

Nine Broadcast Excellence Awards and a New Employee

"When Great Lakes Radio won nine Broadcast Excellent Awards in February including 'Station of the Year,' we found the need to add another full time employee. So we called on Michigan Works!," said General Manager Todd Noordyk. "The formula we use to cover the Upper Peninsula requires a large group of people as on-air talent, support staff and sales people. Michigan Works! quickly helped find another full time support person and made the process easy."

Great Lakes Radio, Inc. recently announced that two of the firm's stations, Sunny 102, WKQS fm (101.9 fm) and 103.3 WFXD (103.3 fm), have been recognized by their peers, station members of the Michigan Association of Broadcasters, with a total of eight Broadcast Excellence Awards in the Radio Market 4 category and 'Station of the Year' for Sunny 102 (101.9 fm) WKQS FM.

Sunny 102, WKQS fm, earned Station of the Year plus a total of seven state awards including a First Place award in the "Best Broadcast Team or Personality" for the

station's morning show "Mark & Walt in the Morning." The award marks the second consecutive year that the show, hosted by Program Director Mark Evans and News Director Walt Lindala, has won the state's top honor.

Sunny 102 also won three First Place and two Merit Awards for news and public affairs programming. The awards were given for newscasts, news specials, coverage of breaking news and hard news reporting.

The production department at WKQS-FM also won a First Place award for "Best Commercial" for a commercial created in-house for the Harvey, Michigan A&W Restaurant entitled "Pirates."

103.3, WFXD-fm was recognized with a First Place award for "Best Sports" for the play-by-play work of Mark Evans and color commentary of Dave Mingay on

"I was pleasantly surprised that Michigan Works! has so many talented people on file ready to take positions. It saved me time and money. Bottom line, I got an excellent new employee. Michigan Works! really does work!"
Todd Noordyk, General Manager

broadcasts of Northern Michigan University Hockey. This is the second consecutive state award won by Evans, who also took First Place last year for his work with former NMU Hockey player Ryan Riipi.

Great Lakes Radio, Inc. Owner and General Manager Todd Noordyk says, "These awards show that quality of work and dedication to local issues and news are the priority for our staff. While other stations are cutting local staff and programs, we still believe that 'live and local' is still best, and these awards prove it."

"It was easy to work with Michigan Works!. I was pleasantly surprised that Michigan Works! has so many talented people on file ready to take positions. They also test their applicants so when they sent over seven candidates, we already knew that they had the skill sets that I needed. It was nice to have people pre-



Michelle DeLisle of Michigan Works! (seated) was able to help Todd Noordyk, General manager and Rebecca Engler, Senior Account Executive fill the job openings at Great Lakes Radio.

qualified. It saved me time and money. Bottom line, I got an excellent new employee. Michigan Works! really does work!"

For more information, contact Great Lakes Radio at 906-228-6800. If you would like to know more about what Michigan Works! can do for your business, please call you local Michigan Works! Service Center. The addresses and phone numbers are listed on the back page of this issue.

Veteran finds success with Michigan Works!

David Kellan, Jr. was in the National Guard for three years (from May of 1988 to November of 1990) and then transferred to active duty in the Coast Guard for seven years (from November of 1990 to May of 1997). During his years with the Coast Guard, he was with the law enforcement detachment in St. Petersburg, Florida where his duties included recreational boating safety, narcotics and addiction.

After St. Petersburg, he was stationed on a 140 ft. icebreaker where he was Assistant First Lieutenant. Here, David gained his valuable cooking experience. He was a designated fill in cook and was therefore

responsible for cooking meals for a crew of 14, breakfast, lunch, and dinner underway.

Originally from Negaunee, David moved back to Ishpeming after the Coast Guard. Unfortunately, he found himself unemployed in October of 2002. He came to Michigan Works! to fulfill a portion of his registration for unemployment benefits with the Bureau of Workers and Unemployment Compensation. While at the Michigan Works! service center, David performed a job search and met with Dale Stephenson, the Veteran Representative working out of the Michigan Works! Service Center in Marquette County. David was happy to find that such valuable services were available, and stated, "Dale seems to be very knowledgeable."

David attended the *Ready for Work* Workshop, which is a two day workshop delivered by Michigan Works! that gives attendees the information needed in order to prepare for their job search, and for future employment. At this workshop, Julie Hautala from the Michigan Works! Service Center in Marquette had the chance to talk to him about employment. David told her

that he had found that Applebee's was hiring during an earlier job search. Because of his previous cooking experience, Julie, and others at Michigan Works!, suggested he should apply for the position. David was very interested and went down to apply at Applebee's right away.

