



## The Success Story

### The Road to Self Sufficiency



**Terry Hajicek**

**Terry** has been employed by UND Dining Services since September 2009; he just celebrated his 7th anniversary this year! For the past several years, he has also held temporary janitorial positions with Success Unlimited (L.I.S.T.E.N. Day Services) and the Green Mill during his summer breaks from UND. He is very reliable and always offers to work when he has free time. Terry has a good work ethic. He stated that it is hard to find a good job, but he thinks dishwashing is a good job for him. He gets along very well with all of his coworkers. *Terry is pictured at UND with one of his coworkers, Dakota.*

When he is not working, Terry enjoys attending UND sporting events and going mall walking with his girlfriend, Jenny. Terry also attended a MN Vikings training camp and recently went to a Kenny Rogers concert.



### FIVE TIPS FOR OVERCOMING NEGATIVITY IN THE WORKPLACE

Negative attitudes are a lot like the common cold, it can start with just one employee, but soon everyone is feeling the effects and morale and performance decline. But unlike the common cold, there's a cure. Enthusiasm & positive attitudes can spread just as quick, improving performance & increasing productivity! Here are 5 tips for overcoming workplace negativity with enthusiasm:

**1. Turn Barriers into Opportunities**  
Look at negative behaviors & attitudes as opportunities for improvement. Now instead of dreading these issues, you can maintain your own positive attitude by controlling your response. Often negativity starts with negative self-talk—the looped messages that play over and over in our heads to darken our outlook and erode our confidence.

**2. Replace Negative Self-Talk with Positive Self-Talk**  
Negative thoughts lead to self-doubt & failure. Look for negative messages in your own thinking or in the thinking & actions of others. Try turning the negatives into positives. Positive thinking will result in positive actions & results.

**3. Build Relationships Based on Trust**  
Use positive attitudes & enthusiasm to build relationships. Negative attitudes make it difficult to trust others; and without trust you can't influence positive change. Taking action to build trust will increase comfort levels & strengthen relationships.

**4. Win People to Your Way of Thinking**  
The only way to win an argument is to avoid it. When handled correctly, disagreements and debates are

opportunities for positive change. When disagreements arise, show respect for the opinions of others, never tell someone they are wrong & try to see things from the other point of view.

**5. Disagree Agreeably**  
The key question that we all face is, "How do we disagree agreeably and still have our ideas heard?" Keep the lines of communication open by trying to see things from a different perspective. Take the time to really think about how the other person thinks and why they feel the way they do.

*\* Information provided by DaleCarnegie.com*

# The Success Story

Welcome to our two newest employees—Chapell Lopez and Polly-Ann Bakken. We are so fortunate to have them on board with us!



Hey!  
**WELCOME**  
We're *very* **GLAD**  
you're here!



SIA—Success in Action—2016



L.I.S.T.E.N. Festival of Trees



## Welcome to the Work Force



Robert Briggs  
Employed at  
Success Unlimited—  
L.I.S.T.E.N.



Deion Hanson  
Employed at  
UND Dining  
Services

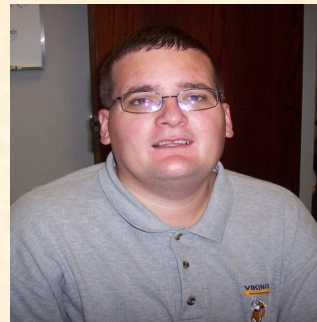


Ayale Gure  
Employed at  
Walmart



Nicolette Houle  
Employed at  
Taco Bell

Today  
New job...  
Tomorrow  
the World!



Thomas Lanctot  
Employed at  
UND Dining  
Services



Kevin Miller  
Employed at  
Hugo's



Jacob Pesek  
Employed at  
Green Mill



Justin Spicer  
Employed at  
Pizza Hut

## The Success Story

# Haman's

# Highlights



Good morning, everyone! Haman's Highlights here.

Christmas is almost here – 'tis the season for a Haman's Highlights Christmas Tale!

The date is 2015. Uncle John just finished his Christmas dinner. He said "That was a great meal; I could really use a mint to top it off." So, I offered him a York Peppermint Pattie. He responded with "I don't want a Peppermint Pattie."

I exclaimed "What? How can you not want a York Peppermint Pattie? They're chocolate; they're peppermint; they are delicious!"

He said "That's true."

I said "They are very refreshing."

Uncle John may not have wanted a York Peppermint Pattie, but I love them, and they have a long history. According to Wikipedia, "The York Peppermint Pattie, alternatively known as 'Yorkshire Peppermint Patties', is a dark chocolate enrobed peppermint confection produced by The Hershey Company.

