

# UPSKILL UPDATE

## *A Training and Talent Development Newsletter from Mid-State's Workforce and Economic Development Division*

This newsletter is designed to provide information you can use to develop your workforce talent and keep you informed about upcoming opportunities through Mid-State's Workforce & Economic Development division.

### **IT'S BUDGET TIME!**

*By Craig Bernstein, MSM • Workforce Development Manager*



As we approach the end of this difficult and challenging year, many organizations are starting to develop their budgets for 2021. Difficult budgeting decisions will be made depending on the establishment's mission, business strategy, and a variety of external and internal factors. The crises of the pandemic and ensuing economic downturn have left some struggling to hold on while others plan for future growth.

Despite the impact of 2020 on the organization, now is not the time for knee-jerk reactions with slashes to the training budget. By freezing training and development budgets, companies risk falling into the trap of not providing employees with the incentives for retention. Prior to the pandemic, Wisconsin experienced one of the lowest unemployment rates in history. While the recovery will take time, the fact remains that baby boomers will continue to leave the workforce with smaller populations left to replace them. Studies have shown that organizations with a robust talent development strategy have higher retention rates.

According to the Association for Talent Development's 2019 State of the Industry report, the average organization spent \$1,299 per employee on formal learning in 2018. (Formal learning is dedicated learning that is not occurring as part of work activities). Beyond the fiscal investment, this report also states that employees on average spent 34 hours during the year on formal learning. While these amounts may not fit into your organization's budget, there should be some financial and time commitment in your annual budget dedicated to formal learning.

**Have a topic or concern you would like us to write about? Send your article ideas to [craig.bernstein@mstc.edu](mailto:craig.bernstein@mstc.edu).**

HR departments need to make sure they have a seat at the strategy planning table to advocate for the investment in training, rather than viewing it as an expense. Successful training and talent development strategies can address the gaps in managerial and supervisory skills, ensure workers are carrying out tasks safely, and improve productivity.

Mid-State's Workforce and Economic Development team can be your partner in assisting with these plans. Whether you are looking to upskill current employees, provide assessments to potential supervisors, or offer boot camps for new employees, the College can be a resource for your workforce development needs. Current talent development courses and opportunities, such as an upcoming Servant Leadership course, can be found on our website. And, as always, our team is available for a free consultation on your talent development needs.

**mstc.edu**  
**888.575.6782 • TTY: 711**    

 **MID-STATE**  
TECHNICAL COLLEGE

**WORKFORCE & ECONOMIC  
DEVELOPMENT**

Mid-State does not discriminate on the basis of race, color, national origin, sex, disability, or age in its program, activity, or employment. The following person has been designated to handle inquiries regarding the nondiscrimination policies:  
Vice President - Human Resources; 500 32nd Street North, Wisconsin Rapids, WI 54494; 715.422.5325 • AAEO@mstc.edu. 10/2020

# BE INTENTIONAL

By Todd Kuckkahn • Guest Contributor



I hope my thoughts don't offend anyone. Well, truth be told, I actually hope they do. It seems now more than ever we need to offend somebody to get them to listen and respond. There is way too much of that going on. Only individually can we hope to end this offensive nonsense. Be Intentional.

As I work in my profession and in my passion, I hear some disconcerting news. While we are in this mess, many businesses and individuals are choosing to step away from professional development and leadership development as a cost savings. If you haven't noticed, this is the time we need it more than ever. Now is the time to invest.

Just like the right time to buy in the market is when prices are low (this is not legal financial advice), this is the right time to engage your employees in leadership development. That might include problem-solving, change management, customer

service, sales, or behavior assessments, to name a few. What about communication, prioritization, corporate culture, diversity, teambuilding, or self-confidence?

All of these topics add up to corporate culture. It is important to understand that corporate culture starts from the inside out. From inside the organization and, more importantly, inside the employees. John Maxwell shares that "corporate culture eats vision." While a strategic plan with vision (mission, values, strategies, objectives, action steps) is important, it is of little value with a culture that will not embrace it.

