



Employment & Residential Support Services for People with Disabilities

The Success Story

The Road to Self Sufficiency



Cindy Tiseth

Cindy began working for Applebee's as a dishwasher/janitor in December of 2013. Before that she worked at the Applebee's in East Grand Forks for several years. Cindy likes to do a thorough job with everything she does and likes to work at a fast pace. She enjoys her coworkers & managers. She also enjoys working concessions at the Alerus Center for events. Cindy is married and has 2 sons.

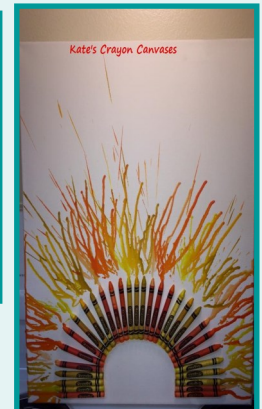
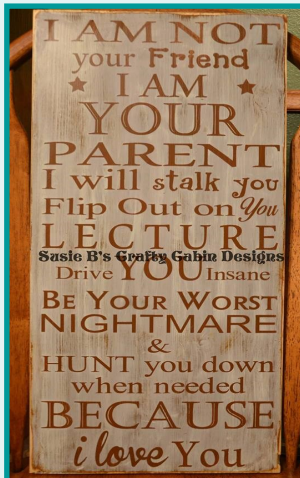
In her free time, Cindy likes to bowl; she is currently on 2 bowling leagues. She also loves attending her sons' Special Olympic events and is a big fan of the Redhawks baseball team in Fargo. She attends games when she can, but also likes to watch sports on TV.

**"There are no shortcuts to any place worth going."
— Beverly Sills**



SUCCESS WORKS VENDOR/CRAFT SHOW FUNDRAISER

Success Unlimited would like to extend our thanks to all the vendors and crafters who participated in our fundraising event on October 24th. Thanks, also, to the East Grand Forks American Legion for the use of their space and to all of the wonderful people who came out to support the event. Hope to see you again in April!



THE IMPORTANCE OF SOFT SKILLS IN THE WORKPLACE

I recently came across an interesting article written by Kate McFarlin in the small business section at www.chron.com. "When it comes to skills in employment, the first line of emphasis is typically towards abilities, training and knowledge of specific skill sets. These are referred to as hard skills. Soft skills are often overlooked, but they also play an important role in day-to-day operations. Small business owners should place equal importance on hard and soft skills during the hiring process for new employees. In addition, current employees should be encouraged to develop soft skills if they are lacking in this area." So, what are some of those soft skills?

⇒ **Drive/Work Ethic** - This is a difficult skill to assess, but employees will either display a strong work ethic & the drive to complete tasks, or they won't. While work ethic is largely an inborn skill, it can be learned with proper training and motivation. Some employees may be able to develop a stronger work ethic with incentive based pay or monetary rewards such as bonuses if they reach a certain goal.

⇒ **Communication Skills** - Communication skills are the most important soft skills for an employee. The ability to communicate through the spoken and written word is a necessity in nearly every industry and in every workplace. Communication skills can be learned and improved with the right training. It may take time for employees to learn effective communication skills, particularly if they have a naturally shy disposition. In this case, a course on public speaking can work wonders. The techniques learned by speaking to a large crowd can be adapted for daily communications and these lessons are typically good confidence builders for employees.

⇒ **Teamwork** - The ability to work well within a team is another important soft skill. Some employees may naturally feel comfortable working within a group, while others may have problems and prefer to work alone. Every team should have a diverse set of personalities that mesh together as a cohesive whole. Team building exercises can be very beneficial.

⇒ **Decision Making and Problem Solving** - Being able to make quick decisions, think on their feet, and solve simple problems are important employee traits. Even simple problems such as a copier being out of toner can grind an office to a halt if no one displays these simple skills. The employees who display these decision making & problem-solving skills are often excellent



Soft Skill Savvy

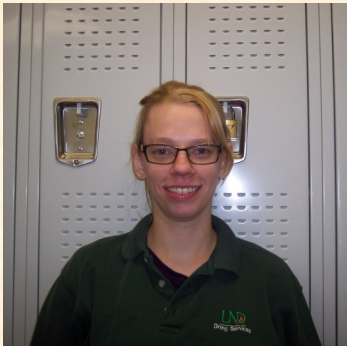
15%

15% of your workplace/career success comes from your hard skills while

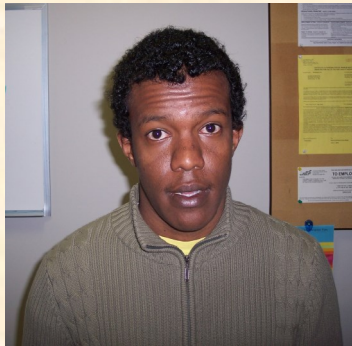
85%

comes from your ability to get along with people.

