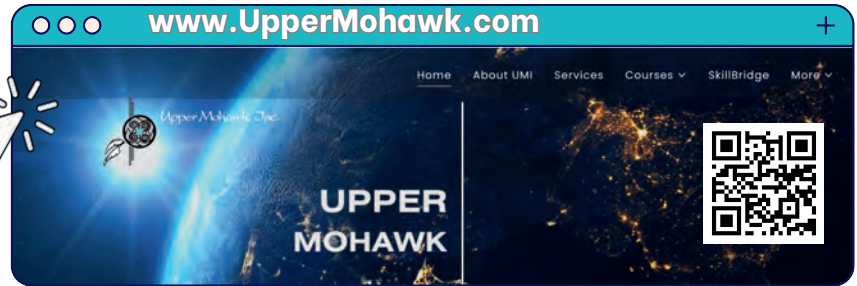


Upper Mohawk, Inc.

*"If we accept something,  
we must give something in return."  
- Native American philosophy*

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courses & more!**



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*"Upper Mohawk, Inc. is committed to building strong relationships with each of our clients. In fact, it is the foundation of our company culture."*

## ● ● ● On Point with Pat

I want to talk about business etiquette, respect, communication, and creativity in the workplace.

Having gone to high school in the late 60s, I believe that we had an advantage over students of the 21<sup>st</sup> Century that prepared us for life and work. School taught life skills to move us forward: how to think, problem-solve, be on our own, and thrive.

We had normal everyday classes, and in the 9<sup>th</sup> grade we took Home Economics, and that was the best thing that could have happened to us to prepare for what would come next in our lives. We also had the Diversified Career Technology (DCT) Program in high school, another program to help transition students into the workforce while we were still in school. These programs gave us a foundation in business etiquette, such as arriving at work on time, dressing appropriately for the job, maintaining clear lines of communication, thinking outside the box, and respecting the hierarchy of the organization we worked for.

The biggest plus for students in the DCT program was Skill Development: focused on general employability, professional work attitudes, leadership, and occupation-specific technical skills.

We did not have computers, cell phones, ChatGPT, etc.; we had to form communication skills and use them not only in the classroom, at home, in our peer group, but also in our work environment. These are skills that we have seen going by the wayside since Covid 19 days.

*Continued on page 2.*

# Innovative training solutions for organizations

STAY CONNECTED



**Pat Barnes**  
**CEO/President**  
**Upper Mohawk, Inc.**



We had to learn to communicate, how to speak, how to solve problems. Respect was taught at home and reinforced at school and when we went into the job market.

Depending on your industry, some may still be working from home; others are being called back to the “office”. A recent article in the Wall Street Journal highlighted the issue with going back to the office: “Face to face communication struggles, common etiquette falls short, creativity that came alive around a table does not happen. Now we want virtual meetings and emails for everything rather than communicating face-to-face”. For many of us, myself included, there are times when we are simply Zoomed and conferenced out.

**A study from Harvard-Stanford concluded that success in the workplace is based 85% on social skills, and less than 15% on the technical skills.**

This is why business etiquette is important. Business etiquette is defined as a set of expected behaviors, unwritten rules, and professional manners that guide respectful interactions in the workplace or business setting.

From Asana’s book on Business Etiquette Guide, they further define the Key Components of Business Etiquette:

- Communication: Using a polite tone, active listening, and clear, professional writing in emails and messages.

- Punctuality: Arriving on time for shifts, meetings, and virtual calls.
- Appearance: Dressing according to the company’s dress code and maintaining a clean, groomed look.
- Technology Use: Keeping phones out of sight or on silent during meetings to stay fully engaged.
- Respect for Hierarchy: Honoring professional roles and treating all colleagues, clients, and partners with consideration.

These components of business etiquette do more than create a professional workplace. When people communicate clearly, listen respectfully, and feel that their ideas are valued, creativity has room to grow.

Creativity in business helps foster original and useful ideas to solve problems, improve processes, and think outside the box. Sometimes we cannot see the forest for the trees because we become set in our paths, rhythms, and processes. By listening to new ideas and opening our minds to change, we may discover better ways of doing things.

**“Technology has changed how we work, but it should not replace the human skills that make a workplace successful. Business etiquette, respect, and clear communication build stronger working relationships, and create an environment where people and ideas can thrive.”**

So, what is your definition of business etiquette? Is it present and practiced in your workplace? Let me know. Send your comments to [training@uppermohawkinc.com](mailto:training@uppermohawkinc.com)

With Gratitude,

*Pat Barnes*



*“Failure is not a failure; it is an opportunity to succeed.”*

—Pat B.