Because of the extensive business network of Michigan Works!, Julie was providing business services for the Manager at Applebee's. "I called Jeff Kristola at Applebee's to highly recommend David," said Julie. "I told Jeff that David would be a good match for the job and that he was the type of candidate Applebee's was looking for." David received an interview before he had returned the application!

David started working at Applebee's as a line cook. "I'm happy working for Applebee's. There is a really good crew that I work with," said David of his new job. "If it wasn't for the online search and Julie's recommendation, I might not have found the job."

Recently, Mitch Ohmen, a general manager at Applebee's stated that he was very

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pleased with David. "He is very responsible and working out great, in fact I trust him enough that he has the responsibility of opening and closing when I need him to. I am very happy with David's work."



Applebee's is located at 2902 US 41 West in Marquette

Progressive Discipline Workshop Offered through Michigan Works!

One of the most difficult things that an employer will ever have to do is to discipline employees. Recently, Michigan Works! has held workshop on progressive discipline that were intended to provide employers with the information needed so that they may correct the actions of their employees, while hopefully avoiding backlash.

The goals of progressive discipline are to correct a problem, avoid unnecessary turnover, and to provide a private sector version of "due process" of law. A progressive discipline system uses some variation of increasing degrees of discipline. For example: Step one – a verbal warning, Step

two – a written warning, Step three – a final warning or suspension and Step four – discharge.

Some companies are using a more positive form of progressive discipline. Step one – Counseling and coaching: supervisor explains behavior is not up to expected standards. Step two – An oral reminder: discussion of the employee's responsibility. Step three – Written reminder: written statement of verbal discussion and another discussion regarding what behavior/conduct is acceptable. Step 4 – "Decision making leave": one day off with pay to think about whether he/she wants to remain employed and willingness to function under the rules. Step 5 – a debriefing session upon the employee's return where a decision is made.

There are wide ranges of options you may consider when planning what type of disciplinary strategy to use. Depending on the situation you may want to consider offering training or counseling, using warnings, probation, suspension, money repercussions, agreements to perform.

Some behaviors that may warrant progressive discipline include: poor performance,

abuse of leave, being absent or tardy excessively, some dishonesty incidents, mistakes that recur. Behaviors that may warrant immediate discharge include: insubordination, weapon possession at work, gambling at work, some dishonesty incidents, endangering health and safety, violating clear cut rules, engaging in criminal activity, violence, disclosing trade secrets.

All information and steps taken in the disciplinary process should be carefully documented. Only the facts should be documented. Use times, dates, details, quotes, specific facts, others present or involved directly and document as soon as the incident happens. Verbal warnings should be documented. A copy need not be given to the employee but the documentation should include the fact that the employee was made aware of the disciplinary action and status. The documentation should be placed in the employees file. You should state "I am going to place this information in your file". Every employee who is disciplined beyond an early informal level should receive written notice of the action. A copy of any formal warning should be placed in the employees file

It is also important to document follow up.

Whether the employee does or doesn't improve, place a note of that in the file. You will want to provide for at least one, definite final warning before an employee is fired.



By: Will Carne,
President of The Job Force Board

Have a written policy and procedure for both the disciplinary process and for appropriately documenting disciplinary action. It is critical that supervisors know and follow established policies and procedures. Make sure they are well trained and understand what steps to follow. Last but certainly not least, deal on a case-by-case basis but use a standard and consistent application of actions taken.

If you need assistance in the preparation or revision of your disciplinary policy, contact your local Michigan Works! Service Center, where experts are available for you.



Holly Peoples, of Michigan Works! presents at a recent Progressive Discipline workshop

Michigan Works! aids area Veterans in successful job searches

In late November of 2002 the lives of many area workers took a path that none of them expected. Lakeside Machine, Inc. of Gladstone Michigan announced that the business was closing its doors. Without much notice, many of our areas best and brightest found themselves at the unemployment office signing up for benefits, and at Michigan Works! beginning their job search.

One such worker was James Norman, who served in the Navy as a Seaman from 1984 until his honorable discharge in 1988. Jim had worked at Lakeside Machine, Inc. as a Supervisor/Inspector/Coordinator. However, like his coworkers, Jim was left unemployed by the closing of Lakeside.

On January 2, 2003, Jim registered with the Michigan Works! Service Center in Delta County, at which time the Service Center Staff members told Jim of all services available to him and help to get his job search underway immediately. Because Lakeside employees were certified for Trade Adjustment Assistance through TAARA, Michigan Works! was also able to notify Jim of intensive TAARA services available to him, .

