

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.

WELCOMING A NEW YEAR



*By Craig Bernstein, MSM
Director of Workforce and Professional Development*

As we move into the new year, it is helpful to reflect on the year before. In a year filled with some low points, such as the continuing pandemic, one of the great highlights of 2021 is the announcement that Mid-State Technical College is receiving one of the fourteen Workforce Innovation Grants issued by the Wisconsin Economic Development Corporation. Included in this grant is money for the construction of Mid-State's new Advanced Manufacturing, Engineering Technology, and Apprenticeship (AMETA) Center. This center will serve as a resource to provide the quality education our students need

to become successful members in the workforce. If you haven't had a chance to explore this project, you can find more information on our website at mstc.edu/partner.

Through this grant, Mid-State will be able to provide additional upskilling to your current workforce in new technologies and workforce certifications. While we are still more than a year away from opening the Center, it is not too early to begin thinking about the possible training modules we will be able to bring to Mid-State, such as the nationally recognized Certified Production Technician training.

Mid-State is beginning to explore industry workshops in Industry 4.0, specifically around automation and internet-connected workstations. As the labor shortage continues in Central Wisconsin, organizations will need to seek automation to replace repetitive, labor-intensive tasks. Note that the November unemployment rates for Mid-State's three big counties remain low with Wood County at 2.1 percent, Portage County at 1.7 percent, and Adams County at 3 percent.

Have a topic or concern you would like us to write about? Send your article ideas to craig.bernstein@mstc.edu.

The US Labor Department estimated that 4.5 million people quit their jobs in November, while the number of job openings is more than 10.6 million. With so much opportunity out there, organizations must continue to focus on the retention of talent. Barring a major economic collapse, I don't foresee the current labor market conditions improving in the immediate future. Leaders must accept and adapt to this reality.

In the coming year Mid-State will continue to support your workforce needs as follows:

- Focus on providing workforce and professional development training for our employers in the key areas of safety, professional skills, and leadership.
- Offer shorter training sessions to assist with your employee development, providing the required critical skills that meet your time needs.
- Continue to look at flexibility in the formats of our offerings while maintaining our educational standards.

We look forward to the New Year and hope to serve your employee's needs.

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INTRAPRENUER: CREATING A CULTURE



*By Todd Kuckkahn
Part-Time Instructor*

The key to success in our community is for businesses and organizations to get their widget or service into the hands of consumers. That typically takes people. Automation can help, but you still need people. Supply chains help, but you still need people. If you are going to succeed in business, you need people.

As a leader in business, you are creating both intrapreneurs and entrepreneurs. Intrapreneurs want to stay and innovate within the company. Entrepreneurs, on the other hand, want to leave and innovate on their own. Which do you want? As a business builder, owner, or executive, you want intrapreneurs.

According to the research I have done, the average entrepreneur makes \$40,000-\$70,000 a year. That's the average. Around 30 percent fail in the first year. The best statistic I have seen is that 30 percent make it to 10 years. Are these favorable odds for leaving a company?

Some entrepreneurs were disgruntled workers and now have become disgruntled entrepreneurs. Why not create a culture to retain the employee as an intrapreneur? Create innovation opportunities and leadership development within the workplace for those who don't want the grind of entrepreneurship.

According to weforum.org, "a record 4.4 million Americans left their jobs in September 2021, accelerating a trend that has become known as the Great Resignation" and, according to the site, a major driver "appears to be that many workers are no longer willing to put up with the working conditions."

Many in the workforce leave those jobs to take on the challenge of being an entrepreneur. They crave the excitement of trading the "9 to 5" for a "24/7/365" entrepreneurial business. Wait, what?! If you make less, have a higher chance of failing than succeeding, and work longer and harder, why do you want to be an entrepreneur?

Simon Sinek, leadership thought expert, says, "The opportunity is not to discover the perfect company for ourselves. The opportunity is to build the perfect company for each other." The working conditions cited by employees who leave an organization ultimately speak to culture. How much drama do you have in your workplace culture? How many artificial walls exist? What do your employees say about the culture (and not just the ones in the "executive suite")? Sinek goes on to say, "Corporate culture matters. How management chooses to treat its people impacts everything for better or for worse."