Just like the airlines tell us to put our masks on first so we can help others, businesses must help their employees develop and grow so they can help others. Emotional intelligence is the newest buzzword. All that really means is we need to address leadership, performance, decision-making, occupational stress, and personal well-being. We know this, but what are we doing about it? Are we getting our masks on first?

If you really peel back the layers of the onion related to the corporate challenges of sales, customer service, inclusivity, and prioritization, you will see personality as the basis for issues inside and outside the workplace. Without getting too "touchy-feely," behavioral assessments like DISC can get to that with a brief "quiz" and an extensive report. Then you can really work from the inside out to impact your people and business. The DISC assessment serves as an audit for an individual so that person can begin to work on improving themselves.

With five generations now in the workplace, the fact that differences make us better is more critical than ever. And those are not just age differences. I do my best to seek out ideas and opinions that are different than my own. Someone else's thoughts don't necessarily change my mind, although I'm open to that, but it certainly helps me to modify or improve my thoughts. I like the way Simon Sinek talks about uncomfortable conversations. We need to be intentional and have more of them, or at least the first one.

For me, it all comes down to my core values—optimism, trust, honesty, enthusiasm, teamwork. These form the basis of what I do and help ground me as an employee and person. My "I" (inspiring) DISC style fits well with my core values and hopefully makes me a decent person to work with in the community. My core values and DISC style serve as the foundation of me as an employee.

My one favorite all-encompassing worldwide leadership solution is to go out and commit intentional acts of kindness. One example of that would be to bring back (or start) leadership development in your organization, before it's too late. Be Intentional.

*Todd Kuckkahn is a part-time instructor with Mid-State's Workforce and Economic Development Division. He currently teaches Supervision and Leadership Development for Mid-State and serves as an advisor to two different Mid-State committees. He also is a national keynote speaker, executive coach, and trainer, with certification in DISC. Todd also currently serves as the executive director of the Portage County Business Council.*

# THE FUTURE OF SUPPLY CHAIN MANAGEMENT: WHY YOU'D BETTER CARE AND START PLANNING NOW

By Chuck Nemer • Guest Contributor

Here's what we have facing us over the next five years with some decent probability.

- Supply Chain segmentation – Different customers have different needs, and we probably only have one factory to address this.
- Risk Management – Anything from design concept through manufacture and out to the customer can fail, so do you have processes in place to respond to them that are in line with how you want to do business? Think back to the days of ISO 9000—were you on it or catching up?
- Digital Supply Chain – Do you have a supply chain that gives your suppliers and customers visibility to each other? I can tell you, as a consumer, if I can't know where things stand, when I want to know, I won't do business with you next time.
- Supply Chain Network Design – You ARE part of a supply chain, whether you like it or not. Are you working with partners who can help you grow and succeed?
- Circular Economy – Opportunities for new business are emerging. Buyers today insist upon it, and Gartner is arguing that you and I had better have a circular supply chain, or be part of one, in 10 years, or our customers won't want to do business with us.
- Cost-to-serve analysis – What does it really cost you to do business and serve customers? We have lots of financial leakages.



My belief is that the 80/20 rule holds, and, whether we are big or small businesses, there are things we can do now to be involved, get ready for this, and head down this path. It starts with asking yourself how you want to run your business and whether you want to be ready ahead of time or wait for it to hit you. If you want a quick assessment of your situation, ask your employees the following questions discreetly. I've found them to be fairly accurate.

- What is our supply chain strategy? Not business strategy—supply chain strategy. I find that maybe 4 out of 10 can tell me.
- On a scale of 1-10, how well are we rowing the boat together? This is a measure of whether the way we work is aligned with and supportive of the supply chain strategy. I find many employees answer in the range of 4-6 on collaborative teamwork.
- On a scale of 1-10, how well do we play in the sandbox together? This is a measure of not only how well we collaborate but of how much we operate in our silos or not and how well we address, responsibly, the tradeoffs we run into daily in supply chain. I get a 5-7 from folks until I spring the tradeoffs part on them, and then the numbers drop to 3-5.

