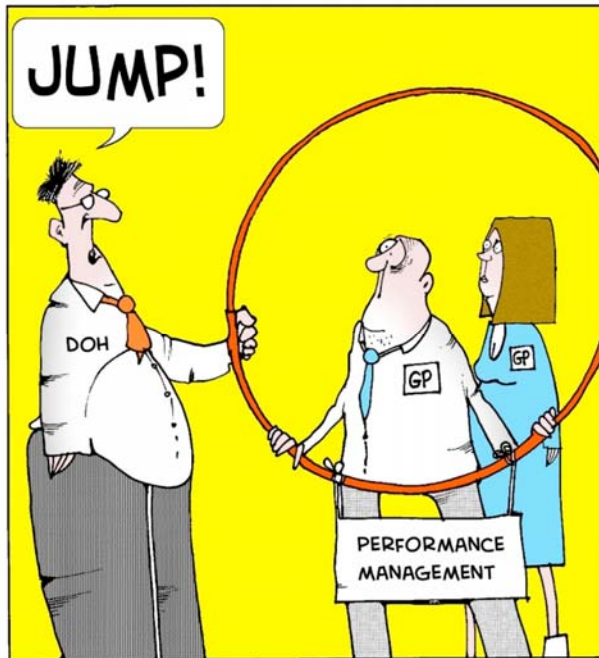




## LEARN TO LEAD (LTL)



### Leaders are not measured by intentions...leaders are measured on results.

Career Partners is pleased to introduce the Learn to Lead Program. This new and enhanced semester-long interactive training program is designed for **individuals in supervisory/managerial positions** that are either new to management or could use help honing their managerial skills. The program teaches key leadership skills to participants enabling them to effectively lead high performance teams and achieve business goals.

Six classes have been chosen based on feedback collected from WNY Human Resources professionals regarding perceived **"gaps" in managerial skills** and the **critical impact** of these tools on their business performance. The program runs from October through January and we will accept class registrations through mid-September.

(cont'd page 2)

### WHERE ARE THEY NOW?

CPIBN alumni have moved on throughout WNY and beyond. **Ever wonder how they landed?** We are so proud of their accomplishments and commend them on the scope of **career resiliency** that they have developed.

#### Mike Rayhill

After taking full advantage of the CPIBN transition program, I was involved with several job courtships. A couple of the most serious opportunities were tempting but just didn't seem like a perfect fit. **Patiently enduring the anxiety of not having a steady job finally paid off.** Waiting for the right position in a business in which I was deeply passionate, with compatible company leadership, in a culture that resonated with my values made all of those anxious moments worth it. Within six months after starting my new job, the owner made me the President!

#### John Manes

Life after CPIBN is great. I am currently living in Houston, TX and employed by The Jenkins Organization, Inc., as the Chief Operations Officer. I believe that what you focus on expands. CPIBN teaches you to identify the top 5 things you want in a job. This helps you to focus on what you DO want. With that being said I have landed the job that has all of my top 5 and that is what makes it great. **When people tell you there aren't any jobs out there because of the economy DON'T believe them....follow CPIBN coaching, believe, stay positive and it will happen.**

#### Chee-Ming Wong

Life after CPIBN is awesome! Currently I am working on launching a new product line for Moog and it has been a very exciting adventure. Innovating new processes, managing relationships with my peers, suppliers and customers while learning about

(cont'd back page)



## Austin Assumes Community Leadership Role In Women Business Owners Organization.

CPIBN Principal Dottie Austin was recently elected to serve as the president of the National Association of Women Business Owners (NAWBO), Niagara Frontier Chapter. Established in 1975, NAWBO represents the unified voice of America's more than 10 million women owned businesses. NAWBO's major focus is on public policy issues of national and statewide interest impacting women entrepreneurs and small businesses. Austin's experience spans a wide-range of industries and businesses and positioned her to take on the presidency duties of the local chapter.

A passion for talent management coaching and helping women excel in the area of business leadership is further served by her membership on the board of the Women's Business Center at Canisius College in Buffalo. Austin completed the Executive Development Program in Leadership through the University at Buffalo School of Management and continues to be dedicated to helping others realize their goals and supporting women-owned businesses.

