



South Suburban College

Our Mission is to *Serve our Students and the Community through lifelong learning*

Business & Career Institute Corporate & Community Newsletter

SSC Your Partner For Success!

Welcome to the first edition of the South Suburban College Business & Career Institute Corporate and Community Newsletter. The goal of BCI is to provide companies with innovative, high quality and cost-effective training with measurable results that are focused on improving business and workplace performance skills. Whenever possible, we also identify and procure state and federal grant funding assistance. Keeping a workforce profitable in an ever-changing economy is one of the greatest challenges facing the business world today. Your employees are your competitive edge. Broadening their skills produces more efficient practices and quicker, improved results.

Whether you're preparing for a new career, upgrading your work skills, developing a hobby, or simply seeking personal enrichment, learning is an exciting lifelong process that brings satisfaction, pride and fulfillment. BCI offers classes, seminars and workshops designed for professionals and personal growth.

Maintaining your professional certifications is also essential to stay competitive in your field or to advance your career; BCI provides a fully authorized licensed testing center for a variety of nationally recognized career certifications.

June 30, 2010
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Manufacturing Workforce Development Conference



Photos left to right: 1. Panel discussion session 2. George Dammer, President, South Suburban College 3. Domenic Certa presenting "Changing Behavior, Company Culture and Customer Perception"

On November 18, 2009, the Business & Career Institute hosted a Manufacturing Workforce Development Conference at the University and College Center in Oak Forest, Illinois. Over 60 people attended this event which featured a panel discussion made up of four leading industry figures from local, innovative companies. This keynote session addressed how these companies reinvented themselves during turbulent economic times.



Panel discussion: "How their organizations have re-invented themselves to stay profitable in this economy." Pictured left to right: 1. Arlo Kallemeyn: Excel Marketing 2. Richard Schultz: Land O' Frost 3. Adela Ortega: Professional Locomotive 4. Rich Labriola: Labriola Baking

Manufacturing Conference Attendee Feedback:

✚ "The Manufacturing Workforce Development Conference was so good in its varied content, convenience, and price. What a value!" - *Renee H.*

Manufacturing Workforce Development Conference

The day also highlighted 16 dynamic speakers who provided attendees with the latest information on generating sales, ensuring quality and compliance, proper administration of human resource functions, going "green" in the workplace and much more.

Manufacturing Conference Attendee Feedback:

- ✚ "Everything was planned to perfection." -Arlo K.
- ✚ "The conference was operated very well and there was an outstanding selection of speakers."-Brian T.
- ✚ "Well planned and implemented!"-Linda B.



Photos left to right: 1. Panel Moderator Chuck Jenrich 2. Jim Boguslawski, Gelita North America 3. Becky Admave: Dean, Extension Services, Business & Career Institute

A local lunch was graciously donated by several of our local food manufacturers. Bread was provided by Labriola Baking Company, meats were supplied by Carl Buddig, dressings and dips were donated by Marie's Salad Dressing and scrumptious pies were given to us by Vicom (they make the Baker's Square pies!). Feedback received by participants deemed this event a big success!



Breakfast with BCI Workshop Series

Skill is the new source of security in the 21st century." - Morty Bahr, CWA president

A skilled, trained workforce can dramatically improve bottom line performance, adding value to products and services and making it easier to compete internationally. Satisfied and motivated workers mean higher levels of staff retention, lowering the costs of recruitment.

The Business & Career Institute of South Suburban College hosts a series with various topical workshops called Breakfast with BCI. Workshop programs are scheduled from 8:30 a.m. until 10:00 a.m. with light refreshments served.



Photos left to right: 1. Arlo Kallemeyn presenting "Accountability: The Fast Track to Results" 2. Breakfast with BCI Workshop participates 3. Gary Kuzminski presenting "Marketing for the Real World"

Upcoming Breakfast with BCI workshops:

Financial Solutions for Business Owners

This workshop is designed to assist small business owners with understanding the financial strategies and tools available to help them run their business more effectively. Special attention will be paid to banking, retirement plan and insurance options. Valuable strategies that can help you create value outside your business will be discussed. Approaches to building, creating value and protecting your business will be addressed as well. Please join expert Sharon L. Case, Financial Advisor with Edward Jones Financial Services for this important workshop.

