

October 2021

Volume 7, Issue 4

Communications Team

- Cindy Lynk
- Deanna Saragosa
- Pat Kelly

Member Spotlight by Deanna Saragosa



Our member spotlight this quarter is with Barry Glum. Barry has been with Job Service for 21 years as a customer service rep in the Bismarck Local Office. He has been with IAWP for as many years and is currently the West Area Representative for IAWP. Barry won the IAWP Customer Service award in 2016. With Job Service, he works with customers directly and one-on-one through the BEST program. Prior to Job Service he worked on the Pine Ridge reservation with child protection services for 13 years.

Barry and his wife Mary have been married for 21 years. They have 2 children, Gennifer and Katrina and 4 grandkids, Abigaile, Tristan, Tiegen, and Brianna. Gennifer volunteers at a senior center

and Katrina is a speech therapist in an elementary school. Barry and Mary have a Havanese dog named Toby.

Barry plans to retire in December. During retirement he would like to volunteer more and do some traveling. One thing on his travel list to is take an Alaskan cruise. But mostly, he would like to do more of what he already enjoys like spending time with his loved ones, gardening, coin and stamp collecting, and reading mystery novels. One of his biggest treasures he has in his coin collection are 2 Widow's Mite coins which goes back to biblical times and makes them one of the most famous and ancient coins. His favorite stamp to collect are the Easter Seals Christmas stamps and has one of the first ones ever issued

around 1913.

Barry is a lifelong learner and is always taking online courses through Coursera.org which offers free courses through colleges like Yale, University of Pennsylvania, U Cal Berkeley, Brigham Young University, and other colleges in Australia and Toronto. He takes classes on psychology, sociology, how to build relationships, and science of happiness to name just a few. He plans to continue taking classes after he retires.

Writing is also something he enjoys and has had a natural talent for. Barry is currently writing a book for his children and grandchildren about his life history, experiences, and things he has learned. Barry also likes to sing and has an appreciation for music.

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Special Points of Interest

- Welcome to our newest members: Christina Harmon, Lena Trondson, Becki Bueligen, Amy Nelson, and Dawne Barwin.
- Congratulations to Brenda Cornell and Barry Glum. They were our quarterly \$25 local business gift card winners.

Meet the 2021 IAWP New Members

Hannah McInnes-Schooler, 2/2/21

Hannah works for Job Service in the admin department as a UI support specialist. Her and her husband have been together for 8 years. He works at the State Pen and he is in the ND National Guard. They welcomed their baby girl Zeva on April 4th! They adopted 2 fur babies. Marley is a yellow lab and Jax is a border collie mix.

Hannah loves to experience and learn new things including traveling and meeting new people. She's been to about 30 states and Italy, Greece, Japan and the Dominican. She likes to paint, garden and read. Her favorite season is winter because she loves the snow!

Sabina Abaza, 2/4/21

Sabina is a JOBS Advisor with Job Service in Fargo, ND since May of 2019. Sabina has

two adult children. She likes to travel and spend time with her family and friends.

Sabina arrived as a refugee in November of 1997, and she is still adjusting to the cold weather (winter) in North Dakota.

Christina Harmon, 8/19/21

Christina works for Job Service and is a UI Claims Adjudicator in the Bismarck central office. Christina was born on an Air Force base and started learning how to fly when she

(Continued on page 7)



Break time and reading rejuvenates your mind; so take a break, and read The Pulse today!

President's Coffee Chat by Brenda Cornell

Wow, what a great conference! Thanks to all that were able to attend and learn with us. I want to thank the local Bismarck members that did all the ground work for the conference; Chad Howard, Cindy Lynk and Barry Glum. It was great to see familiar faces and meet a few new members. It was also a great time to network with co-workers.

Fall is around the corner and time for colorful leaves and beautiful, cooler days.

Also, our elections are coming up as we have board member terms starting in January. Please feel free to nominate yourself, if you would like to become more involved. It is always great to have new ideas and new people. We will also have a few committee openings for next year as well.

Shorter days just keep happening and before we know it that white stuff will be falling. I will set up a virtual social for January, so we can visit and catch-up.

Take care and stay safe.

NOMINATIONS DUE OCTOBER 8TH.

Submit your nominations here.