My bottom line is that I'm betting we're all missing a ton of opportunities and costing ourselves a lot of profit, let alone being prepared to start working on securing our future. In this time of uncertainty, we must look to control what we can control, and that includes our supply chain strategy.

*Chuck Nemer has 42 years' experience in supply chain management. He has served for 10 years as a subject matter expert for the APICS CPIM certification participant guides and is part of a group of eight experts who wrote the certification training content. His work with the Fresh Connection Supply Simulator provides students with examples of how decisions impact the bottom line. Chuck is a part-time instructor with Mid-State's Workforce and Economic Development Division.*

# MID-STATE TECHNICAL COLLEGE WORKFORCE & ECONOMIC DEVELOPMENT

## SERVANT LEADERSHIP COURSE

### Servant Leadership

This short course (three class meetings) will dive deep into the principles and practices of servant leadership. Participants will discover how the ego and an inward mindset will not only stymie the growth of a leader but also stress professional and personal relationships. Participants will be encouraged to look honestly at their own relationships at work and at home and consider how they can grow to become the best versions of themselves!

A free course introduction will be held on October 21 at 1:00 p.m. at the Stevens Point Campus - Room 118. Please RSVP by contacting [craig.bernstein@mstc.edu](mailto:craig.bernstein@mstc.edu).



### Stevens Point Campus

Wednesdays, November 3 - 17 • 1:00 - 4:00 p.m.

**In-person - All participants will be required to wear a face mask and comply with Mid-State safety protocols.**

### Instructor: Wendy Mitch

Wendy Mitch has a passion for coaching and consulting and a background of service to the business community. Wendy offers professional development with an outward mindset toward servant leadership. She will gracefully challenge participants to *shift their perspectives* as well as hold themselves accountable for lasting, sustainable change.

**Cost after grant funding: \$190/participant**

Cost includes all course materials.



Register at [mstc.edu/talent-development-courses](https://mstc.edu/talent-development-courses)

or contact: **Craig Bernstein**

**Manager, Workforce Development**

**[craig.bernstein@mstc.edu](mailto:craig.bernstein@mstc.edu) • 715.442.5364**

If you have a disability and require accommodations to participate in this activity, contact the event coordinator as soon as possible, ideally 14 days in advance.

Mid-State does not discriminate on the basis of race, color, national origin, sex, disability, or age in its program, activity, or employment. The following person has been designated to handle inquiries regarding the nondiscrimination policies: Vice President - Human Resources; 500 32nd Street North, Wisconsin Rapids, WI 54494; 715.422.5325 • [AAEO@mstc.edu](mailto:AAEO@mstc.edu). 10/2020

**GROW YOUR BUSINESS BY CONNECTING  
WITH MID-STATE TALENT TODAY**



WORKFORCE & ECONOMIC  
DEVELOPMENT

**mstc.edu**  
**888.575.6782**  
**TTY: 711**



# FREE TALENT DEVELOPMENT COURSES

Mid-State's Workforce and Economic Development Division is offering several free self-paced online courses for a limited time. (These courses are not part of any Mid-State program and are not for credit.)

**Cyber Security**

**High Performance Remote Teams**

**Stress Management**

To register for a course, use the registration link at

**[mstc.edu/talent-development-courses](https://mstc.edu/talent-development-courses)**.

*You will then receive an email with access to your course.*



**VIRTUAL OPTIONS AVAILABLE**

**Learn a New Hobby  
or Do Something  
Fun With Friends!**

**Continuing Education  
Offerings**

**[mstc.edu/continued](https://mstc.edu/continued)**



**MID-STATE  
TECHNICAL COLLEGE**

**WORKFORCE & ECONOMIC  
DEVELOPMENT**

**SMALL  
IN-PERSON  
CLASSES**

**INNOVATIVE  
TECHNOLOGY  
CLASS OPTIONS**

**ONLINE  
CLASSES**

**UNIVERSITY  
TRANSFER**

**INDEMAND  
CAREERS**



# EXPERIENCE CHOICE

**REGISTER NOW FOR BEST CLASS SELECTION AT [MSTC.EDU/CHOICE](https://mstc.edu/choice)**