It was first produced in York, Pennsylvania, by Thomas Ravenel at his York Cone Company in 1920, for sale in the Northeastern United States, Ohio, Indiana, Illinois, and Florida. In 1972, the York Cone Company was acquired by Peter Paul, which launched the York Peppermint Pattie nationally in 1975. In 1978, Peter Paul merged with Cadbury. York passed to the Hershey Foods Corporation when it acquired the US operations of Cadbury Schweppes in 1988.

During the 1970s and continuing in the present, Peter Paul launched a memorable advertising campaign for the candy with the tagline 'Get the Sensation'.

The confectionery features strongly contrasting flavors, with a particularly bitter chocolate coating around a sugar center. Many chocolate-covered peppermints had been made before the York Peppermint Pattie came on the market, but Ravenel's version was firm and crisp, while the competition was soft and gooey. A former employee and York resident Phil Kollin remembered the final (sample) test the pattie went through before it left the factory. 'It was a snap test. If the candy didn't break clean in the middle, it was a second'.

Enjoy the holidays, everyone, and feel thankful! ~Lynn~

*\*History of the York Peppermint Pattie added after the original article was submitted\**



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## 2016 Employee Anniversaries

**THANK YOU**

Dave Wollin	July 30th	7 years
Dwan Sondreal	August 3rd	18 years
Chapell Lopez	August 11th	4 months
Laurie Jo Cavanaugh	August 15th	9 years
Deb Fillipi	August 20th	8 years
Lori Lindemann	September 15th	2 years
Rhoda Espinoza	September 22nd	2 years
Gavin McGregor	October 19th	7 years
Polly-Ann Bakken	October 31st	2 months
Judy Hemness	November 17th	6 years



Success Unlimited would like to give a special thanks to Vickie Overpeck, Lead Quality Enhancement Specialist and Mike Haring, Quality Enhancement Specialist, who visited our organization from CQL (Council on Quality and Leadership) from July 26-29, 2016. It was a wonderful and unique experience, and we learned so much. Thanks for taking the time to really get to know us! Also, thank you to all of the people who took time out of their busy schedules to participate in the accreditation process with us.



This certificate acknowledges the achievement of

**PERSON-CENTERED EXCELLENCE ACCREDITATION**

**Success Unlimited, Inc.**

July 29, 2016 – July 29, 2020

*Mary Kay Rizzoto*  
President & Chief Executive Officer

*Bruce Hancock*  
VP of Accreditation & Training





## From the Desk of Tanja Kapinos, CEO

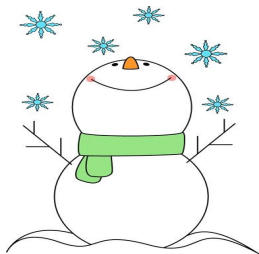
There's a lot of talk about distracted drivers & even distracted pedestrians these days, but what about distracted employees? When we talk about the former, we primarily think about cell phones or other electronic devices & while I am certainly not saying those things aren't issues on the job, it's not the type of distraction I am referring to. I am talking about the things that cause us worry and stress, right here on the job, that may get in the way of us performing up to our potential. Some examples would be factors that are unique to the job, such as workload, meaningfulness of work, work schedules, lack of appreciation & environment.

Other things that can cause stress might be being uncertain of your role in the organization; whether or not there are opportunities for career development; interpersonal relationships at work, to include possible conflicts with supervisors & coworkers, lack of trust & lack of systems present to report & deal with concerns.

A few more issues that can cause stress & lead to distraction are organizational structure/climate, meaning things such as whether or not you have any say in decision making, management styles, communication (or lack thereof) & lack of perceived fairness.

The final issue I would like to discuss is your work-life balance. People are always told to leave their personal problems at home, which sounds good in theory, but as many of us have experienced, is not always that easy to do. I don't have all the answers to

alleviate these worries & stressors, but I have learned a few things over time. First of all, find a job that interests you. This is so very important. I will be the first to admit, I have been a distracted employee at times & I absolutely do not like when that happens, but being employed is hard work! Sometimes I forget to write things down; sometimes I don't listen as well as I should; and sometimes, I just don't want to be at work, but I still show up. My job is important and I am relied upon. I just try to clear my mind of anything not work-related; try to stay organized, because clutter and chaos is distracting to me; focus on what is important, and many times I get distracted and have to refocus; and finally, keep thinking of new & innovative ideas on how to address other issues that might be causing you to be a distracted employee.



**We have some exciting news!** Our office at 2850 24<sup>th</sup> Avenue South, Suite 302 will be expanding! We will be gaining an extra 650 square feet as of mid-February. Yes, this means a **larger conference room!**



### Employment Support Services for People with Disabilities

Administrative Office Hours  
Monday - Thursday 7:00am - 5:30pm  
Telephone - 701.775.3356  
[www.successunlimitedinc.org](http://www.successunlimitedinc.org)



*"Without continual growth and progress, such words as improvement, achievement, and success have no meaning."*  
- Benjamin Franklin

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