

Build Relational Skills to Improve Your Leadership by Dr. Fred Johnson

Dr. Fred Johnson is Founder and CEO of InitiativeOne. He has developed and implemented the proprietary leadership transformation processes taught by InitiativeOne. These processes work to create cultural change within corporate and organizational environments by focusing on improving the behavior of key leaders.

Developing relationships at work may seem like a skill that leaders can put on the back burner, but developing relational skills will impact your employees' productivity and your organization's culture (and possibly even your boss's opinion of you).

Relational skills are coming to the forefront of modern workplaces. Patience, trustworthiness, empathy, and reliability are all critical relational components to develop personally. These abilities will impact your relationships both inside and outside of your organization.

"Relational skills are the most important abilities in leadership." – John C. Maxwell (Developing the Leaders Around You)

Think about it – if a leader cannot relate to an employee except to pass on tasks or to give feedback on a project, the employee will feel that the leader does not care about anything except productivity and work. Employees will not enjoy their job and be less productive if they do not feel they have the support and understanding of their leader.

Employee Development

Hopefully, as a leader, you try to develop your employees by being a mentor and helping them develop themselves and their position within your organization. You need to develop relationships with your employees to know and understand their goals and to help them grow. Having a good relationship with your employees makes you a better leader.

Strong leadership depends on understanding the people you work with and being able to communicate fully and provide them with feedback. This communication is best accomplished when you have a relationship with your team and know what motivates each person.



Good Relationships

Each relationship is different, but if you look at any of your strong relationships (at work or in your private life), they are probably made up of trust, mutual respect, diversity, and open communication (among other factors).

Developing a good relationship means you know and understand each other and have similar goals for your relationship. You must work towards maintaining your relationship and reaching your goals.

Interaction is part of every job an individual can have. You can influence people through your interactions and the relationships you develop – influential relationships are built on trust and can be highly beneficial to leaders. The relationships you develop through your interactions can help your work atmosphere and culture, customer relations, and the future of your career.

Emotional intelligence allows you to understand your own emotions and the emotions of those around you. Surprisingly (or maybe not), this allows you to fully comprehend what your emotions and the emotions of others are trying to tell you. Being able to use this information will make your relationships and communication stronger.

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Hunger Task Force Takes Pride in Working with Local Businesses

Hunger Task Force is Milwaukee's Free & Local food bank and Wisconsin's leading anti-hunger organization. The organization was founded in 1974 by a group of parent advocates fighting for a school breakfast program in Milwaukee Public Schools. In the early 1980s, this group formed Milwaukee's first food bank. Over the years—supported 100% by the local community—Hunger Task Force grew its mission, programs and services, and continues to feed people in need today and advocate for a hunger free community into the future.



Hunger Task Force serves over 75,000 each month. The organization's food bank delivers only healthy and culturally-appropriate food to a local network of 68 food pantries, soup kitchens and homeless shelters in Milwaukee County, as well as Stockboxes for seniors in 28 counties across the state. Hunger Task Force is the nation's only MyPlate food bank, distributing healthy food that meets the USDA's nutrition guidelines. Hunger Task Force also operates their own 208-acre farm that infuses over half a million pounds of fresh fruits and vegetables into the food bank's supply annually.



Staying true to their founding roots, Hunger Task Force advocates for social policies and vital nutrition programs that end future hunger, including FoodShare, School Meals, Summer Meals, WIC and senior nutrition programs. Nationally-recognized programs, like the Mobile Market grocery-store-on-wheels and the Milwaukee Summer Meals collaboration feed kids, families and seniors. Most recently, Hunger Task Force has grown the Hunger Relief Federation of Wisconsin in the wake of the COVID-19 pandemic and launched innovative programs like the Badger Box to strengthen hunger relief and advocacy across the state.

As a community-supported organization, Hunger Task Force takes pride in working with local and community-involved businesses. For many years, Hunger Task Force has collaborated with DigiCOPY to support printing needs for ongoing outreach efforts and fundraisers. Most recently, DigiCOPY provided printing and mailing services for Hunger Task Force's annual Holiday Card program. "Working with DigiCOPY gives Hunger Task Force great peace of mind knowing that our printing needs are handled reliably and efficiently so we can focus more resources on feeding local families," said Jonathan Hansen, Development Director. "Our Holiday Card program in particular is a special way for our donors to share holiday greetings while supporting our mission. We thank DigiCOPY for their most excellent business partnership and service!"

To learn how you can support Hunger Task Force, volunteer or make your voice heard as an anti-hunger advocate, visit www.HungerTaskForce.org.

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Difficult Relationships

Not every coworker is going to be your favorite person. Sometimes you will not agree with their opinions, how they work, or why they are in their position. Relational skills allow you to work together as needed. The ability to work with a difficult person shows everyone that you are committed to your organization and are willing to do whatever it takes to create the best product. While these “difficult people” should not take all of your time, developing a basis for the relationship and managing that relationship will help both of you be more productive when collaborating. Coworkers may also notice your improved relationship modeling skills and attempt to follow your example.