<https://forms.office.com/g/gykkj71zuR>

IAWP Fall Training Conference Summaries and More

Generations in the Workplace - Dot Frank, presenter

Summary by Brenda Cornell

We currently have five generations in the workforce. A generation is defined as sharing a common history where they refer to the same icons and experienced the same societal conditions during their formative years. The formative years are considered middle to late childhood. Currently we have the Traditionalists, Boomers, Gen X'ers, Millennials and Gen Z. The future workforce generation is being referred to as Alpha. We need to use empathy as we

interact with different generations. Common ground can be the company mission.

Everyone knows the Golden rule, but to reach the newest generations in the

workforce we need to remember the Platinum rule – Do unto others as they would do unto themselves. Focus on productivity.

Platinum Rule:
Do unto others as they would do unto themselves.

Improving Social Skills: Emotional Intelligence and Diversity Charlotte Williams, presenter

Summary by Brenda Cornell

Diversity can include religion, education, communication, ability status, geographic origin, age, marital status, family background, social and economic status, sexual orientation, national origin, race, personality, life style and gender.

We need intention to sharpen our thoughts and words; thoughts and words to mold our actions, thoughts, words and actions to shape our behaviors. Behaviors sculpt our

bodily expression, bodily expression fashions our character; our character hardens into what we look like.

You can promote diversity by allyship – a person with privilege supporting diversity from a managerial position or an advocate that steps up for a person.



Navigating Workplace Stress through COVID Chaos

Kristi Pfliger-Keller, presenter

Summary by Amy Nelson

For our first workshop of the conference, Kristi addressed the alarming escalation in COVID-related stress in and out of the workplace. She focused in on the toll change and uncertainty in the workplace has had on most individuals during the pandemic, and introduced ways to improve overall wellness. She cited eroding mental health, negative coping strategies, loss of community, and increased and shifting workloads as being particularly challenging for many people working during the pandemic.

While we are no longer where we were at the peak of COVID, most of us are in some ways still dealing with these stresses and

changes. She introduced a formula for coping which centered around the importance of resilience: Hope+ Connection+ Purpose+ Adaptability and Flexibility= Resilience. Hope and positive thinking foster more positivity around us. Nourishing human connections are vital for our fulfillment. Making sure we're doing something regularly that we find meaningful and that we enjoy doing (in or out of work) helps us keep going. Finally, being responsive to change and acknowledging its difficulties and benefits is hugely important to moving through change successfully.

Although Kristi emphasized the importance of finding our own healthy ways of coping - there is no "one size fits all" when it comes to navigating workplace stress - she left us with some useful strategies for addressing our recent challenges.



Downsizing Your Way to Happiness

Kristi Pfliger-Keller, presenter

Summary by Mary Houdek

Kristi opened up with some statistics confirming Americans have an abundance of stuff:

- Today's garages are the size of a 1950's house
- Yearly total profits from storage units exceed those of Hollywood
- Storage unit occupancy rates are between 90-95%
- We see 2000 advertisements a day on what we "need"

She outlined the negative emotions that keep us attached to our stuff and shared that we need to separate our stuff from our emotions in order to downsize.

- Fear
- Shame
- Guilt
- Insecurity
- Grief
- Family Issues

Instead of these negative emotions, our stuff should bring us joy. So ask yourself,

"Will this or does this bring me joy?" If not, do not purchase the item and get rid of your non-joy producing items (throw, sell or give away). In our economy if you discard something that you end up needing later you can repurchase or borrow the item. She shared that you probably will not even know where the item is when it comes time to use it anyway.

Kristi shared ideas and tips for downsizing:

- The best place to start your declutter is your basement, attic, garage, closets and drawers as these are where all of your "out of sight, out of mind" items are and they are the easiest to get rid of.
- It is impactful to get rid of big items that take up space.
- Get rid of things that may cause harm or leave questions to those who will be left to clean out your stuff. Examples

are old papers, cards, letters, diaries, etc.

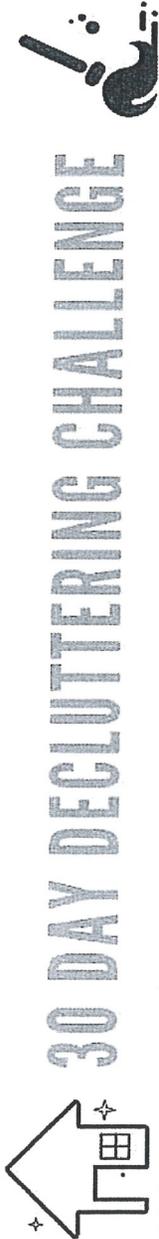
- Host reverse birthday parties. Request no gifts and you give away "gifts" to those who gather to celebrate your birthday.
- Take photos of items you like and write a memory about them. Then bind them in a book like Shutterfly.
- Take videos of the person the item reminds you of and ask them to speak about the item.
- Things are worth nothing in your possession so if there is a monetary value to an item, appraise it and sell it.