If you could leave the world with one lesson worth learning, what would it be?



# Obedience and Humility: The Foundation of Excellent Etiquette

By: Carlos Chirivi



*Lessons from a  
Retired Air  
Force officer  
that continue to  
shape how he  
leads today.*

On a warm Miami summer day in 1996, I called the Commandant of Cadets for the U.S. Air Force ROTC program at the University of Miami. I was interested in becoming an Air Force officer. I was nervous, and my conversation started on the wrong foot.

I called the commissioned Captain by his first name. He immediately corrected me: "I am a Captain in the Air Force, and you call me by my rank and then my last name."

He was polite, but that moment became my introduction to business etiquette, or what we call in the military, customs and courtesies.

These customs and courtesies exist in every business, organization, and institution. Learning and respecting them helps us communicate effectively, build relationships, and grow professionally.

During my military service, I also learned the importance of giving people your full attention. Some leaders remained at their desks typing while I spoke. Others stopped what they were doing, turned toward me, opened a notepad, and listened.

I even watched General Officers stand to greet people regardless of rank, shake their hands, and make sure phones and other devices would not interrupt the conversation. Those examples stayed with me.

I learned from the good and made a conscious decision to avoid the bad. I am especially grateful to the Senior Enlisted leaders who corrected me along the way. Their willingness to do so showed that they cared not only about the institution, but also about my development.

Those lessons shaped how I chose to lead. Whenever someone came into my office, I treated that person with the same respect I would give the highest-ranking officer I had ever met. I would stand, greet them, and shake their hand, whether they were an Airman Basic or a Four-Star General.

***Rank may determine responsibility, but it should never determine whether someone receives our respect.***

Business etiquette is not simply about knowing which fork to use at dinner or how to address someone by the proper title. It is about treating people with dignity, listening, being prepared, showing respect, following through on commitments, and understanding that

***our actions reflect both our character and the organization we represent.***

# IS ATTITUDE AFFECTING YOUR WORKPLACE?

*It starts with you.*

Business etiquette begins with how we treat others, but our attitude often determines how those interactions unfold. The way employees respond to challenges, communicate with others, and approach their work can influence relationships, performance, and the overall workplace environment.

## THE POWER OF A POSITIVE ATTITUDE

- ✓ Great job satisfaction
- ✓ Positive workplace behaviors
- ✓ Better well-being and resilience
- ✓ Higher job performance



## BUILDING A SUCCESSFUL ATTITUDE

This course helps you recognize how your attitude affects your work, relationships, and well-being. You'll walk away with practical strategies for building resilience, responding more positively to difficult situations, and developing a mindset that works for you, not against you.

Participants will learn to recognize:

- Recognize negative thinking patterns
- Strengthen resilience
- Build healthier relationships
- Develop a positive, growth-oriented mindset

“Attitude is a little thing that makes a big difference.”

--Winston Churchill

## WHAT THEY'LL WALK AWAY WITH:

-  Greater self-awareness and self-control
-  Stronger communication and workplace relationships
-  Practical strategies for building resilience and staying positive

READY TO BRING THIS COURSE TO YOUR TEAM? | LET'S START THE CONVERSATION.

# Workplace Business Etiquette: 1970 vs. 2026

By: Ken Barnes



Things have certainly changed over the last 50 years since I began my career. From workplace hierarchy and dress codes to communication and technology, what we consider professional today can look very different from what it did in the 1970s.

The workplace was more formal. Top-down management was common, respect for leadership and the chain of command was expected, and professional dress followed more traditional standards. Communication happened primarily face-to-face, over landline telephones, or through typed memos and letters.

Today, workplaces are more collaborative and inclusive. Dress codes are more relaxed, communication is faster and more digital, and there is greater emphasis on individuality and personal expression. With these changes, different generations may not always share the same expectations of what professionalism, respect, and appropriate workplace behavior looks like.

Technology has also transformed how we connect. Email, smartphones, the internet, and Zoom have made communication faster, but not necessarily more personal. As technology becomes a bigger part of how we work, human connection remains just as important. Taking the time to talk face-to-face, listen, understand one another, and build genuine relationships is something technology cannot replace.

Perhaps that is where business etiquette bridges the generations.

**No matter the year, the fundamentals remain simple: be respectful, be kind, be thoughtful, and be courteous.**

The workplace may change, but good etiquette never goes out of style.