### Learn To Lead (LTL)

(cont'd page 1)

#### Unique Program Features

**Pre-Class Workplace Big 5 Assessment.** A tool to help both participants and the instructor to understand individual tendencies and styles as we implement new management skills.

**Small Class Size.** Class size has been limited to 10 participants in order to maximize individual attention and allow for individual report-outs on utilizing the tools.

**Semester-Long Learning.** The six class sessions are spread over a 10-week period which allows participants to complete "homework" assignments after each class utilizing that session's topic.

**Post-Class Coaching/Counseling Sessions.** Following the semester, each participant will have two individual counseling sessions over the next month to reinforce the skills and address any individual difficulties in applying the tools.

**Facilitator Experience.** Classes will be taught by a former manager for a Fortune 500 firm who has experience successfully implementing these skills sets in a world-class organization.

#### Class Overview

##### **Class 1 - Hiring the Right People**

Hiring the best performers. Topics: proper interview preparation, common mistakes, resumes review, competency identification, developing behavioral

interview questions, probing interviewee answers to identify potential problems, and practice utilizing these tools.

##### **Class 2 - Change Management**

Introducing change that drives performance. Topics: understanding resistance to change, characteristics of successful change managers, creating a change-friendly culture, and institutionalizing change.

##### **Class 3 - Conflict Resolution**

"Best practices" in dealing with conflict. Topics: what is conflict and what causes it, common mistakes in handling conflict, a roadmap to successful conflict resolution, and also interactive role playing.

##### **Class 4 - Giving Feedback/Performance Evaluation**

Effectively giving both positive and negative feedback. This session will detail approaches/strategies to ensure that time is taken for positive feedback and that constructive criticism moves an organization forward. Participant's specific situations are discussed and role playing is used to reinforce methods.

##### **Class 5 - Performance Management**

Driving optimal performance. Topics: what causes people/organizations to fail, setting "SMART" expectations/objectives, defining/tracking metrics, identifying potential pitfalls, and on-going communication. Specific plans to achieve a key goal identified for each participant.

##### **Class 6 - Managing Your Career**

Taking ownership for your career. Topics: career planning, defining objectives, using mentors, communicating plan, and life long learning. Each participant will identify long & short-term career plans and steps to make them a reality.

*there is life*

*after*

**100 Forest Ave**

**Business**

**Growth EXPO to**

**Lead Program**

**CPI**

**Webinar**

## Three Lives of 100 Forest Avenue

Contract Pharmaceuticals Limited, a Canadian based organization, will be closing down their Buffalo operation located at 100 Forest Avenue at the end of this year. The work will be absorbed by a plant in Ontario. Career Partners International Buffalo | Niagara has been contracted by CPL to **assist many of the displaced workers** with their career transition. There is certainly nothing unusual about that, as CPIBN has helped countless companies “do the right thing” by their employees over the last 25 years. What is unusual however is that this is the **third time in 15 years** that the firm has been summoned to assist with a significant reduction in force at 100 Forest Avenue. Here’s the kicker; **with THREE separate companies!!** In the late 1990’s, the firm worked with hundreds of transitioning workers separated by **Westwood Squibb**. Several years later, the proverbial “hatchet” was swung again in the building. This time it was **Bristol Myers** that restructured the workforce at 100 Forest. And finally in 2010, **CPL** made the announcement that their Buffalo connection would expire at the end of 2011. Will this be the final chapter in the book entitled “100 Forest Avenue”? Only time will tell. What is certain is that the exiting CPL employees are currently experiencing and will continue to experience the **caring and empathetic hand up the ladder** being extended by CPIBN. They will soon come to know what so many who have left that building before them have come to know. *There is life after 100 Forest Avenue.*