Jim applied and obtained an interview at Mode Tech, in Shawano, Wisconsin. He was also referred to Karl Schmidt Unisia in Marinette, Wisconsin by Richard Salo.

Salo is a Veteran Representative with the Michigan Department of Career Development who works out of the Michigan Works! Service Center in Delta County. Jim had three interviews with Karl Schmidt Unisia, and then began working for that organization on February 10th. Due to his TAARA benefits, Michigan Works! was also able to help Jim by reimbursing him for mileage and meals during his four job search trips.

When asked about his experience, Jim commented that Michigan Works! did very well and that he is very happy with the services provided.

Dean Miron was another of the Lakeside employees who engaged the services of Michigan Works!. As part of a comprehensive approach to meeting the needs of the Lakeside workers Michigan Works! staff members have met with Dean on several occasions to discuss labor trends and opportunities for employment in our area. Dean decided to use the layoff as an opportunity to further his education in the Business Management field.

Dean has enrolled with Bay de Noc Community College to meet his educational goal. While Dean is attending college he has been applying for employment with different companies in the area. Most recently Dean was called for three interviews

with Kimberly Clark in Munising. Dean is waiting for further information from the company but all indications are that potential for employment is good.

Because Dean was certified under the Trade Act, he was eligible to receive transportation allowance as well for his trips to interviews with Kimberly Clark as well as payment for his tuition.

"I would like to thank Sean, Amy and all the staff of Michigan Works! for their tireless effort in helping us, the former Lakeside employees," said Dean Miron. "Your quick response to our immediate needs is testimony of the professionalism that you exhibit. Your dedication to duty has turned a depressing situation into a positive opportunity for new job challenges in the future."

"Michigan Works!" said Will Carne, "is happy to be of service to veterans who have already given so much of themselves for our country. Being able to find our Nations veterans jobs, and to help them down a career path is an honor."

If you would like to know more about Michigan Works! and the services available to jobseekers, please contact your local Michigan Works! Service Center at 1-800-285-WORKS or at www.jobforce.org.

MEDC Hosts Academies for Local Leaders

The Michigan Economic Development Corporation (MEDC) recently held a Local Officials Academy in Marquette drawing a crowd of local government officials. It was one of a series of sessions held throughout the state designed to educate local officials on the tools available to foster economic development opportunities.

"Michigan's communities are the nucleus of the state's economic strength," said Sabrina Keeley, acting CEO of the MEDC. "It is important for community leaders to be aware of the best ways to utilize the economic development tools available to spur economic growth in their community and ultimately, the entire state."

The educational content of the academies was delivered by some of the MEDC's most experienced senior executives. The topics included a general overview of the MEDC and how best to use and customize economic development tools for local projects.

The Michigan Economic Development Corporation, a partnership between the state and local communities, promotes smart economic growth by developing strategies and providing services to create and retain good jobs and a high quality of life. Visit <http://medc.michigan.org> for more information.

Kelly Beard supports our Country and Michigan Works!

Michigan Works! has an extended history of supporting our U.S. Armed Forces, and all U.S. Veterans. One energetic Michigan Works! Team Member from Marquette County has taken her love of Country one step further. Kelly Beard has joined the Naval Reserves so that she too can work to protect the United States, and promote freedom throughout our world.

Kelly Beard was happy with her career, but she felt that she still wanted more. By joining the Navy Reserves, Kelly states that she has found a way to serve our beautiful country, and is showing that she is proud to be a U.S. Citizen.

Kelly has joined under the NPSAC program, which is for Non Prior Service. Of the NPSAC, she states, "It teaches you the fundamentals of the military through your reserve center. At the end of six months you go to a 3-week boot camp. We as ci-

vilians bring the skills and leadership that has been learned through life experiences prior to the military. Currently, I am a SK3 in the Naval reserves. I work in supply."

"Why did I join?" Kelly exclaimed when asked her reason. "I joined for the opportunity to serve my country. For the challenge, adventure, and the opportunity to travel. It is the best part time job that anyone could ever wish for!"

When asked if her service affects her career with Michigan Works!, Kelly replied, "Yes, in a good way. It has enhanced my leadership skills and communications skills. The military stresses teamwork, which is very important in every facet of life."

"I get to serve our country in the Naval Reserves, and I serve our community by being part of the Michigan Works! System.

What could be more fulfilling?" stated Beard. "Plus, by working at Michigan Works!, I have the opportunity to assist our Country's veterans in finding meaningful employment."

As mentioned by Kelly, the Michigan Works! Service Centers have a large selection of services available to our Country's veterans to help them in their job searches.