– Ken Barnes, Founder

## Building for the Next Seven Generations UMI Non-Profit Organization



7th Generation Community Services Corporation is committed to sharing knowledge, strengthening essential life and financial skills, and creating opportunities that can make a difference for generations to come.

**We believe meaningful change grows through collaboration.** By working together, we can expand access to education, workforce development, and opportunities that strengthen individuals, families, and communities.

**LET'S MAKE AN  
IMPACT TOGETHER**



## *what is it?*

This antique has a story... do you know what it is?

Send in your guess for a chance to **win a \$50 gift card!**

Email: [info@uppermohawkinc.com](mailto:info@uppermohawkinc.com)

All entries must be received by:

**October 31<sup>st</sup>, 2026**

If more than one correct entry, the correct entries will be drawn from a hat and one winner to be randomly selected.

**GOOD LUCK!**



# How are you.... Really?

*We ask each other “How are you?” almost every day. Most of the time, the answer is automatic: “I’m good.” But when was the last time you stopped and really thought about the answer?.*

Wellness is often associated with eating better, drinking more water, exercising, and getting enough sleep. Those things matter, but well-being is much bigger than physical health. It includes our physical, mental, emotional, financial, and social health. And whether we realize it or not, we bring all of those parts of ourselves to work.

*A rough night’s sleep can shorten our patience. Financial worries can make it harder to concentrate. Feeling overwhelmed can change the way we communicate. A good conversation, or even a laugh with a coworker can completely change the direction of our day.*



## YOUR 60-SECOND WELLNESS CHALLENGE

Before you leave work today, ask yourself:

**What is ONE small thing I can do to make tomorrow a better day?**



Fill your water bottle.



Take a 10-minute walk.



Clean off your workspace.



Check in with someone.



Put the phone down and get to bed earlier.



Take a few minutes to unplug.

## SMALL CHOICES COUNT.

Well-being can begin with something very simple: one small decision today that makes tomorrow a little better.

**So... how are you, really? And what’s your ONE thing today?**

Wellness inspiration: UnitedHealthcare, “5 Steps to Building a Culture of Well-Being,” April 20, 2026.



# Robins AFB Team Recognized for Outstanding Performance

By: UMI Georgia Team

On August 5, 2026, Upper Mohawk Inc. personnel supporting the Product Data Systems Support (PDSS) group at Robins Air Force Base were recognized for their dedication and contributions to the successful migration of the Joint-Engineering Data Management Information and Control System (JEDMICS) data into the Air Force's A-TEAM environment.

The major effort involved more than 64 million drawing sets and required software testing, quality assurance, document processing, system administration, and user support. **UMI employees Aliyah Harden, Michael Davis, Dennis Nobles, and Natasha Williams each played important roles in making the migration successful.**

During an all-hands PDSS meeting attended by government and contractor personnel, Joseph Tomkins, Chief of LZPPS, recognized the team for its contributions. Each employee was presented with a U.S. Air Force coin of appreciation by Javita Walker, Chief of LZP.

**Upper Mohawk Inc. is proud of our Robins AFB team and grateful for the professionalism, dedication, and exceptional work ethic they continue to demonstrate in support of the Air Force mission.**



Congratulations!

## A few Reasons to

# Celebrate

Our people are at the heart of UMI, and every birthday is an opportunity to celebrate the individuals who make our team special. This edition, we're sending our warmest wishes to our team members celebrating another year!

HAPPY  
BIRTHDAY

Sandra Halsen - September 14  
Michael Davis - October 8



“

*I know that I should have paid the bills, but I'm so far behind now, what does it matter. I'll never get caught up and I don't know how to catch up anyways”.*

**Money is one of those things in life that we need. It is also one of the things we need to learn how to handle. Recovering from money problems is like all addictions- one day at a time. - Pat Barnes.**

## Training and Support - Currently Available Courses

We offer a range of training and support services, including customized continuing education programs focusing on everyday finance, soft skills, life skills, and personal development.



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LEADERSHIP



COMMUNICATION SKILLS IN THE 21<sup>ST</sup> CENTURY



CRITICAL THINKING



BUILDING A SUCCESSFUL ATTITUDE



SELF ESTEEM



PROFESSIONAL ETHICS



CUSTOMER SERVICE



CROSS CULTURAL COMPETENCY



ORGANIZATIONAL ASSESSMENT & CUSTOMIZED TRAINING SOLUTIONS

\*UMI owns the Health & Wellness: Finances courses, while all other training programs are delivered through a contractual partnership with our nonprofit, 7th Generation Community Services.



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