

North Central Illinois Logistics Council
Meeting Minutes
April 16, 2009

The North Central Illinois Logistics Council members and guests were welcomed to the meeting at IVCC by Ray Gatza.

MEMBERS PRESENT: Mike Neubauer, Jeromy Raatz, Elaine Novak, Joel Lent, Alison Wasmer, Christine Dahm, Kevin Lindeman, Boyd Palmer, Ray Gatza, Mike Reidhl, O.J. Stoutner, Tom Spelich, Louie and Carol Sekula, Karen Taylor-White, Roger Stevenson, Tim Fonderoli, Bruce Hartman, Marcus Nuckles, Pam Furlan, DeAnna Carlson

Presenter: Mr. Mike Neubauer, Regional Director for Human Resources – Advantage Logistics

Subject: “Associate Development”

Mike Neubauer distributed handouts of the power point presentation: “Development Planning”. Also included in this handout is

- an example of a Personal Development Plan,
- Self Development Activities,
- Some Thoughts on Development,
- Coach/Mentors,
- Constructive Feedback Techniques
- Questions to Ask Trainees

Some highlights from the presentation include:

- Development means getting better at things in which we are lacking and becoming great in areas where we have shown skill or talent.
 - Getting better at what we already do
 - Learn new skills
 - Keeps associates fresh and interested
 - Differentiates a company from the competition
- Why? What is so important about development? Think about all the changes our businesses experience. It is a lifetime pursuit. You must maintain a competitive edge.
- How? Let people grow.
- Where to start? Managers can set expectations and deliver a lot of good solid feedback.
- First Step? Determining what the associate should develop in. Take a look at what you need and then what you have. What is that associate already expert at?
- Augmenting existing strength. Take something from good to great. People can develop in technical skills, but other skills like common sense cannot be developed by training.
- How to start? Focus on priorities. Make a list of what has to be accomplished. One of the best tools is the paper calendar. When will it get done? If you keep it in front of you chances are you will get things done.

75% to 90% of real development takes place on the job. A lot of times we have development opportunities that we don't see. Three suggestions are:

- allowing job shadowing which can provide a lot of job information to an associate.

- exposure opportunities, for example, letting an associate in for conference calls. The associate will experience many types of questions which may benefit them later.
- stretch assignments – used to try out new skills. Put them in an area they know nothing about.

The biggest development secret is self reflection. A tremendous amount can be learned just by people learning these self reflection questions. Spend ten minutes asking:

- Could I have done something differently?
- What did I learn from what I did yesterday.
- What did I do well?
- Could I have done something better?
- Am I pleased with what I did?"

Positive reinforcement is also a tremendous tool. Ask for feedback. Learn how to give it and learn how to receive it. Feedback is vital: from the boss, customers, and peers. Many companies use the tool 360. The purpose is to give this kind of feedback. Is all feedback 100% factual? No. People must be trained to give and receive feedback if you want people to develop.

Good resources:

Mike recommends three good books, especially the first two listed. They will cost around \$75.00 each.

- Successful Manager's Handbook – Personnel Decisions International
- FYI: For Your Information – Michael M. Lombardo and Robert W. Eichinger
- Designing Career Development Systems – Leibowitz, Farren & Kaye

Other resources:

- Community colleges like IVCC who have instructor-led courses, E-learning, libraries, etc.
- Books, CDs, DVDs, magazines – trade magazines can be set out in your break room for all employees
- Seminars, trade groups, organizations like Toastmasters
- On the job training

Questions?

If you have new staff or managers reluctant to give feedback, do you have any tips or secrets?

Several things:

- Ask for feedback yourself.
- over a period of 15 weeks, I produced a memo to entire staff regarding feedback. What happens is that it is reinforced over and over.
- finally when given feedback, no matter what it is, don't shoot it down.

Not touched upon in this session was the whole area of directive development. The person just simply doesn't know how to get started. The first sections have to do with learning about yourself, then depth analysis.

Warehousing & Distribution Certificate Program Update

Elaine Novak, Dean of Career & Technical Programs at IVCC re-distributed a copy of the power point on the Warehousing Distribution Certificate program Also included is the Summer-Fall 2009 class schedule, the cost, the descriptive listing of classes from the IVCC catalog and contact numbers. Elaine reported that there were no enrollments for the class starting that day, April 16.

