

## Dear Business Professional:

**Welcome to a new decade!** With the start of a new year, we take time to reflect on the past as we turn our focus toward the future. Each new year brings with it new opportunities, and the Workforce and Professional Development Institute can help you make those opportunities a reality.



WPDI's five areas – Client Solutions, Continuing Professional Development, Illinois Small Business Development Center, Illinois Procurement Technical Assistance Center, and Judicial Services – offer you training, consulting, and community service opportunities. Whether you are interested in improving your professional skills, streamlining your business operations, or reaching out to make a difference in the community, WPDI can meet your needs.

Visit [wpdi.clillinois.edu](http://wpdi.clillinois.edu) or call us at (847) 543-2615 to learn what WPDI has to offer. We look forward to being a part of your new opportunity.

Sincerely,

*Julian "Tag" Van Winkle*

Executive Director - WPDI

## New Year, New Opportunities

# Spring 2010

## Course Schedule

### Register Now!

Commit to improving your skill set, enroll in a

[Workforce and Professional Development Institute](#)

course this spring:

[Spring 2010 Course Schedule](#)

[Workforce and Professional Development Institute](#)



*Growing Success Through Training, Consulting and Community Service.*

## In this issue



Letter from  
Julian "Tag" Van Winkle



Spring 2010 Courses -  
Register Now!



Healthcare and Nursing  
Continuing Education



Your Trusted Business  
Partner - Illinois SBDC



Harness the Power of  
Information



OSHA Steps Up Enforcement  
Efforts - Are You Prepared?



Become a Court Services  
Volunteer



Gain the Competitive Edge

## Healthcare & Nursing Continuing Education

Are you a nurse who is currently working and needs to update your skills to maintain licensure? Or are you a healthcare professional who has been out of the nursing profession for a time and need to update your skill sets to obtain licensure? Are you interested in entering the healthcare field and become a pharmacy technician to obtain employment? Whether you need to maintain, obtain, or enter the healthcare profession the courses offered through [Continuing Professional Development](#) in Healthcare and Nursing will help you achieve your career goals.

CPD welcomes [Healthcare & Nursing Continuing Education](#) programs beginning with the Spring 2010 semester. You will receive the same quality programming combined with the resources and customer service of the Workforce & Professional Development Institute. Call **(847) 543-2615** and one of our customer service center representatives will assist you.

[Continuing Professional Development](#)

*Growing Your Future – One Skill at a Time*



# The Illinois Small Business Development Center

## Your Trusted Business Partner



Find your path to success with our small business expertise. Offering one-on-one consulting targeted to small businesses and entrepreneurs, we are dedicated to providing you the best advice and resources. We are your trusted business partner offering expert advice on business plans and development, loan readiness, financial, marketing, and operations through a variety of business workshops sharpen your skills. [Learn more.](#)

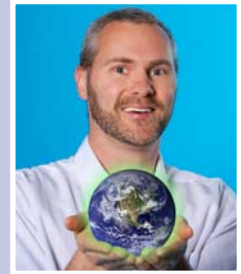
The [Illinois SBDC](#) is YOUR partner to success. Begin the process today by signing up for FREE confidential business consulting services. Appointments are available at the Grayslake and Southlake campuses. A bilingual counselor is also available. Please call **(847) 543-2033** or email [illinoissbdc@clcillinois.edu](mailto:illinoissbdc@clcillinois.edu) to schedule your appointment. [Illinois SBDC](#) **Start Strong. Stay Strong. Grow Strong.**

## Harness the Power of Information! See What the Government is Buying

Did you know that throughout the United States there are approximately 85,000 units of government? Can your business afford to overlook this sector? If you would like assistance accessing this marketplace contact the Illinois

Procurement Technical Assistance Center to jump start your efforts. Schedule a meeting to learn how your company can benefit by taking advantage of our services. Technical assistance is our most powerful tool and a great resource for you.

Contact the [Illinois PTAC](#) now and commit to your business' future. E-mail [illinoisptac@clcillinois.edu](mailto:illinoisptac@clcillinois.edu), visit [wpdi.clcillinois.edu/ptac](http://wpdi.clcillinois.edu/ptac) or call **(847) 543-2025**. [Illinois PTAC](#)



*Growth through Government Contracting.*

## OSHA Steps Up Enforcement Efforts - Are You Prepared?

The Government Accountability Office (GAO) recently reported on a growing trend in the inaccuracy of employer injury and illness records. U.S. Labor Secretary Hilda L. Solis said that the "Government Accountability Office's report prompts us to step up our vigilance, particularly as the economy regains momentum." Acting Assistant Secretary for the Occupational Safety & Health Administration (OSHA), Jordan Barab, announced that the agency will move swiftly to send inspectors into worksites across the country to review the occupational injury and illness records prepared by businesses.

### Recent OSHA fines issued to northern Illinois companies:

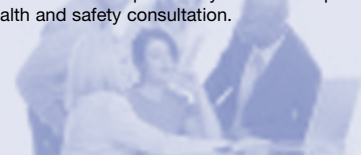
\$275,000 – September 11, 2009 (Lombard, IL)  
\$111,000 – October 5, 2009 (Chicago Heights, IL)  
\$518,520 – October 16, 2009 (Galva, IL)

Common violations included fall protection deficiencies, inadequate personal protective equipment, training deficiencies, and failure to compile a list of hazardous chemicals used at the plant and the failure to include such a list in the hazardous communication and training program.

[Read more.](#)

### Are you ready for an OSHA audit?

Let [Client Solutions](#) assist you with workplace health and safety consulting, auditing, and training offered in English or Spanish. Call **(847) 543-2615** to schedule a complimentary 1-hour workplace health and safety consultation.



*Growth Organizations by Growing People.*



## Make a Difference! Become a Court Services Volunteer

Turn a life around by volunteering for the **Adult and Juvenile Probation Program**. This award-winning program of the 19th Judicial Circuit Court trains volunteers for the **Court Services Adult and Juvenile Probation Programs**.

Be a positive role model and help change someone's life!

For information about volunteering opportunities. Call **(847) 543-2100**.

[Judicial Services](#)

*Growing a Safer Community*

## Gain the Competitive Edge

Communicating effectively in business is vital. As the communicator your goal is to be certain your audience receives the intended message. **Remember these three tips** to help craft an effective message:

- 1. Be clear:** **avoid unnecessary words or phrases.**  
**Unclear** - "I'm writing to remind you that there is a meeting tomorrow morning at 9."  
**Clear** - "Tomorrow's meeting is at 9 a.m."
- 2. Be concise:** **simplify your message and use action verbs.**  
**Wordy** - "The committee made the determination that it needs to conduct an investigation into the problem of the warehouse inventory."  
**Concise** - "The committee will investigate the inventory problem."
- 3. Be courteous:** **be respectful with the tone of your message.**  
**Discourteous** - "Why can't anyone else replace the copier toner? Am I the only one who can read the simple instructions?"  
**Courteous** - "To ensure clear, dark copies, remember to check the copier toner level once a week. For your convenience, the instructions are posted on the bulletin board above the copier."



**These are three easy tips to improve your business communication and gain the Competitive Edge.**

Questions on how you can gain your competitive edge? Email [wpdimarketing@clcillinois.edu](mailto:wpdimarketing@clcillinois.edu) - answers will appear in future editions of The Competitive Edge from the [Workforce & Professional Development Institute](#).