverage federal and state financial aid grant resources, federal employment and training programs, as well as other resources, such as educational benefits included as part of a buy-out from a previous employer. Financial aid officers at educational institutions will work with their local Michigan Works! to determine a financial aid package for each eligible student.

For More Information Contract Your Local Michigan Works! Service Center at 1.800.562.WORKS! (9675).

**MICHIGAN
WORKS!**
MI Opportunity Partnership
WORKING FOR JOBS TODAY



Where Employers find the *right* people.

***A special thanks from The Job Force Board on Labor Day.
Thank you for supporting our local workforce!***



Find your "Keys to Collaboration" at the 3rd Annual UP Nonprofit Conference on Friday, October 19, 2007 at Northern Michigan University in Marquette, Michigan.

Collaboration can be challenging and often requires key skills on the part of the nonprofit leaders, staff, volunteers and board members.

Mark Your Calendar for the 3rd Annual IT in the UP *September 20, 2007*

The Upper Peninsula Information Technology Conference Committee announced that the 3rd Annual IT in the UP conference will be held at the M-TEC at Bay College on September 20, 2007. This year's event is expected to yield high attendance as awareness of the conference increases.

This year's conference will address the issues and challenges faced by organizations as they look to maximize their information technology systems and capacities, with a focus on convergence. The committee's goal is to bring IT professionals, organizational leaders and small business owners together to learn

UP Nonprofit Conference "Keys to Collaboration"

Develop those skills through workshops and networking at the UP Nonprofit Conference.

Jon Terry, Keynote Speaker, is a partner in the consulting firm, Triangle2Partners LLC. Jon leads the government relations practice, helping nonprofit organizations get their message to elected leaders in Washington, D.C., and producing tangible results in support of their federal policy priorities. Born and raised in northern Michigan, Jon received a B.S. from Calvin College in Grand Rapids in 1993 and headed to the nation's capital to begin his career.

In his keynote address, Jon will touch on critical messages UP Nonprofits need to ensure success such as:

- Current climate for nonprofits in Michigan and Washington, D.C.
- Current efforts of nonprofit leaders in Washington, D.C.
- Government's responsibility to nonprofits
- Nonprofits' responsibility to government
- Communicating effectively with elected leaders and importance of working together

For more information or to register, please contact the Great Lakes Center for Youth Development at 877-339-6884 or visit www.glycd.org.



about the latest advancements in information technology.

Presentations at this year's conference will focus on wireless technology, mobile convergence, security, networking, disaster recovery, home technology, VoIP, E-commerce and RFID.

Informational sessions will be led by experts representing companies from across the Mid-West. In addition to local experts, professionals from such technology stalwarts as Cisco, Poly Com, and ATT will be on hand to present the latest in technological innovations.

Alger County Chamber of Commerce and Munising Area Partnership for Development Golf Outing

The Alger County Chamber of Commerce and the Munising Area Partnership for Development announces the First Annual Chamber-Partnership for Development Golf Outing.



The Outing will be held at 10:00 a.m. on Saturday, September 22nd, 2007 at the beautiful Pictured Rocks Golf Course located just outside of Munising, MI on highway H-58. The event will be a

4 Person Scramble. The cost is \$200 per team and includes 18 holes of golf with a cart and a "cook your own" steak dinner. There will be contest holes, door prizes, skins, buy ups, muligans and a \$200 Hole-in-One or closest to the pin sponsored by the Mazzali Agency.

Munising City Manager and Michigan Works! Job Force Board member Doug Bovin has endorsed this event. "We are excited about the cooperation that has led to the creation of this partnership. The tournament not only assists us with raising finances for economic development, but it creates and fosters an environment for continued cooperation in future endeavors. The Downtown Development Au-

thority, the City of Munising, the Munising Visitors Bureau, the Munising Partnership for Development, the Chamber as well as the many businesses that have supported this effort should all be commended."

For more information or to sign up for the outing, please contact the Alger County Chamber of Commerce at (906) 387-2138.

Hole sponsorships are available for \$100 and door prize donations are still needed. Sponsors will have a sign with their company name posted on the hole they sponsor. For more information on door prizes or hole sponsorships, please contact Vicki Gariepy at (906) 387-3187.

2007 Upper Great Lakes Economic and Workforce Development Summit

UPFront & Co., Marquette, MI
September 27th

This Summit Is A Must Attend For All Community
And Business Leaders And Stakeholders!

You Cannot Afford to Miss This!

Guest Speakers:

Governor Jennifer M. Granholm
via Video Teleconference from Lansing (Invited)

Keith W. Cooley,
*Director Michigan Department of
Labor & Economic Growth (Invited)*

U.S. House of Representatives Congressman Bart Stupak

*Live via Video Teleconference
from the Representative's Washington D.C. Office*

Ed Barlow
President of Creating the Future, Inc.

Lawrence A. Molnar
*Director of The University of Michigan
Economic Development Administration (EDA)*

David J. Ward
President of NorthStar Economics Inc.

Jerry Murphy
Executive Director of New North, Inc.

Hear Presentations on:

**Think Globally, Collaborate
Regionally and Benefit Locally:**
*Creating and sustaining wealth
in your community.*

Coordinated Regional Strategies:
*Planning and Creating Upper
Peninsula Regional Prosperity
in a 21st Century Economy.*

Understanding The New Economy:
*Strategies for rural America to
compete, communicate and survive
in a worldwide marketplace.*

Successful Regional Collaboration:
*Harnessing and promoting the
region's resources, talents and
creativity for the purposes
of sustaining and growing
your regional economy.*

For more information on the 2007 Upper Great Lakes
Economic and Workforce Development Summit
or featured speakers, please call Michigan Works!
The Job Force Board at (906) 789-0558 ext 0.

Equal Opportunity/Employer. Michigan Relay (800) 649-3777.

Auxiliary Aids and Services Available to Individuals with Disabilities upon Request.

