



Upper Mohawk, Inc.

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

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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**

As we embark on 2026 I want to say I hope all of you had a wonderful Christmas and New Year!

The company is entering a new growth phase. Training has become a key renewal area for UMI, with a focus that is different from past years. Previously, we developed training in areas such as IT and historical accounting, just to name a few.

Today, our focus has shifted to soft skills training designed specifically for first responders, law enforcement, military personnel, and corporate clients.

Given the current state of our economy, financial literacy and wellness training are increasingly important. Many members of our military face serious challenges, including low pay, food insecurity, and financial stress. Our programs are designed to help address these issues and more.

Financial strain is one of the biggest contributors to a range of personal and social challenges, including domestic violence, stress-related health issues, divorce, and overall decreased well-being, just to name a few.

Please stay tuned for more updates as we continue to grow and launch new programs.

With gratitude,



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

# Innovative training solutions for organizations

STAY CONNECTED   

# DEALING WITH DIFFICULT PEOPLE COURSE

## OVERVIEW

Every workplace encounters challenging personalities—but not everyone has the tools to handle them effectively. Our **8-hour interactive training course** equips professionals with practical strategies to manage difficult interactions in both professional and everyday settings.

Participants learn to recognize common difficult personality types, understand the behaviors behind them, and apply proven communication and conflict-resolution techniques. Through real-world scenarios, guided discussion, and role-playing exercises, learners gain hands-on experience they can immediately apply on the job.

This course is ideal for **professionals working in military and veterans' organizations, first responders, healthcare, corporate environments, and law enforcement**. Participants who successfully complete the assessment earn 0.7 Continuing Education Units (CEUs). **Build confidence. Reduce conflict. Improve communication—one interaction at a time.**



# DEALING WITH DIFFICULT PEOPLE CLASS

JACKSONVILLE - FLORIDA



Teaching the Difficult People course for the Duval County Sheriff's Office was an incredibly rewarding experience. The class was highly interactive, with participants fully engaged in discussing real-world challenges and practical strategies for navigating difficult personalities in high-stress environments.

As a retired Navy Chief and seasoned instructor, I found it both meaningful and essential to empower law enforcement professionals with tools that strengthen communication, emotional intelligence, and overall resilience. Courses like this are vital – not only for enhancing workplace culture, but for improving community interactions and supporting officer well-being. I'm grateful for the opportunity to contribute to their continued professional development.” - Terry Spain.

## The New UMI Training Program: Building Momentum for 2026

By Lt Col Carlos Chirivi, COO UMI.

This quarter marked a major step forward for UMI as we strengthened and expanded our training program, setting the stage for an exciting start to 2026.

We successfully launched our newly enhanced **Difficult People course** with the Jacksonville Sheriff's Office, a standout achievement for our team. The feedback was overwhelmingly positive, with attendees gaining practical skills to de-escalate conflict, communicate with confidence, and approach difficult conversations with clarity and composure. We look forward to returning and continuing to support their professional development.

Our team is also hard at work revitalizing the **Stress Management course**. Early outcomes are very promising, and we are preparing to roll out a more dynamic, practical, and empowering version in the coming months.

As we look ahead, we are preparing to deliver our **Financial Literacy course** to the Police Departments in St. Augustine and Titusville early next year, another strong step toward supporting Florida's law enforcement community with meaningful, actionable education.

And this is only the beginning. In 2026, UMI will launch an ambitious marketing and outreach campaign to expand our training footprint across both the public and private sectors. With a highly motivated team, the fresh energy brought by Grace Camejo, and the dedication of the UMI professionals who continue to elevate our mission, we are positioned for a high-impact year.

The momentum is real, the demand is growing, and the future for UMI Training shines brighter than ever.



## Employee of the Year 2025

As I reflected on Employee of the Year for 2025, one person stood out to me again and again: Veronica Pratt, our CFO. While this award does not usually go to management, this year felt different and right.

Veronica joined UMI during a time of major transition, when multiple long-time employees retired and the company was reorganizing. From the beginning, she stepped up wherever she was needed, never asking for recognition, only wanting to help.

When we unexpectedly found ourselves without a CFO, Veronica volunteered to step in. What began as a temporary solution became a role she embraced with dedication, growth, and heart. She has taken on enormous responsibility, followed big shoes with confidence, and brought stability during some of our most challenging moments.

I am truly grateful for Veronica—her commitment, her reliability, and the positive spirit she brings to UMI. - Pat Barnes. CEO, President.



**EMPLOYEE OF THE YEAR IS A WELL-DESERVED REFLECTION OF HER IMPACT.**

## FINDING JOY

# IN HELPING OTHERS



By the time you read this article, Christmas will have come and gone. I hope you and your loved ones had a wonderful holiday season, and I want to wish you all a very Happy New Year.

When I founded this company many years ago, I built it on a Native American philosophy: "If we accept something, we must give something in return." This belief has guided not only the way we run our business, but also the way we live our personal lives. It reminds us to find balance between giving and taking.

Some of the happiest moments in my life have come from helping someone with no expectation of anything in return. I hope we have all experienced those precious moments. At the same time, we must also allow others to see our needs and offer support, remembering that what matters most is the intent behind the gift.

My hope is that each of us will have many gifts to share in the coming year; gifts of time, kindness, generosity, and encouragement that strengthen one another and build a stronger community.