Date: Thursday, May 6th

Presenter: Sharon Case

Location: Main Campus, Heritage Room

Breakfast with BCI Workshop Series

Dealing with Toxic Personalities

Is there someone in your workplace – a domineering manager, a difficult coworker, or maybe even a demanding client or customer – who drives you crazy? Difficult people exist at work, as in all facets of life, and they come in every variety. The bad news is: you can't change these individuals. The good news is: there are many productive things you can modify in order to make your work environment more pleasant. This training will provide constructive suggestions for dealing more effectively and positively with toxic personalities. Participants will be able to identify different disruptive personas and devise constructive ways to interact with such personalities.

Date: Tuesday, May 18th **Presenter:** Alexandra Glumac **Location:** University & College Center, Room 5320

Let's Go Futuring: 3 Keys to Business Success

Are you *really* prepared to lead your business to success? There are three keys you need to master to do just that and Dr. Renée Hale, President and founder of WellSpirit Consulting Group, Inc. will help you get there. This how-to workshop offers you leadership tools to help create a positive future for your business. Vision, strategy, and future savvy can boost your marketing power, credibility in the industry, quality of product/service, and bottom line profit. Any local business owner or operator is welcome to attend this informational workshop.

Date: Thursday, June 10th **Presenter:** Dr. Renée N. Hale **Location:** Main Campus, Heritage Room

Network to Give and Get Referrals: Connecting the Dots

Networking groups and events are popular, but it takes more than just exchanging business cards to build relationships that can develop into sales and valuable contacts. This workshop will focus on face-to-face networking and referral opportunities. Of special interest to many will be how to "reinvigorate" your business leads group from being a pleasant break to generating leads. Come to this presentation to uncover examples of where we sometimes go wrong, but more important, learn techniques for giving and getting referrals that work in the short term and the long haul.

Date: Thursday, June 17th **Presenter:** Nancy Burrows **Location:** University & College Center, Room 5320

Date: Thursday, July 13th **Presenter:** Nancy Burrows **Location:** Main Campus, Heritage Room

Marketing: It's Got To Be About Results!

If you are looking to improve the marketing of your product, company or business, look no further. Rebecca Palumbo, Creative Director of Rollins Palumbo Creative has the tools to help you propel your business. Topics of this dynamic workshop include: You Need a Brand, Not Just a Logo; It's Your Marketing Plan, Not Your Agency's; Would You Send Christmas Cards in July?; Which Channel Is Your Target Watching?; Don't Run Around Naked and The ROI Of Clever Communication.

Date: Tuesday, July 20th **Presenter:** Rebecca Palumbo **Location:** University & College Center, Room 5320

Understanding and Applying the FMLA

The Family Medical Leave Act is probably the most commonly misunderstood and complicated leave-related law governing the workplace. It is also one of the most abused. If you are unsure about the FMLA or the new regulations, or if you suspect FMLA abuse, do not miss this important seminar! In this seminar you will learn . . . employee rights and employer obligations under the FMLA; what the new regulations require and how to apply properly apply them; how to manage FMLA leave confidently – and prevent employee abuse; and how to gain control over FMLA leave.

Date: Thursday, August 12th **Presenter:** Att. Kari Ann Legg **Location:** Main Campus, Heritage Room

Necessary and Essential Management Skills for New Supervisors

Employees are often promoted because they have demonstrated capability on the job. This does not mean they are prepared for the new responsibilities or skills needed to be a good supervisor. All too often, the newly promoted employee, the employees under him or her, and the manager who encouraged the promotion all become disappointed and frustrated as a result. This workshop will address integral work habits of successful supervisors including important communication and conflict resolution skills, managing performance problems, developing a cohesive team and much more.