On the next two pages you can find a 30-day Declutter Challenge and a list of 40 Things to Throw Out Right Now.

Good luck everyone.

Get rid of things that may cause harm or leave questions to those who will be left to clean out your stuff.

30 Day Decluttering Challenge



1	Clean out and organize two kitchen cabinets.	2	Clean out refrigerator.	3	Clean out your freezer.	4	Organize spices and throw out old/expired ones.	5	Clean out one junk drawer.	6	Clean out your pantry.
7	Clean out purse and wallet.	8	Clean out makeup drawer/bag.	9	Clean out and organize two kitchen cabinets.	10	Clean out cars.	11	Clean out bathroom cabinets.	12	Clean out medicine cabinets.
13	Organize cleaning supplies.	14	Clean out kids' closets and donate clothes.	15	Clean out kids' drawers and donate clothes.	16	Clean out toy chests and donate gently used toys.	17	Clean out and organize two kitchen cabinets.	18	Clean out your nightstands.
19	Clean out and donate old books, DVDs and other media.	20	Clean out one junk drawer.	21	Go through old papers and mail.	22	Clean out adult closets and donate clothes.	23	Clean out adult drawers and donate clothes.	24	Go through old shoes and donate gently used items.
25	Go through accessories (purses, scarves, hats, etc.).	26	Clean off your desk or workspace.	27	Clean up computer. Unsubscribe from unwanted emails.	28	Organize the linen closet.	29	Clean out the laundry room.	30	Delete unwanted apps and photos off your phone.

listobsessed.com

40 Things to Throw Out Right Now

40 Things **TO THROW OUT** *right now*

KITCHEN

- unused gadgets
- expired food
- leaky travel mugs
- fridge clutter/magnets
- unmatched food storage containers

BATHROOM

- old medicine
- old make-up
- dried up nail polish
- stretched out hair ties
- extra bath products

LIVING ROOM

- old magazines
- old candles
- unwatched vhs tapes & dvds
- books you have read
- chipped/broken picture frames

LAUNDRY / LINEN

- old cleaning supplies
- hangers from the dry cleaners
- extra bed linens
- worn/frayed towels
- single socks

BEDROOM

- clothes that are too small
- old or uncomfortable shoes
- alarm clock (use your phone!)
- unworn costume jewelry
- old shoeboxes

OFFICE

- old cables/wires
- old cell phones
- old address labels
- bills more than 7 years old
- excessive paper clips/rubber bands

STORAGE

- unused Christmas Decor
- expired batteries
- old party supplies
- unused exercise equipment
- empty boxes

GARAGE

- unused sports equipment
- duplicate tools
- extra paint no longer used
- outgrown toys/bikes
- old rags

Servant Leadership - Matt Anderson, presenter

Summary by Barry Glum

The concluding session of the IAWP Conference was by Matt Anderson from the Bismarck State College Speakers Bureau, who gave a stirring presentation on servant leadership by comparing this model with the Thousand Helpers Model. He did not get into what the Thousand Helpers Model looked like, so I took a few minutes to get an idea of what this model was all about and found that it is known as a leadership model also known as “A genius with a thousand helper’s model.”

The Thousand Helpers Model describes a leader who believes that he/she is really good at what he/she does and so he/she calls all the shots. However, unwilling to teach the followers, the leader retains all of the knowledge of the organization’s decision -making philosophy. When questions arise, the group must rely on the leader for direction. Due to the lack of knowledge of the followers, when the leader leaves, the group is lost.

This model is a disaster waiting to happen. Aside from the imminent truth that the organization will suffer when the leader is

gone, the real disadvantage to the model is that there is no real leadership! Under these conditions a group member will not receive the mentoring necessary to feel confident about the organization’s decision-making process. Furthermore, not being asked or allowed to make decisions can create a question of trust between the group and the leader. As this cycle continues, the group will progressively make less and less decisions (even small ones). They may think “Why bother making the decision and take the chance of being wrong? The leader is going to make the final call anyway and I have no idea what he is thinking, or why.” This model does not work in the long-term. It may be an easy trap for a leader to fall into when they have most of the group knowledge and quick decisions to make.