Veterans can access various workshops at the Michigan Works! Service Centers. These workshops cover topics ranging from writing a resume for you job search, to budgeting, and all are offered at no charge to the public.

In addition to the workshop, Veterans have the option of taken skill assessments so that they will know what their true job skills are, and what jobs they are already qualified to work.



Kelly Beard, Workforce Development Professional with Michigan Works! is also in the Naval Reserves

But probably most importantly, Michigan Works! can give veterans access to the Michigan Job Bank, and to other resources that post job openings for our area employers. Then, Michigan Works! will work to place those individuals in meaningful employment, where they can best use their skills. If you would like to learn more about Michigan Works!, and about the veteran's services available, contact your local Michigan Works! Serve Center.

The Upper Peninsula Economic Development Alliance gets a legislative update

The Upper Peninsula Economic Development Alliance (UPEDA), met in Marquette on May 2nd. The UPEDA is an Upper Peninsula-wide economic development alliance, whose membership is made up of local and regional economic developers, financial institutions, utilities, engineers and architects, and transportation firms.

The May UPEDA meeting focused on how Upper Peninsula economic development issues fit within the new Governor Jennifer Granholm administration, and state economic development policy. Matt Johnson, Upper Peninsula representative for Governor Granholm and David Forsberg with Forsberg-Golenda, a Lansing based public relations and legislative outreach firm, were both in attendance to speak on this topic.

Mr. Johnson spoke about Governor Granholm's commitment to economic develop-

ment across the state, and her commitment to the Upper Peninsula. In addition, Mr. Johnson discussed how he has been assisting the UPEDA in creating an economic summit in the U.P., and reports that Senator Mike Prusi (38th District) will likely sponsor the event.



Pictured, from left to right: Linda Hirvonen (UPEDA Board Member, and Job Force Board Member), David Forsberg (Forsberg-Golenda), Matt Johnson (Gov. Granholm UP Representative), and Jim Hendricks (UPEDA President).

Mr. Forsberg discussed various issues concerning economic development, being discussed in Lansing at this time, including: Michigan Economic Development Corporation (MEDC) funding levels; health insurance cost containment legislation being considered; water quality protection legislation underway to protect under ground aquifers; new power generation tax credit legislation, recently signed by Governor Granholm, and how that may have a positive impact on Upper Peninsula power generators; and discussed David Hollister, and his vision for the new department of Labor and Economic Growth, which will roll into one department many facets of the Michigan Department of Career Development and the MEDC.

In addition to these presentations, the membership learned about UP economic development marketing efforts, which are

being planned by the UPEDA with its marketing consultant Boomerang Marketing. Finally, as a part of all UPEDA events there were networking opportunities for the nearly 30 members present to share current projects, success stories, and to meet peers and vendors critical to the success of economic development projects in the region.

To learn more about the UPEDA or about joining the UPEDA, you may access the web-site at www.superiormichigan.com or by calling (906) 235-0108.



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Michigan Works! Helps to Opens Doors for Jobless

Lakeside Machine, Inc., of Gladstone closed its doors to business November 22nd, 2002, leaving over 150 employees without work. On November 27th, the Teamster's labor union quickly filed a petition under NAFTA/TAA provisions, on behalf of these employees. In just a few short weeks, the petition was certified by the Department of Labor, opening the door to retraining and re-employment for qualified workers.

Because Lakeside Machine, Inc. has been certified under the Trade Adjustment Assistance Reform Act (TAARA), former Lakeside employees are eligible for Trade Re-Adjustment Allowance (TRA) benefits, job search and relocation allowances, and up to 104 weeks of training. All in a combined effort to retrain and re-employ dislocated workers.

Marquette chosen as one of 30 finalists for the All American City Award

Marquette County has been selected as one of the 30 finalist communities for this year's All

America City Award, the nation's most prestigious civic recognition program. The award nomination was submitted by the LSCP in conjunction with the County of Marquette, Medical Care Access Coalition, Noquemanon Trail Network and Project W.E.A.V.E.

The All-America City Award, a program of the National Civic League, encourages and recognizes civic excellence, honoring communities (neighborhoods, towns, cities, counties and regions) in which community members, government, businesses and non-profit organizations demonstrate successful resolution of critical community issues. Since 1949, more than 4,000 communities have competed and nearly 500 have been named "All-America Cities."

The 30 finalists will participate in the final round of the All-America City competition to be held in Washington, D.C. on June 12-14. A delegation from each finalist community will present to a 10-member jury their innovative programs and local solutions addressing a wide range of social and community issues. The ten 2003 All-America Cities will be named on June 14 during a special ceremony at the Hilton Washington & Towers.