There are a variety of approaches to leadership, and in most cases, you need to assess the situation to know which path to take. Relational skills can benefit any leadership task – from communicating with employees to resolving conflict to group decision-making.

From leading your team to being as productive as possible when working with those you may not like, you can better manage your role if you have developed your relational skills. Organizations are looking for leaders who can connect with their employees and establish relationships that benefit productivity and organizational culture. To stay in your leadership position, or to reach a higher one, developing these skills may be just what you need to stay ahead of everyone else.

InitiativeOne teaches leaders to understand their employees and organizations better. Our courses can improve culture, help manage conflict, and transform organizational leadership.

Visit InitiativeOne.com to find programs that could benefit your organization and its leaders. InitiativeOne can benefit every organization – and everyone within your organization.

Congratulations to Troy & our Green Bay team for winning Store of the Year!



Nothing says Summer in Wisconsin like a good game of Corn Hole.

DigiCOPY can help create a custom set of boards for your backyard or campground.

You supply the plywood, cut to size, and DigiCOPY co-workers in Eau Claire or Milwaukee will custom print on one of our flatbed printers.

Contact your local DigiCopy to get started!



6-panel brochure printed for The Salvation Army for their Volunteer Appreciation Event. Brochures are printed on our new Ricoh utilizing the 13 x 27 sheet capability.

Interested in brochures for your company?

Contact us today for pricing and paper options!

5 Tips for Promoting Mental Health at Work

1 - Add meaning to the four-letter word WORK.

When employees lack purpose in their role, they may disconnect or disengage from work - and yet all positions have a purpose that can be highlighted.

Employers can demonstrate an employee's value by:

- Providing examples of the ways in which the employee's work positively impacts the organization as a whole (e.g. "By doing X, you enabled us to do X. Your work matters and we are grateful for what you do.");
- Offering public recognition and praise for a job well done by sending an email to the entire team;
- Taking the time to verbally acknowledge an employee for going above and beyond by saying "I notice you did _____, thank you for that".

2 - Create opportunities for personal connections.

Remote work is becoming increasingly more common, and people often work alone behind a computer all day. A lack of personal interaction and one-on-one communication can lead to increased loneliness and depression.

Employers can encourage personal connections by:

- Organizing volunteer opportunities for employees to attend together (e.g. spending a lunch hour cleaning up a local park);
- Scheduling meetings in-person instead of virtually, and allowing time for networking and relatability before and/or after those meetings;
- Hosting team building activities such as a team lunch or outing.

3 - Define a time and space for technology.

The internet, social media and gaming are all amazing - but they're also addictive and may impact mental health. While people believe they are "connected" in cyberspace, there remains the human need to be connected - to see and hear each other as social beings. According to the Canadian Mental Health Association, excessive tech use can deepen depression and anxiety.

Employers can encourage a healthy dose of technology by:

- Discussing and setting limits around technology-based work (e.g.: hours of email from home);
- Teaching respectful workplace communication to promote a healthy workplace (e.g. training leaders on the types of conversations that should occur in-person);
- Recognizing the signs of tech addiction when it encroaches on emotional wellness.

4 - Promote personal wellness.

Healthy eating, regular exercise and sustainable sleeping habits are all known contributors to positive mental health.

Employers can support personal wellness by:

- Coordinating group activities such as lunchtime yoga and outdoor walking groups;
- Providing healthy snacks throughout the work week;
- Setting reasonable performance expectations that don't consistently encroach on sleep and wellness (e.g. setting unrealistic deadlines that require an employee to work late nights to get their work done).

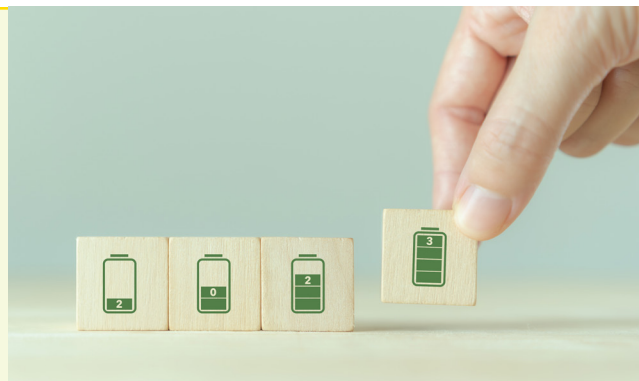
5 - Make it OK to talk about mental health.

There has long been a stigma surrounding mental health. To breakthrough that barrier, employers can demonstrate openness in thoughts, dialogue, and business practices. In doing so, you'll build a culture of support enabling teams to thrive together and achieve top results.