What are you intentionally doing to grow your culture and keep your intrapreneurs?

The solution is not ping pong tables, beer dispensers, unlimited time off, or even slides between floors. They may work for a while, but then the new shiny toy wears off. Soon they gather dust like your treadmill that is now serving as a place to hang clothes.

Don't get me wrong. I love entrepreneurs, but not those who seek it for escape from something they could control. They have an entrepreneurial seizure, thinking the grass is always greener. There's no guarantee that it is, though.

As an intrapreneur, you can have an incredible impact on the culture of your workplace. You can be passionate, a self-starter, confident, a leader, an influencer, a wall buster, eager to learn, and an original thinker. And you don't have the pressures of making a sale, getting out a proposal, making a connection, or paying for your healthcare every minute of every day (i.e., 24/7/365).

When I developed the 5-Step Road Map for a Mindset Shift, I had corporate culture and intrapreneurs in mind. I have been in enough workplaces and worked with enough businesses to know that drama and walls exist everywhere. I've taken numerous businesses and employees through these steps. Those who make it part of their culture see a positive shift in talent attraction and retention.

These five steps take the courage of a CEO/president/owner or executive team to bring into a workplace. Leadership in a business starts with being a role model. However, it takes a village—in this case all employees—to develop the traction for change.

Change and uncertainty are scary. We've seen that with the pandemic. Unfortunately, it won't be the last of it. Change and uncertainty are part of the fabric of our lives.

Why not fight change and uncertainty with a road map that builds up people and not walls? People are your most important resource. Value them. Develop them and yourself. Create intrapreneurs.

Todd Kuckkahn is a transformational leadership expert who enjoys adding value to others. He is an international speaker, trainer, teacher, and coach, as well as a certified DISC consultant. You can learn more about him at www.toddkuckkahn.com or on his LinkedIn and Facebook pages.

MID-STATE TECHNICAL COLLEGE WORKFORCE & ECONOMIC DEVELOPMENT

PROFESSIONAL SKILLS FOR THE MODERN WORKPLACE

As we continue to recover from the COVID-19 pandemic, central Wisconsin employers once again face a shortage of skilled workers. This course will provide your employees with the opportunity to improve their interpersonal interactions, accountability, and professionalism in the workplace.

Professional Skills for the Modern Workplace

This course has been crafted to cover the 10 most requested trainings in soft skills over 10 weeks. With this course, participants will recognize the value of personal accountability and professionalism needed to succeed at any level of the organization. This course will cover:

- Module 1 – Communicating Clearly
- Module 2 – Effective Listening
- Module 3 – Emotional Intelligence
- Module 4 – Demonstrating a Positive Attitude
- Module 5 – Conflict Management
- Module 6 – Customer Service: Handling Difficult Customers
- Module 7 – Critical Thinking / Problem Solving
- Module 8 – Adapting to Change
- Module 9 – Time Management
- Module 10 – Teamwork & Integrity

Dates and Times

This course is being offered “live online” through Mid-State’s Blackboard learning management system. Participants will need to attend class at the designated time by logging in with a computer, tablet, or phone. (Camera and microphone access will be required.)

January 20 - March 24

Thursdays, 8:00 - 11:00 a.m.

Class #: 24767 • Course fee \$395

Includes instruction and course materials.

Register at mstc.edu/talent-development-courses
or contact:

Mid-State Workforce Solutions

workforcesolutions@mstc.edu • 715.442.5364



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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.

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MID-STATE TECHNICAL COLLEGE CONTINUING EDUCATION

SOMETHING FOR EVERYONE

Business Skills Brush Up

Brush up on your business skills with this new professional development series with Mid-State. This series will feature a different topic at each campus over the next four months. Save money by signing up for the entire four-course series.

Coaching and Mentoring

This class provides strategies to understand the difference between coaching and mentoring and how each is used to promote employee growth. You will explore motivational techniques and how to effectively give feedback while maintaining trust.