The Servant Leadership Model is based on four main components: teammates, clients, overseers and direct reports. Matt went through each of the four components and compared how employees see themselves and their teammates in both models. I also think that this model says something about how supervisors and managers see their

staff as having value, having something to offer and that they want them to succeed.

Each member of the team, under this model, is committed to making each member of the team successful and contributing at their highest possible level. Supervisors, managers and team leads offer support, and encouragement and are available to answer questions and to provide technical advice as needed, but also rely on the expertise of each team member to get the job done, knowing that they do not have all the answers. One sign of a good leader is that they can admit when they have made a mistake and that they do not know everything.

The following is a comparison of the two models. There is a vast difference that can be seen very easily. One is self-serving, the other brings out the best in everyone. Clearly, one is a better approach than the other, with better results. What do you think is the better model? Which one would you want to be a part of?

Teammates	Thousand Helpers Model	Servant Leader Model
identity	I'm a replaceable cog	I am created to positively influence others
purpose	I must protect/promote myself	to make this team better/to support the team
outcome	struggle to survive	lift up others
Clients	Thousand Helpers Model	Servant Leader Model
identity	I am just a pawn	I am created to positively influence others
purpose	just following protocol	to invest in my clients
outcome	bare minimum effort	leave every single client better off
Overseers	Thousand Helpers Model	Servant Leader Model
identity	I am an underling	I am created to positively influence others
purpose	I carry out orders	how can I add value to my boss
outcome	resentment	set the table, simplify the bosses' leadership
Direct Reports	Thousand Helpers Model	Servant Leader Model
identity	I'm in charge	I am created to positively influence others
purpose	to keep others down	how can I empower and develop you
outcome	low-level helpers, mediocrity and burnout	high level leaders/success

Servant Leadership continued

(Continued from page 6)

Matt emphasized that:

- leadership = influence
- leadership happens at every organizational level
- leadership can be positive or negative
- leadership requires a mindset, not a position
- leadership fills life with meaning and purpose
- service leadership requires service before self

Matt closed by asking the question, “As leaders, what will you leave behind?” and encouraged us to leave a legacy.

As Job Service North Dakota continues toward implementing the Servant Leader Model, keep these points in mind. Keep an open mind about this model. It is becoming, and has become, the model of choice for a number of successful businesses.



2021 Tenure Awards

Congratulations to this year’s tenure award recipients. We have a lot of years of workforce knowledge with this group.

5 Years:

Amy Bosch, Dustin Hillebrand, and Jason Sutheimer

10 Years:

Amanda Blomberg and Susan Dingle

15 Years:

Pat Kelly

30 Years:

Merlin Beto, Sandy Eichhorn, and Pam Wentz

45 Years:

Elaine Wentz

60 Years:

Micheal Deisz

2021 New IAWP Members continued

(Continued from page 1)

was just 8 years old. She has lived in North Dakota, North Carolina, Delaware, Texas, Louisiana, and Germany.

Christina is a proud mom to six amazing children. She has one grandson and is eagerly awaiting her granddaughter very soon. Her youngest son Keashawn is serving his second year with the Army National Guard as an E3 in the construction unit. Christina and her daughter AsLyn both earned their associate degrees together in the same field of study. AsLyn will continue with her master’s degree. Christina went on to earn dual bachelor’s degree, master’s degree, and now she is continuing to earn her doctorate degree in Organization Leadership. She has an impressive 4.0 GPA and is a certified Internartrial tutor college student. Christina will complete her second residency in October. She is currently writing a book with Sue Henderson and attends webinars as a guest speaker.

Anna-Lena Trondson, 8/25/21

Anna-Lena works for Job Service ND Workforce Programs as a Program Support Specialist at the Central Office in Bismarck since November 2019. She was born and raised in Sweden but has lived in the USA for 20 years. She lived in California and Florida before settling here in North Dakota.

Anna-Lena is a single mom to her 14-year old daughter who is her world! They used

to volunteer at the Central Dakota Humane Society before Covid-19. They have 2 cats, Milo and Blue, 2 hamsters, Bobo and Akashi, and if her daughter had her way, they would also have a ball python snake! Anna-Lena is an avid reader.

Rebecca Bueligen, 8/31/21

Rebecca is a Claim Adjudicator in Bismarck. She and Del have been married for 19 years. Del has 3 adult children who Rebecca endearingly refers to as her “heart children”. Rebecca loves reading about the lives of those in the 1800’s and likes to take their 6 grandchildren to historical places to learn how life used to be. It helps them understand and be grateful for modern conveniences. Rebecca likes to garden, collecting snowmen, watching old westerns and has recently picked up sewing again.