Ray asked for any feedback? How can anyone help? When the program first started, businesses agreed to guarantee interviews to graduates of the Warehousing program. A list needs to be composed of participating

businesses, then published in press releases, the Logistics website, and anytime information is published regarding the Warehousing and Distribution program.

Question: Is it possible that because of the timing of classes (your target group being high school students), is it because they are not out of school yet? Could the list be in the newsletters in high schools? That may have to come out of a pilot program. We should come up with a plan beyond presentations, ask how to network. Use IVCC to advertise for the Logistics Council when going to high schools.

Pilot Program Update:

This fall, several individuals will be going into Ottawa, LaSalle Peru, Hall, Mendota also, Putnam County, Earlville, Somanauk, Sandwich and Fieldcrest. If anyone would like to volunteer to speak, please contact the council. Next fall should be a good run.

Website Sponsorship – one of the things we talked about was the annual fee (approx. \$210.00) to keep the website up and running. We need one or two sponsors from the businesses that participate in our group. This first year, Mike Neubauer has stepped up to cover this expense. The Council will be looking on an annual basis.

Next speaker - At the May meeting, Elaine informed the council that the next speaker will be Abhijeet Bhattacharya, Professor of Economics at IVCC. Elaine stated that he is new to IVCC and is proving to be very dynamic with his students. He will talk about the U.S. economy and his perception on how it will evolve.

Resumes – one resume was passed out to the group. DeAnna Carlson also discussed two more that she had at the meeting.

Thank You to the sponsor for this meeting: Louie and Del Monte Foods and also to IVCC for donating the room.

Please fill out the evaluation list. You can also volunteer to sponsor, suggest topics or speak at a future meeting.

June meeting - The Logistics Council and the private sector employer committee of North Central Illinois Works are going to co-host a public forum.

- looking for individuals who are experts at the kinds of projects or initiatives or anything related to the stimulus plan, also called the American Recovery and Reinvestment Act.
- Looking into various areas, DOT, workforce, economic development, banking, finances, counties etc.
- anybody impacted by receiving any stimulus in this area to put on this panel so that this council may have an idea of what is coming into the area.
- The Fireplace Lounge at IVCC will be the meeting place.

Open Discussion: A reminder about the 3rd Annual Economic Development Summit, Tuesday, April 21 at Celebrations 150 in LaSalle, IL

Meeting was adjourned at 8:40 a.m.

RESULTS -- Evaluation
North Central Illinois Logistics Council
April 16, 2009

	Rating Scale						
	<u>Excellent</u>	<u>Above Average</u>	<u>Average</u>	<u>Below Average</u>	<u>Poor</u>		
<u>Overall Content</u>							
Degree to which your objectives and/or Expectations were met	5	6	4	4	3	2	1
Degree of usefulness in your job	5	7	4	3	3	2	1
<u>Presentation</u>							
Mike Neubauer <i>Regional Director</i> <i>for Human Resources</i>	5	8	4	1	3	2	1
Advantage Logistics “Associate Development”							
<u>Meeting Facilities</u>	5	6	4	3	3	2	1

What did you like best about the program?

> **Well paced – concise > Great Speaker > Meeting participation was good mix for topics and website sponsors > Very open discussion, sparked some good ideas > Well thought out > You relate to this everyday in your work place > Well spoken and actually has done this > Useful information to apply in our daily processes > Timely topic of speaker; topics relevant to group**

Do you have any suggestions for future speakers? If so, please provide names and contact information, if available.

> **None at this time > Speak up a little > Not at this time**

Do you have any suggestions for future topics? If so, please list the topics that you are most interested in.

> **Maybe a vendor fair, on tours of operations**

Are there any changes or improvements you would suggest for our meetings? Yes **1** No **3**

If so, what? > **Leads**

Would you be willing to share best practices at your company? Yes **1** No **1**

> **Yes - Michael Reindl, Pal Trailer Leasing TOPIC: Purchasing, Leasing Services**

Name: _____

Company Name: _____ Topic / Issue: _____