For a complete list of the 30 finalist communities, please visit the National Civic League web site at www.ncl.org.



Aside from performing job searches, resume writing and revising, Michigan Works! staff have been working steady to help qualified workers enroll and register in training programs. Approximately 130 former Lakeside employees have registered with Michigan Works!, and about 70% of those have taken advantage of the re-training option, receiving 100% paid tuition, including books and materials.

About 75 former machinists have begun or are soon beginning college courses at Bay de Noc Community College, 11 at Northern Michigan University, and 10 at North Country Truck Driving School.

The Lakeside Machine certification has not only boosted enrollment rates, but it has also helped retail sales in the local business community. The TAARA program provides for many materials required for training courses, materials such as tools for Automotive and Welding programs right down to pencils and paper. These training tools have been purchased through local establishments.

Local company fills job openings with Michigan Works!

VanAire, a local company seeking new candidates to fill an outside sales position, was successful in filling their job openings with the help of the Michigan Works!.

Through a comprehensive process of checks and by actively listening to the requirements and needs of the business itself,

Chamber of Commerce Golf Outing

The area charity golf schedule kicks off Thursday, June 5th with the annual Chamber of Commerce golf tournament that supports Bay College scholarships and a variety of community events. Jalene Polkey and Karen McGraw are co-chairing this 9th Chamber Golf Outing.

For the first time, the event will take place at the Gladstone Golf Club, one of the most scenic courses in the UP. This 18-hole course is surrounded by thousands of acres of state forest with the Days River running through five of the holes. It is located west of US 2&41 and M-35, four miles north of the City of Gladstone.

There will be a 1PM shotgun start, with "Lunch on the Run," a pre-prepared bag lunch, given to every golfer so there is no delay in getting onto the links and the day of business networking, socializing and sporting fun.

The entry fee of \$75 covers green fees, lunch, dinner, beverages and refreshments

Many machinists were hesitant to return to the classroom not only because they had been so far removed from the school environment for such a long period of time, but also because they knew they could very well be the elders of the student population.

At age 62, Ivan Gagne, of Gladstone, viewed the new experience as "an opportunity and a challenge." He found the instructors to be fair, and student interaction to be "favorable and enjoyable." While the first semester has been an eye-opening and challenging experience, most former Lakeside employees have found college life to be refreshing and much more comfortable than expected.

With more and more jobs crossing out of US borders, and more businesses closing every day, stability in the employment world is a very rare thing. NAFTA/TAA programs together with Michigan Works! are teaming-up to help dislocated workers become more employable. Registrants can participate in programs ranging from Com-

puter Systems Technicians to Building & Grounds Maintenance, from Accounting to Plumbing, and from QS9000 training to Truck and Heavy Equipment operating. Many former machinists have closed the Lakeside door behind them, and opened a whole new career ahead of them.



Former Lakeside Machine Employees at an informational meeting held by Michigan Works! to inform them of the available services.

If you would like to know what Michigan Works! Services are available to the general public, call your local Michigan Works! Service Center. The addresses and phone numbers are listed on the back page of this issue.

quired to post a job order on the Michigan Works! job bank.

The Job Bank, a web based application for posting positions established throughout the State of Michigan, affords job seekers the opportunity to review and apply to job openings with businesses in our area.

VanAire, a manufacturing company located in Gladstone Michigan, recently accessed the Michigan Works! system to fill their employment needs. VanAire, requiring an outside sales position, to be filled as quickly as possible, used the Michigan Works! Job Bank system as the sole means for advertising the opening.

As a result of allowing the Michigan Works! process and staff to work for them, VanAire collected over 75 applications and for the outside sales position. The total time from when VanAire made the first contact with Michigan Works! until the position was filled was actually less than 2 weeks!

In the world of business, where time equals money, it is clear to see that the Michigan Works! process of listening and meeting the needs of our area businesses if a great resource freeing up both time and money for our area's businesses.

If you would like to know more about what services Michigan Works! has available to your business, call your local Michigan Works! Service Center today!



on the course and a lot of fabulous prizes. A registration form can be done on line at www.deltami.org.

Chamber members also have the opportunity to support this charitable event and to gain valuable visibility for their business through hole sponsorships, "Have one on us" contributions and donations of top flight and door prizes. All will be acknowledged in the program.

If your business is interested in being a sponsor, contact the Chamber at 786-2192 or e-mail us at info@deltami.org.

Then invite a friend or three to share a day of golfing!