## 2011 Business Growth EXPO

**Thursday, October 20**

**11 AM – 5 PM**

**Adam’s Mark Hotel**

**Visit our booth** at the EXPO where local executives and decision makers will come together to gain new insights, strategies and solutions for their business. With a tradeshow, luncheon with **keynote speaker** and **business seminars** this event is designed to connect you with hundreds of business leaders. **Key Note Speaker** Gregg Lederman is author of a two-time award winning book, **Achieve Brand Integrity: Ten Truths You Must Know to Enhance Employee Performance and Increase Company Profits**. His presentation entitled **Engage Employees to Outbehave the Competition** has been used by corporations across the U.S. to integrate their company brand into employee performance systems from hiring and customer service training to employee recognition and performance evaluations. **Link: [bizjournals.com/buffalo](http://bizjournals.com/buffalo)**

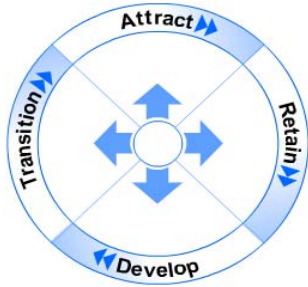
## CPI Webinar

**Coming November 2011**

**Details soon to follow.**

Join us as we continue the **Leadership Impact** series concentrating on the coaching aspect to include expert panelists and case studies. Our unique business model allows us to **tailor flexible solutions** for our corporate and individual clients. We take the time to understand and appreciate the **difficult business issues that leaders face**. As always this program has been pre-approved for 1 hour of general **recertification credit** for HR Professionals with a PHR, SPHR or GPHR certification.





## Career Management Cycle

**Attract**

**Retain**

**Develop**

**Transition**

## Staff and Associates

**Dottie Austin**

*Principal*

**MaryEllen Carlo**

*Search Services*

**Diane Denton**

*Administrative Associate*

**Carol Merrill**

*Accounting*

**Todd Nicholas**

*Master Consultant*

**Diane Robinson**

*Career Consultant*

**Mark Weigel**

*Principal*



[www.cpiibn.com](http://www.cpiibn.com)

716.632.7662

## Where Are They Now

(cont'd front page)

### Chee-Ming Wong

our products have kept me on my toes and, looking back, this wouldn't have happened without the help of the CPIBN folks. Who knew that being laid off could've taught me and changed my world so much. My advice to those who have lost a job is to start networking ASAP. My experience showed me that you can **network anywhere**; I have met and made connections with business owners, from a train ride to a house party. The key to being successful in networking is to listen, speak intelligently and be genuinely interested in the topics of discussion. With an open heart and open mind, the right job will come your way.

### Theresa Brandt

I was extremely fortunate to become a "graduate" of CPIBN!! The weeks I spent "in class" and the information that I was given were **invaluable to me for my job search**. I am currently employed at Creditors Interchange working as executive assistant to the President and CEO. I had not completed a resume in over 30 years, so the entire interview process was frightening to me! The **confidence I gained** from CPIBN not only aided me in compiling my resume, but it carried me through a very productive interview. I was offered the job within 3 hours of that discussion. Life does go on...!!

### Kevin King

I currently work as a mechanical engineer, in what I consider an opportunity of a lifetime, at the New York Power Authority's Niagara Plant. Every day is full of new and interesting challenges where I actually look forward to going to work – this isn't a feeling I've had in many years. My time at Career Partners International taught me the skills to put together an effective resume and cover letter, interviewing skills and the importance of networking in order to achieve my goal of **getting the job I wanted** – not to mention staying persistent in pursuing my goals. I still keep in touch with some of the people I met during my transition and the CPIBN staff as well. Thanks to CPIBN, I have learned about the many different companies in the area and increased my network in the local job market.

### Mia Banaszak

The workshops and exercises offered by CPIBN made me look at my professional life completely differently than the approach I had been taking for years. I **uncovered my true motivators and professional needs** which lead me in a completely different direction than the one I originally started the program with. Two years later I have become an entrepreneur and can't imagine ever returning to my former "corporate life". I am a residential real estate agent doing very well and have also partnered with my veterinarian and formed a company that locally manufactures canine orthopedic braces. The key to my success? Networking, consistency and never staying idle!