Tuesday, January 11

8:00 – 10:00 a.m. • Adams Campus / Hybrid*

Class #: 25794 • Course Fee: \$45

Instructor: Rob Lowe

**Participants can join either virtually online or at the Adams Campus.*

Wednesday, February 9

8:00 – 10:00 a.m. • Wisconsin Rapids Campus / Hybrid*

Class #: 25799 • Course Fee: \$45

Instructor: Rob Lowe

**Participants can join either virtually online or at the Wisconsin Rapids Campus.*

Tuesday, March 15

8:00 – 10:00 a.m. • Stevens Point Campus / Hybrid*

Class #: 25795 • Course Fee: \$45

Instructor: Rob Lowe

**Participants can join either virtually online or at the Stevens Point Campus.*

Wednesday, April 20

8:00 – 10:00 a.m. • Marshfield Campus / Hybrid*

Class #: 25801 • Course Fee: \$45

Instructor: Rob Lowe

**Participants can join either virtually online or at the Marshfield Campus.*

**Have questions or need help with registration?
Please contact us!**

continuinged@mstc.edu • 715.422.5364



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Handling a Difficult Customer

This class will cover strategies to improve customer service skills, including reacting to a negative customer, dealing with internal and external stress, and how to develop strategies to adapt to challenging situations.

Wednesday, January 12

8:00 – 10:00 a.m. • Wisconsin Rapids Campus / Hybrid*
Class #: 25793 • Course Fee: \$45
Instructor: Todd Kuckkahn

**Participants can join either virtually online or at the Wisconsin Rapids Campus.*

Tuesday, February 15

8:00 – 10:00 a.m. • Stevens Point Campus / Hybrid*
Class #: 25796 • Course Fee: \$45
Instructor: Todd Kuckkahn

**Participants can join either virtually online or at the Stevens Point Campus.*

Wednesday, March 16

8:00 – 10:00 a.m. • Marshfield Campus / Hybrid*
Class #: 25797 • Course Fee: \$45
Instructor: Todd Kuckkahn

**Participants can join either virtually online or at the Marshfield Campus.*

Tuesday, April 12

8:00 – 10:00 a.m. • Adams Campus / Hybrid*
Class #: 25798 • Course Fee: \$45
Instructor: Todd Kuckkahn

**Participants can join either virtually online or at the Adams Campus.*

Negotiation Skills

This class provide strategies to understand the types and phases of negotiations as well as the skills needed to successfully complete a negotiation. Participants will learn strategies for striving toward mutual gain in negotiations.

Tuesday, January 25

8:00 – 10:00 a.m. • Stevens Point Campus / Hybrid*
Class #: 25845 • Course Fee: \$45
Instructor: Kathy Trachte

**Participants can join either virtually online or at the Stevens Point Campus.*

Tuesday, February 15

8:00 – 10:00 a.m. • Marshfield Campus / Hybrid*
Class #: 25846 • Course Fee: \$45
Instructor: Kathy Trachte

**Participants can join either virtually online or at the Marshfield Campus.*

Tuesday, March 8

8:00 – 10:00 a.m. • Adams Campus / Hybrid*
Class #: 25803 • Course Fee: \$45
Instructor: Kathy Trachte

**Participants can join either virtually online or at the Adams Campus.*

Wednesday, April 13

8:00 – 10:00 a.m. • Wisconsin Rapids Campus / Hybrid*
Class #: 25804 • Course Fee: \$45
Instructor: Kathy Trachte

**Participants can join either virtually online or at the Wisconsin Rapids Campus.*

Time Management Skills

This course will cover strategies to increase time management skills by planning and prioritizing each day's activities, overcoming procrastination, organization of workspace, and delegation of activities.

Wednesday, January 19

8:00 – 10:00 a.m. • Marshfield Campus / Hybrid*
Class #: 25840 • Course Fee: \$45
Instructor: Rob Lowe

**Participants can join either virtually online or at the Marshfield Campus.*

Tuesday, February 8

8:00 – 10:00 a.m. • Adams Campus / Hybrid*
Class #: 25822 • Course Fee: \$45
Instructor: Rob Lowe

**Participants can join either virtually online or at the Adams Campus.*

Wednesday, March 9

8:00 – 10:00 a.m. • Wisconsin Rapids Campus / Hybrid*
Class #: 25823 • Course Fee: \$45
Instructor: Rob Lowe