Employers can encourage a culture of support by:

- Training leaders on how to show care and understanding for mental wellness through actions and conversations;
- Teaching employees how to recognize signs of mental illness and how to use respectful language to reduce words that hurt;
- Offering resources to employees who may be struggling with mental health;
- Show support for an employee that is suffering.

source: Jennifer Germond — LinkedIn



2022 Store by Store Service Quality Scores

Store	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Avg
Stevens Point	9.37	9.30	9.43	9.93	9.60	9.63	9.90	9.83	9.80	8.81	9.80	9.76	9.60
Eau Claire	9.37	9.30	9.67	8.90	9.67	9.83	9.80	9.77	9.97	9.20	9.63	9.80	9.58
Wausau	9.80	9.40	9.47	9.70	9.83	9.43	9.97	9.40	9.33	9.83	9.76	9.37	9.61
Van Buren	10.00	9.52	9.58	9.40	9.13	9.80	9.80	8.93	9.50	9.88	10.00	9.37	9.58
Erle	8.80	8.52	9.07	9.63	8.97	9.37	8.96	9.80	10.00	10.00	9.10	9.20	9.28
La Crosse	9.53	9.73	9.87	9.73	10.00	9.50	9.60	9.83	9.37	8.10	9.97	9.20	9.54
Green Bay	8.67	9.90	9.83	9.90	9.47	10.00	8.58	9.07	9.87	10.00	9.00	9.47	9.48
Company Avg.	9.36	9.38	9.56	9.60	9.52	9.65	9.52	9.52	9.69	9.40	9.61	9.45	9.52
Month to Month		0.02	0.18	0.04	-0.07	0.13	-0.14	0.00	0.17	-0.29	0.20	-0.16	

70 DigiCOPY customers are surveyed each month for their responses to the following questions-
On a scale of 1-10:
1. Quality of job?
2. On-time job completion?

3. Would customer refer?
Thanks to all who reply to surveys each month.



Streamlined Document Management Solutions

Over 300 Companies and Organizations rely on DigiExpress to manage their documents. With over 25,000+ users, it's the smart way to store and order your company's print materials

Document Management

Our online ordering system is a great way to store and manage your company files. And we do the maintenance for you!

Save Time & Reduce Cost

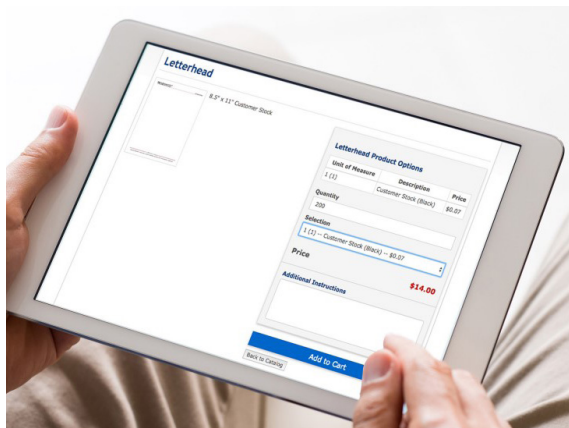
We give you access to efficient technology, equipment and staff while reducing capital, labor and management hours.

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Initial Free Setup

We recognize your commitment to trust us with your company's files. We in turn provide the initial setup of your DigiXpress site at no cost to you.



www.dcopy.net/xpress

Free Setup Includes:

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We design a custom site with your company branding.

Multiple Users & Groups

Our system gives you the ability to limit capabilities of multiple users and monitor their orders. User Groups allow specific documents to only be viewable by certain users, or require approval for user orders.

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Purchase order or funding codes are pre-loaded and linked to each user or department. Codes can be required or optional.

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System Security

Our system offers full network redundancy with multiple carriers and backbone diversity.

Initial Training & Ongoing Support

We offer on-site group and individual training for your users. We also provide video tutorials and step-by-step training materials. We also provide ongoing technical support to ensure a positive and user-friendly ordering experience.

Document Setup

Static Documents: Unlimited; Ad Hoc Applications: 1 Postcard, 1 Booklet, 1 B&W Oversize Print, 1 Color Oversize Print, 1 B&W Copies, 1 Color Copies; Customizable Templates: 3 Business Cards, 3 Letterhead, 3 Envelopes

Contact your DigiCOPY Account Representative today to learn more about the DigiXpress online ordering system.

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Our Mission: **To Serve**

Customers

We strive to build long-term relationships with each of our customers. Together, we will provide the highest quality document solutions, employing digital technology and the dedicated, solution-oriented attitudes of co-workers.

Co-Workers

Each of our co-workers is a valuable member of the DigiCOPY family. We appreciate their opinions, and recognize their hard work. We value independent thinking and teamwork; and foster a flexible environment where creativity is rewarded.

Community

We acknowledge the invaluable relationships we form with our communities, customers, co-workers and suppliers. We will play a vital role within each community we serve, providing career opportunities and unique services.



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CALM
AND
PRINT
ON**

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Custom - Variable - On Demand

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Updates to our mailing list based on incorrect info above?
Contact Paul Otero at otero@dcopy.net

Here's what our customers are saying:

"Highest confidence in all orders placed. If a (rare) problem, always rectified professionally and in a timely manner."

"We enjoy working iwth DigiCopy very much. We had to have our order reprinted due to an incorrect year in the month of August. But once we got the calendars, we loved them."



"Our connection with DigiCopy-Stevens-Point is very much a people oriented relationship. Tonya has been our primary contact over the last decade and does great work in preparing each order in a very efficient and timely manner. Special thanks to the entire staff."

"It's always a pleasure to do business with you guys. Friendly service and timely results. Thanks!"

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