Date: Tuesday, August 17th **Presenter:** Alexandra Glumac **Location:** University & College Center, Room 5320

✦ Cost for each workshop is \$15 per person, or \$10 per person if three or more individuals from the same company attend. For more information or to register, call (708) 596-2000 ext. 2346 or email:

AGlumac@ssc.edu

"What's worse than training your workers and losing them? Not training them and keeping them."
- Zig Ziglar

"An investment in education always pays the highest returns."
- Ben Franklin

If you always do what you've always done, you will always get what you've always got."
- Anonymous

The Chicago Women's Conference & Expo



"The Women's Conference was a perfect combination of learning, inspiration and fun! I certainly look forward to next year."

March 12, 2010. Attended by over 200 women of all ages and cultural backgrounds, the 2010 Chicago's Women's Conference & Expo was deemed "spectacular" and "outstanding" by attendees, speakers and exhibitors. Hosted by the Business & Career Institute of South Suburban College, over 20 speakers provided participants with the latest information on personal wellness, business & finance, parenting & family issues.

More than 50 exhibitors were on hand to showcase and sell jewelry, accessories, apparel, cosmetics, nutritional supplements and other household items. Information was also made available on financial, health and wellness, social and government services. Participants were treated to a phenomenal keynote address given by local physician, author and speaker Dr. Cheryl Woodson. Her speech entitled, "If You Don't Have Tickets for the Space Shuttle, You'd Better Make It Work Down Here: Live Your Dreams" inspired the audience to strive for excellence by changing simple behaviors and thought processes.

Robin Kelly, Chief of Staff for Illinois State Treasurer Alexi Giannoulias, provided closing remarks to the audience, highlighting her struggles and efforts to be successful in the world of politics. Ms. Kelly's presentation, "Succeeding Against the Odds" was the perfect way to end a wonderful event.

The Chicago Women's Conference & Expo

The 2010 Women's Conference & Expo was sponsored in part by the following companies: MetroSouth Medical Center (\$1,000 sponsor), Ed Miniati, Inc. (\$750 sponsor), Harris Bank and AT&T (\$500 sponsors). The conference was also made possible by Walt's (South Holland), Walgreens (South Holland), Ultra Foods (Lansing), The Shopper Newspaper, Costco, Jewel-Osco (South Holland), Thornton Township, South Suburban College Foundation, Sam's Club, Joan Patricia Murphy, Jacki Rivera, Bonnie Lewis, Photography by Larry Burrows, McDonald's, Opulence Soap Company, Mainstream Services, Elizabeth Gonzalez (MaryKay cosmetics), Wish Photography, South Suburban Family Shelter, Zoom Clean Car Wash, State Farm Insurance – Chris Martin and Cookin' 4U.

Advisory board members (Patrice Burton, Sharon Case, Jennifer Holmes, Erica Humphrey, Shari Lewis, Blevian Moore, Jacki Rivera, and Sheree Sanderson) also contributed time and dedication to this important event.



"Wonderful, informative and inspiring."

2009 Public Works Snow & Ice Conference

Winter in the Chicago area is not for the faint of heart. But most of us are not really aware of what public works departments must do to prepare for and deal with winter operations. Winter preparedness is an all year issue. In November, the Business & Career Institute hosted its second annual public works snow and ice conference, moving it to the Holiday Inn Hotel and Conference Center in Tinley Park.

The conference focused on winter operations, sustainable winter services, new techniques in snow and ice management, sensible salting, environmental issues, and other challenges and concerns facing public works departments. Special breakout sessions were held for public works management on leadership, regional partnership opportunities, and other issues, while public works operators attended breakout sessions on salting and calibration, plowing techniques, achieving excellence, and hands-on calibration training.

Two nationally acclaimed speakers presented: Mark DeVries, Maintenance Superintendent for the McHenry County Illinois Division of Transportation and Bret Hodne, Public Works Director, West Des Moines, Iowa. Both deliver training nationally and internationally, including Argentina, where they traveled the country speaking on winter maintenance procedures and environmentally friendly materials. For DeVries, this was his third presentation at South Suburban College public works conferences. (Watch for him whenever there are newspaper articles or news conferences about snow in the Greater Chicago region.) Additionally, four operators offered the non-management perspective, providing valuable insights for directors and other operators.

