

## PROFESSIONAL TRACK OVERVIEW

The Forest County Potawatomi Community (FCPC) presents an innovative economic development program that offers technical assistance and localized training to students and community members in Wisconsin's Northwoods. In partnership with the United States Department of Agriculture (USDA) and Nicolet Area Technical College, FCPC aims to increase opportunities to rural residents via education, job creation, job advancement, and the establishment of new businesses in rural Wisconsin. To reach these shared goals, the Professional Track offers a blend of traditional classroom learning, 1:1 guidance, and customized mentorship to provide real assistance to Northwoods Professionals.

All classes and mentorship opportunities are free of charge and open to all adult residents of Forest, Langlade, Oneida, and Vilas counties.

## MEET THE INSTRUCTOR Michelle Madl

Michelle has created and delivered training sessions specifically related to personnel issues and professional development in a variety of positions over the course of the last ten years. She has worked in a number of capacities as a generalist in the human resource field, and has acquired over twenty years of experience in customer service, sales and marketing. She is currently working as a Business Development and Outreach Coordinator for Nicolet College.

Throughout the past five years she has taught as an adjunct instructor in the Business Management, Supervisory Management, Marketing and Social Science programs for the Wisconsin Technical College System. Michelle holds a baccalaureate degree in Behavioral Science and a Master of Science in Management and Organizational Behavior. In 2007 Michelle became a graduate of the Urban Hope Entrepreneur Center, Green Bay, WI and started her own consulting business called Visions2Transitions Consulting, LLC as a Business Services Coach.

Michelle's passion is to help others pursue their passion. Her experience and ability, together with her sense of humor and casual, yet professional style, can set anyone at ease, regardless of the circumstances.

## REGISTRATION INFORMATION

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Forest County  
Potawatomi Community



*The Professional Track is brought to you through the generosity of the Forest County Potawatomi Community, Nicolet Area Technical College, and the USDA.*

# NORTHWOODS Business Development Series



Classes for the  
**PROFESSIONAL TRACK**

*FREE for residents of Forest, Langlade, Oneida and Vilas counties*

# PROFESSIONAL TRACK:

*All training modules will be delivered from 3 p.m. - 5 p.m. at the auditorium of the Forest County Potawatomi Executive Building, 5416 Everybody's Rd., Crandon, WI.*

## **EMOTIONAL INTELLIGENCE**

**Thursday, June 3, 2010**

In this session, you will learn the concepts of emotional intelligence, and how beneficial a clear understanding of what emotional intelligence is when dealing with others in the workplace, both as a co-worker and a manager.

## **MANAGING CONFLICT & STRESS**

**Thursday, June 10, 2010**

Learn to manage conflict and take control of stress on the job, before it takes control of you. Discover an awareness of how you react to stress and how your reactions affect you and others in your workplace and the skills to practice a low-stress lifestyle.

## **OVERCOMING PROCRASTINATING & MANAGING TIME**

**Thursday, June 17, 2010**

In this workshop participants will be challenged to make changes in their daily schedule that increase productivity while improving personal and professional efficiency.



## **DEALING WITH NEGATIVITY IN THE WORKPLACE**

**Thursday, June 24, 2010**

Find out how to keep your own attitude in check and practice self-renewal habits for staying positive and in control both at work and in life.

## **THE FISH! PHILOSOPHY**

**Thursday, July 1, 2010**

Develop a clear vision of the kind of workforce you're hoping to create, a set of simple and interconnected principles to boost morale and improve service, and a step-by-step plan for bringing the FISH! Philosophy to your personal and professional life.

## **CUSTOMER SERVICE EXCELLENCE**

**Thursday, July 15, 2010**

Learn the basic techniques to better serve your customers, both internally, and externally. Gain an understanding of the ten good customer habits to develop ten do's and don'ts of customer service, and how to keep customers coming back for more.

## **WORKING WITH INTEGRITY**

**Thursday, July 22, 2010**

Learn to demonstrate trustworthiness by being honest, dependable, and reliable. Activities in this workshop help participants learn to apply ethical standards of industry to workplace conduct and consistently produce high quality work.

## **BUSINESS WRITING/RESUMES & COVER LETTERS**

**Thursday, July 29, 2010**

In this session participants will learn how to take their knowledge, skill and abilities, and incorporate them into the kind of resume that employers are looking for that best identifies your strengths as it relates to the position you are applying for.

## **INTERVIEWING FOR SUCCESS**

**Thursday, August 5, 2010**

Discover what employers are looking for in a potential candidate, and how you can shine above all others in your interview.

## **BUSINESS ETIQUETTE**

**Thursday, August 12, 2010**

Etiquette is about proper conduct and presenting yourself favorably. In a business environment, proper business email and telephone etiquette are especially important in building and maintaining customer relationships. Learn to improve your company's image and provide exceptional service in this interactive class filled with dozens of practical telephone and email tips and techniques.

## **WORKING IN A DIVERSE ENVIRONMENT**

**Thursday, August 19, 2010**

Learn ways to create positive working relationships in a diverse environment, and explore an action plan to foster diversity at work and in the community.