**Participants can join either virtually online or at the Wisconsin Rapids Campus.*

Tuesday, April 19

8:00 – 10:00 a.m. • Stevens Point Campus / Hybrid*
Class #: 25824 • Course Fee: \$45
Instructor: Rob Lowe

**Participants can join either virtually online or at the Stevens Point Campus.*

**CHOOSE A DIFFERENT CLASS DATE FROM
EACH TOPIC AND SAVE \$25!**

Contact continuing education at
continuinged@mstc.edu or **715.422.5347**
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MID-STATE TECHNICAL COLLEGE CONTINUING EDUCATION

SOMETHING FOR EVERYONE

Workplace Safety Series

Workplace accidents result in lost productivity, higher insurance rates, and possible government inspections and may impact the organization's reputation as an employer of choice. The Workplace Safety series will examine a different aspect of workplace safety every month. Sign up for a single session or the entire series for a discounted rate.

Worksite Safety

Thursday, January 20

8:00 – 11:00 a.m. • Wisconsin Rapids Campus / Hybrid*

Class #: 25886 • Course Fee: \$59 • Instructor: Todd Perrault

**Participants can join either virtually online or at the Wisconsin Rapids Campus.*

Fall Protection

Thursday, February 17

8:00 – 11:00 a.m. • Wisconsin Rapids Campus / Hybrid*

Class #: 25887 • Course Fee: \$59 • Instructor: Todd Perrault

**Participants can join either virtually online or at the Wisconsin Rapids Campus.*

OSHA Inspections, a Proactive Approach

Thursday, March 24

8:00 – 11:00 a.m. • Wisconsin Rapids Campus / Hybrid*

Class #: 25888 • Course Fee: \$59 • Instructor: Todd Perrault

**Participants can join either virtually online or at the Wisconsin Rapids Campus.*

Forming a Safety Committee

Thursday, April 21

8:00 – 11:00 a.m. • Wisconsin Rapids Campus / Hybrid*

Class #: 25895 • Course Fee: \$59 • Instructor: Todd Perrault

**Participants can join either virtually online or at the Wisconsin Rapids Campus.*

Machine Guarding & Lockout / Tag-Out

Thursday, May 19

8:00 – 11:00 a.m. • Wisconsin Rapids Campus / Hybrid*

Class #: 25889 • Course Fee: \$59 • Instructor: Todd Perrault

**Participants can join either virtually online or at the Wisconsin Rapids Campus.*

COMBINE ALL CLASSES AND SAVE!

8:00 – 11:00 a.m. • Wisconsin Rapids Campus

Class #: 25896 • Course Fee: \$225

Instructor: Todd Perrault

Learn more and register at mstc.edu/continuinged
or email the continuing education department
at continuinged@mstc.edu.

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MID-STATE TECHNICAL COLLEGE WORKFORCE & ECONOMIC DEVELOPMENT


SHRM CERTIFICATION PREP COURSE

This course is designed for individuals seeking the SHRM-CP or SHRM-SCP certification. The SHRM Learning System includes five modules covering the comprehensive SHRM Body of Competency and Knowledge, so you'll learn everything you need for either the SHRM-CP or SHRM-SCP exam. This class will meet weekly with an experienced instructor to make sure you stay on track for your upcoming test date.

Tuesdays, February 8 – April 26 • 6:00 - 8:00 p.m.

Delivery Format: Online Live • Class #: 25788

Instructor: Nora Boomer, PHR, SHRM-CP



Nora is an executive human resources professional with over 20 years of experience in the areas of recruitment, learning and organizational development, performance management, compliance, employee relations, and record keeping as well as over 16 years of experience in the areas of compensation and benefits. She believes that developing and inspiring a new generation of HR professionals will change the way we impact organizational health and growth. By offering creative approaches in all aspects of traditional HR (recruitment, engagement, training), professionals can find new ways of delivering content that ignites the organization.

Course Fee: \$1,290

Includes the new 2021 SHRM Online Learning System. Exam costs not included. If you already have purchased the SHRM Learning System, you can still join the class. Please contact workforcesolutions@mstc.edu.

Learn more and register at

mstc.edu/talent-development-courses

or contact: Craig Bernstein

Director, Workforce Development

workforcesolutions@mstc.edu • 715.422.5364



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