- Ken Barnes, Founder

## Strengthening Partnerships for Youth & Families in 2026

We're proud to strengthen our partnership with our nonprofit organization, **7th Generation Community Services**, as we expand programs for youth and families in 2026. This season, we're hosting two special events that celebrate connection, confidence, and community:

- **Self-Love, Healthy Relationships & Support Networks Workshop (Youth)**
- **Friendship Valentines Craft Shop (Kids)**

These events reflect our commitment to creating supportive spaces where young people and families can learn, create, and succeed, while building lasting relationships that strengthen our community.

Looking ahead, we remain dedicated to working alongside **7th Generation Community Services** to develop consistent programming that meets the needs of youth and families. **Together, we're focused on creating safe spaces, expanding opportunities, and providing the tools and support young people need to grow with confidence and flourish.**

For more information, visit [www.7thgeneration.org](http://www.7thgeneration.org) or contact [info@7thgeneration.org](mailto:info@7thgeneration.org)



**7th Generation**  
Community Services  
"Serving the needs of all our communities."

**"TOGETHER, WE BUILD A BRIGHTER FUTURE FOR EVERY CHILD AND EVERY FAMILY."**

## Celebrating the Season Together

As we wrapped up the year, our **Thanksgiving and Christmas celebrations** gave us a **wonderful opportunity to pause, connect, and celebrate the people who make our organization so special**. From shared meals to festive moments and plenty of smiles, these gatherings captured the spirit of the season and the energy of our incredible team.

These events were a joyful reflection of our strong sense of teamwork, unity, and appreciation. While not everyone was able to attend, the celebrations represented all of us and the dedication each team member brings throughout the year. **The holiday season reminded us that it's our people and the connections we share that make our workplace truly exceptional.**



*Happy Holidays  
2025*

As we step into the new year, **we look forward to more opportunities to come together, celebrate successes, and continue building a positive, supportive team culture**. Here's to an exciting year ahead and many more moments worth celebrating!

**THANK YOU FOR BEING PART OF WHAT MAKES OUR TEAM SHINE –  
HAPPY HOLIDAYS AND CHEERS TO THE YEAR AHEAD!**

## HR and Curriculum Development Highlights

Lisa Masciave, Human Resources Consultant, UMI

We've had an exciting time in HR! First up—our brand-new “Dealing With Difficult People” Training Manual is undergoing some final tweaks after Terry and Carlos completed a successful test run in Jacksonville. The training is packed with helpful tips, real-life examples, and easy strategies to make those tough interactions a little smoother for everyone.

We're also thrilled to welcome a new team member with awesome graphic design skills. Grace is already bringing fresh creativity to the office, and we can't wait to see all the great things she'll add to the team. Be on the lookout for our new course catalog, brochure, cut sheets, and an updated website.

As we look ahead, we're joining many organizations who are focusing more on continuous learning, skill-based hiring, and supporting employee well-being and engagement. We're excited to keep evolving our own practices while staying aligned with these positive trends!



## Beginning the Year with Purpose

Wellness Corner

The start of a new year invites us to reflect on who we are, how we serve, and how we care for ourselves and one another. As we enter 2026, this is an opportunity to reset our hearts, strengthen our emotional well-being, and recommit to the values that guide our work: respect, service, growth, and teamwork.

Reflection question:

*What plan can you set this year that supports your wellbeing while helping you show up at your best for your team and the people you serve?*

Wellness is not only about rest, it's also about growth, connection, and readiness. As we move forward together, consider small, meaningful commitments such as:

- Practicing self-awareness and emotional balance in daily interactions
- Strengthening communication and problem-solving skills that support collaboration
- Staying open to learning experiences that build confidence and resilience
- Creating healthy boundaries that allow for focus, energy, and purpose
- Supporting one another through empathy, patience, and shared responsibility

**By investing in our well-being and continuing to grow—both personally and professionally, we strengthen our ability to serve with clarity, compassion, and excellence. May 2026 be a year of renewal, connection, and positive impact for us all.**

We want to take a moment to **recognize and celebrate our team**. The people who make our work possible every day. **Thank you for the commitment, care, and collaboration** you bring to our clients and each other.



Natasha Williams -January 02  
Linda Parlotto -February 02  
Aliya Harden -March 04



Michael Davis- October 08  
Lisa Masciave- December 22  
Natasha Williams- December 10  
Nicolas Short -December 14  
Terry Spain -January 26  
Aliyah Harden -February 02  
Grace Camejo -February 14  
Veronica Pratt -March 9

## Training and Support - Currently Available Courses

Upper Mohawk, Inc. takes a learner-centered approach, tailoring training programs to meet the specific needs of organizations and individuals. This ensures practical, results driven learning that supports growth and long-term success. 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.

### Course Offerings\*:

- Health & Wellness: Finances for Law Enforcement
- Health & Wellness: Finances for Military
- Health & Wellness: Finances for Today
- Tactical Resilience: Performance under stress
- Effective Communication
- Self-Esteem
- Customer Service
- Difficult People: Communication and conflict under pressure
- Building a Successful Attitude
- Critical Thinking
- Professional Ethics
- Cross-Cultural Competency



For more details and to register for upcoming classes, please **scan the QR code** or visit our **COURSES** tab at [www.UpperMohawk.com](http://www.UpperMohawk.com).

\*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.



Your #1 partner in **soft skills, life skills, and financial literacy training** empowering people and strengthening communities.



*Upper Mohawk, Inc.*

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