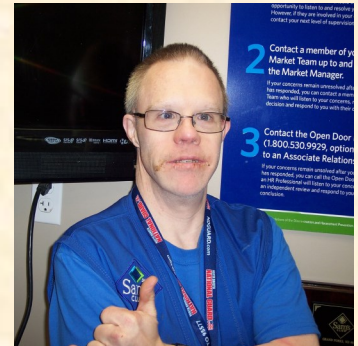
Welcome to the Work Force



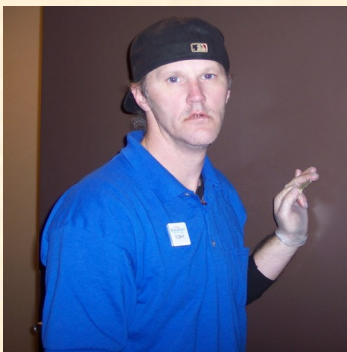
Brittney Fisk
Employed at
UND Dining Services



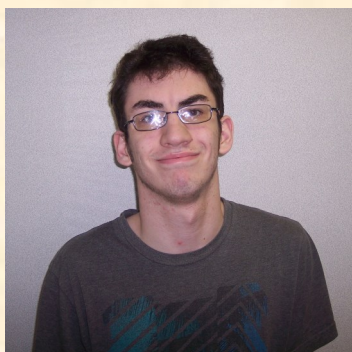
Ayale Gure
Employed at
Big Sioux Truck Stop



Robert Johnson
Employed at
Sam's Club



Anthony Kiehl
Employed at
Baymont Inn & Suites



Dee Martin IV
Employed at the
Dollar Tree



Kevin Miller
Employed at **Walmart**

Success-Ability

Please join us at our newly-revised Success-Ability group. The people have spoken & the results are in! Attendees really like this format and talk a lot about how much fun they've been having. Numbers have stayed steadily between 15-20 people, some of whom we haven't seen in our office since we initially changed the format of the group! Everyone enjoyed learning about *Summer Safety* while playing a *Family Feud* style game during the July meeting. In October, we took a break and had a Halloween party, complete with costume contests and trick-or-treating around the building. Please join us for our upcoming group on Tuesday, January 26th from 3-4:30pm, for a belated Christmas Party. Hope to see you all there! As always, refreshments will be served.

The Success Story

From the Desk of Tanja A. Kapinos, CEO



A good work ethic is shown in many ways: dedication to job that is deemed valuable; holding high standards of responsibility; maintaining accountability for getting work done right and on time; and making good decisions that help people and companies succeed. Having a solid work ethic means that one understands that productivity, organizational skills, being reliable and possessing good character are all attributes that successful people share.

Employees with strong ethics refrain from lying or cheating to make others look bad. Instead, they take responsibility for mistakes and own up to failures. An employee with good workplace ethics refuses to engage in gossip or even listen it. It is simply not acceptable behavior for employees to gossip about their peers, bosses or people supported. A good employee will simply not listen and address the person or situation head-on so the badmouthing can stop. Doing so helps keep morale up.

An employee with a strong work ethic is rarely late and rarely calls in sick. You respect everyone's time. You're also polite, conscientious of people's feelings and considerate of workers in a shared workspace. In addition, someone with a strong work ethic uses time wisely so that deadlines are met. An employee with a strong work ethic will also not just walk off the job without giving proper notice.

Having a good work ethic means you cooperate with others. While work may not always be satisfying or enjoyable and may even be a bit boring, you see the bigger picture and do what is necessary for the team and company. Instead of debating every issue or complaining how much work you have to do, you use skills to solve problems and manage the workload. As part of a team, you should want to do what you can to support your company and its causes.

One last thing to consider is job longevity; it will benefit both the employer and employee. Longevity is the length of time spent with each employer, and generally refers to those longer time spans at each job. As a general rule, any job that you have kept for two or more years could be considered an example of job longevity. What you want to have is at least one or two jobs that you have maintained for a decent time span. The longer, the better. A person who hops around a lot can be perceived either as desperate or foolish. Employers want to be able to trust you, and longevity will look good on a resume' and assist in moving up the ladder when there is opportunity. Despite what people may think, jobs are not disposable, and all of the people we support who have jobs are valued employees and should treat their duties like every other good employee would.

We've all had past and present employees and people that we support who have displayed characteristics of both good and bad work ethic, but it seems as if good work ethic is pretty rare these days. If you do have such an employee on your payroll, you'd be wise to do what you can to keep them. It is unfortunate that more and more people, in this day and age, don't realize the importance of a strong work ethic. We, as direct support professionals, need to realize that the people we support, who have jobs out in the community, need to treat their jobs as we all would. They are real jobs and real employees. We need to support them in building the same strong work ethic that we would like to see in all of our employees.

*"The average person puts only 25% of his energy and ability into his work."
~ Andrew Carnegie*



*"Put your heart, mind, intellect and soul even to your smallest acts. This is the secret of success."
~Swami Sivananda*

The Success Story

2015 Employee Anniversaries



Dave Wollin	July 30th	6 years
Laurie Jo Cavanaugh	August 15th	8 years
Deb Fillipi	August 20th	7 years
Lori Lindemann	September 15th	1 year
Rhoda Espinoza	September 22nd	1 year
Gavin McGregor	October 19th	6 years
Judy Hemness	November 17th	5 years
Heidi Cartier	December 7th	6 years
Trevor Grainger	December 21st	6 years



Giving Back to the Community... 2015 L.I.S.T.E.N. Festival of Trees & Toys For Tots





Haman's Highlights



Haman's Highlights here, and Christmas is just around the corner, and we all know what that means... presents! No, No, No... that's not what Christmas is all about. Christmas is all about spending time with friends and family - sharing, giving of yourself and having a good time. I remember when I was a kid, all excited to open that present. I ripped it open and found socks and thought "this present stinks"! I think about it now and realize it's not the gift that counts, it's the thought.

Christmas... It's not the gift giving; it's not the gift getting. It's the loving. There I said it, now get outta here! ;)

On a side note, I have a little joke for you -

Last week my grandmother got her first computer, I asked her how it was going? She said "great, but the darn computer keeps saying I got mail". I went outside five times and checked the mail box and there was nothing there!



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**Employment Support Services
for People with Disabilities**

Administrative Office Hours
Monday - Thursday 7:00am - 5:30pm



View all editions of *The Success Story* newsletter at www.successunlimitedinc.org