Amy Nelson 9/7/21

Amy works for Job Service in the Bismarck Local office. She started in February 2020 as a PRIDE Advisor. She is currently the team lead of Employment Services. Amy has a Chesapeake Bay retriever named Suso. Amy loves trivia and plays every week with a group of friends at Dialectic Brewing and she likes to brew her own beer. She is a medieval historian and is an adjunct teacher. Amy volunteers with the Heart River Correction Center through her church which helps both youth and women transition back into the community.

Dawne Barwin, 9/27/21

Dawne works in the Grand Forks office for Job Service since April of this year. Previously she worked in Social Services for over 20 years. She enjoys helping people find jobs. Dawne is excited to have joined IAWP and appreciates being active participant. Dawne is the President of the Grand Forks Service Providers for Seniors non-profit group. They do service projects throughout the year that benefit the seniors in Grand Forks. She learned of this organization when she ran the Meals on Wheels Program at the GF Senior Center. She and her husband Bruce have been married for 35 years and lives in Thompson, ND. They love to travel, camp, visit State and National Parks and go fishing. They enjoy trying new foods, especially ethic restaurants. Dawne is an avid reader and takes part in the ND State Library Book Discussions. They have 2 sons and 2 grandsons who they love being with “anytime, anywhere”. As she quotes her dad saying, “If I had known grandkids were so much fun, I would have had them first!”.

2021 Fall Training Conference



Micheal V. Deisz - 60 Years



Elaine Wentz - 45 Years



Merlin Beto - 30 Years



Jason Sutheimer - 5 Years





Bryan Klipfel - Welcoming Remarks



Chad Howard - Speaker Introductions



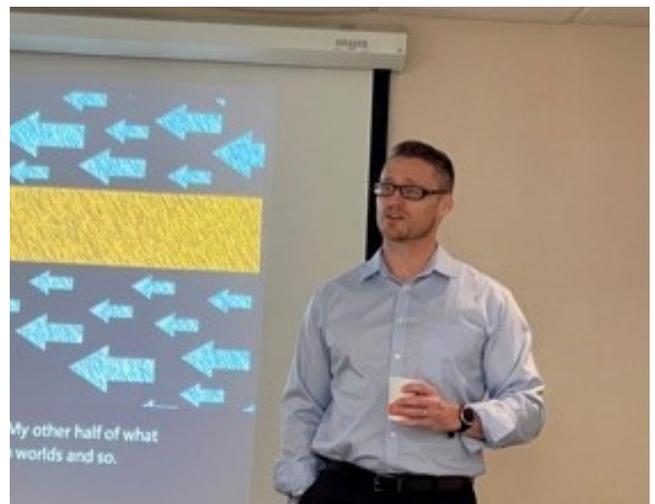
Dot Frank



Kristi Pfliger-Keller



Charlotte Williams



Matt Anderson



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We're on the Web!
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Member Benefits At-A-Glance

- ◆ Conferences
- ◆ Education
- ◆ Networking
- ◆ Professional Development/Recognition
- ◆ Publications/Newsletters
- ◆ Learning Tree (funds for training and personal or professional development)

Board of Directors

- Brenda Cornell, President
- VACANT, President-elect
- Cindy Lynk, Treasurer (temp)
- Cindy Lynk, Exec Secretary
- Barry Glum, West Area Representative
- Becky Lankow, East Area Representative
- Elaine Wentz, Central Representative
- Merlin Beto, Retiree Representative
- Nathan Kimball, Webmaster
- VACANT, Past President

Our Mission

The North Dakota Chapter of the International Association of Workforce Professionals (IAWP) is dedicated to providing networking and professional development opportunities for members to seek solutions to workforce issues.

Our Vision

To provide educational and training opportunities for our membership, to enhance the workforce development profession and to ensure the success of our respective agencies/organizations.

\$\$ Learning Tree Funds Available \$\$

The learning tree committee has funds available for educational and professional development. Remember, educational funds are available to members and their families. Applications are available on our website



<http://www.iawpnd.com/learning-tree.html>

Committees

Communications:

Cindy Lynk, Deanna Saragosa, Pat Kelly

Conference:

Barry Glum, Chad Howard, Brenda Cornell

Membership:

Tammy Barstad, Dusty Hillebrand

Retirement:

Merlin Beto

Learning Tree:

Elaine Wentz, Mary Houdek, Nathan Kimball

Training:

Becky Lankow, Marlys Morgenstern,
Danica Chaput