Most of our local municipalities have been unable to send public works professionals to the regional or national snow and ice conferences. The South Suburban College solution: bring the conference here!

For more information on public works training or to suggest topics, contact BCI, at (708) 596-2000, ext. 2556 or email NBurrows@ssc.edu.



South Suburban Small Business Association in collaboration with the Business & Career Institute held its 8th annual Summit Awards breakfast on Wednesday February 17, 2010 at the Double Tree Hotel, Alsip, Illinois to a full house of excited local area businesses. These annual awards honor leading business people who have contributed to the economic growth of the region. Each of the awardees is carefully selected from the many businesses in the region for their outstanding performance and excellence in their qualifying category.

If you would like more information about our training programs and services, please contact BCIs office by email at: bci@ssc.edu or by telephone at: (708) 596-2000 ext. 2455

The Three Awardees this year were:

- ✦ Small Business of the Year: J & J Auto Rebuilders, Inc, 4514 W. 137th St, Crestwood, IL.
- ✦ Training Excellence of the Year: Ed Miniati, Inc, 16250 S. Vincennes Ave, South Holland, IL.
- ✦ Economic Development Leader of the Year: Representative Al Riley, Illinois Congressional District 38, District Office: 3649 W 183rd St, Hazel Crest, IL.

The Keynote Speaker at the Breakfast was Paul V. LaSchiazza, President, AT&T Illinois, who spoke on "Wireless Technology: Changing Your World."

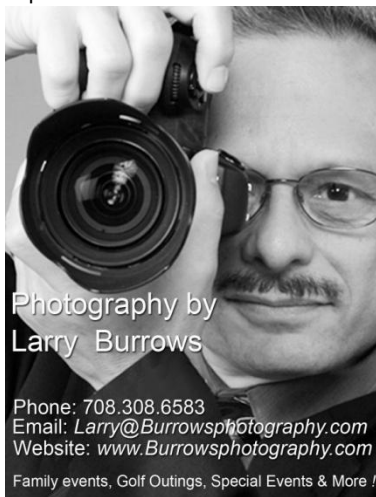


Your Partner for Success!

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All photos credited to:



Photos left to right: 1. Paul V. LaSchiazza, President, AT&T Illinois 2. Keynote address "Wireless Technology: Changing Your World."



Photos left to right: 1. Jerry Callis and Kelly Cooper, Summit Award winners for Small Business of the Year. 2. Megan Robinson, Ed Miniati Inc., Summit Award winner for Training Excellence accepting the award from Ron Segvich, Business & Career Institute

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Mardi Gras Ball to Support Scholarships

Showcase 2010 a Huge Success!

The South Suburban College Foundation would like to thank everyone who participated in and supported our *Showcase 2010* fundraiser. This year's Mardi Gras themed event was a huge success thanks to the more than 200 guests, 28 sponsors, and countless auction donors. Odyssey Country Club did a tremendous job as usual, and a good time was had by all thanks to wonderful sounds of *The Connexion Band*.

Most importantly, the SSCF hosts this annual dinner-dance to support academic scholarships and technology improvements for SSC students. Because of the great success of the fall Donor Drive, and now with *Showcase 2010* raising nearly \$40,000 in proceeds, the Foundation will award well over \$100,000 in scholarship awards at our Academic Achievement Reception on Monday, May 10, 2010. These awards will assist many students who otherwise could not afford to begin or continue their college education.

Thank you all once again for your continued support of education in the south suburban community. We will continue to communicate our progress on behalf of SSC students to you in the future.

The SSC Foundation is a philanthropic, not-for-profit organization governed by a Board of Directors composed of 30 of the south suburban area's finest business, civic and community leaders. The SSCF has now awarded over \$1,000,000 in student scholarships since 1989. For more information, please contact Patrick Rush, Executive Director, at (708) 596-2000 ext. 2463.



"The mission of the Foundation is to support the educational purposes and objectives of the College by providing assistance in the promotion of College services and facilities, with a primary focus on student scholarships."

