



From the Heart...

by Deanna Genske, Executive Director

What is Servant Leadership? Why are we empowering staff to become Servant Leaders?



A quote that resonates with me: "Leaders don't create followers; they create more leaders." -Tom Peters. Being an alumnus of Silver Lake College, I believe wholeheartedly in the "Servant Leadership" model. Many people who hear the term "servant leadership" for the first time are confused. Servants aren't thought of as leaders and leaders aren't usually supposed to be servants. However, this seeming contradiction is actually why the name was chosen. Theories and practices like servant leadership have proven that anyone can be a leader and true leaders are rarely defined by title or wealth. In fact, often the best leaders are those who spend time serving others.

Servant leadership is defined by the actions of listening, developing trust, and building relationships while still possessing and showing the traditional leadership skills of persuasion, foresight, and guiding a team to achieve a goal. It is a style based on the desire to serve and give to your community. By putting the needs of others first, you empower people to perform at their best. When members of the community see your passion and your commitment through your actions, they want to be connected to you. This type of relationship-building between members of the community builds trust and moves the organization forward at the same pace. I am fortunate to see how empowering our team has made them stronger servant leaders!

From the Heart,
Deanna

Ascend Services All Staff Meeting Featured Pam Ritchie From Opportunity Center

Pam Ritchie, Director of Opportunity Center, Prairie Du Chein, joined us for an all staff meeting on March 2, 2022. Pam led the training which centered on change and included activities from "Who Moved My Cheese."

Part of Ascend Services' strategic plan includes staff training and development, and the topic addressed at this meeting also met other components addressed in our strategic plan.

Ascend's strategic plan includes the following pillars:

- **Diversify Operating Income**
Continue to review services for their financial viability and opportunities to add new services.
- **Increase Value of Services and Sustainability of Organization**
Move away from the 14C license and towards all minimum wage jobs on the work floor.
- **Hire a Part-Time Sales Relationship Builder to Focus on Workforce Solutions**
- **Staff Training & Development**
- **Hire a Part Time Grant Writer**



Pam Ritchie, Executive Director of Opportunity Center in Prairie DuChien, speaking about the changes they have incorporated into their services.

Community Job Fair

Hosted by Ascend Services Inc.

May 18, 2022 • 2 - 6 p.m.

2818 Meadow Lane, Manitowoc

Find the job that suits your life!

Area Businesses all in one place looking to hire.

Questions?

Contact Dale Cayemberg

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Ascend Services Employees Attend Nine Week Leadership Training Through LTC's Workforce Solutions Program

Ascend Services, Inc. is proud to announce that nine of its employees have graduated from the Inspiring Leadership Series Training through LTC's Workforce Solutions program. The nine-week training entitled "Front Line Leaders" focused on Servant Leadership and was led by Deron Poisson. Deron has 14 years of Organizational Development and Learning experience and currently works at Land O'Lakes as a Manufacturing Supervisor. Prior to that he served as the Learning Curriculum Specialist for Johnsonville, LLC.

The class covered topics such as Introduction to Servant Leadership, Basic Leadership Principles, Ensuring a Respectful Workplace, Assertive Communication and several others. Participants in the training were also required to read the book, "The Servant" by James C. Hunter, which is a companion resource to the training. Classes consisted of discussions, PowerPoint presentations, group collaboration and activities. At the end of the nine weeks participants were required to prepare a short speech about their experience and present it at a graduation ceremony.

Another outcome of the training was that participants developed a "Code of Cooperation" which is a document created by people who work together to encourage an emotionally healthy work environment. It accomplishes this by establishing common behavioral expectations that can be supported by all. Codes of Cooperation may articulate both behaviors which a group wishes to encourage as well as those to be avoided.

Marissa Fitzgerald, Building Full Lives Navigator, said, "When originally asked to be in the Leadership series, I was unsure what I was going to learn or how I was going to like it. Now that it is over, I am super thankful that I was chosen for this class. It has not only taught me numerous skills and tips that I will use in my role, but it has brought the group closer together and I am forever thankful for that!" Another attendee, Amber Hutchison, Employment Specialist, said she learned that, "Anyone can lead but being a servant leader takes patience, caring and the ability to listen."



Inspiring Leaders of 2022



Ascend Leadership Graduation. Pictured left to right, Dale Cayemberg, Operations Director; Deron Poisson, Leadership Facilitator; Kellie Soulier, Employment Connector; Heidi Simonar, Marketing Coordinator; Tina Becker, Production Assistant; Amber Hutchison, Employment Specialist; Aundre Owens, Recruiting & Resource Coordinator; Marissa Fitzgerald, Building Full Lives Navigator; Logan Rooney, Employment Connector; Malinda Pasdo, Employment Specialist; Marcy Salm, Financial Director and Deanna Genske, Executive Director.

Deanna Genske, Executive Director of Ascend stated, "Ascend Services was proud to be able to offer this training opportunity to our team. Ascend believes in fostering and empowering a servant leadership culture. By dedicating resources and time toward employees' personal development, leaders can improve retention rates and make their workplaces more desirable. Plus, employees who receive additional training and support have the potential to become high performers."

For more information about LTC Workforce Solutions contact Tammy Beringer, Training Director – Workforce Solutions, Office: 920-693-1275 Email: tammy.beringer@gotoltc.edu

Ascend Services LINKED Group Volunteers at Grow It Forward's "Café Harmony"



LINKED volunteering at Café Harmony to help with labeling and sticking cups for coffee. This group enjoys helping and is always looking for new ways to make a difference in their community! Please contact us if you know of somewhere that could use some help!



Ascend Services Client Featured



Kellie Soulier, Employment Connector and Greg, an Ascend Client, show off the newsletter he was featured in at his job in the laundry department at Felician Village through Gunderson Linens. Greg has had various jobs in the community before but says that this is his favorite!

Ascend Announces Golf Outing at Par 5 Resort on June 16th!

Save the date and practice your swing so you can "Swing Fore Ascend!"

Ascend SERVICES INC.

SAVE THE DATE!

Swing Fore Ascend

GOLF OUTING
June 16, 2022
Par 5 Resort
Registration opens
May 1

Valentine's Winner gets Pizza Lunch



Ralph was the winner of the Valentine's Day surprise! So he got to have a pizza lunch with Deanna, Ascend's Executive Director! He chose Marissa Fitzgerald, Building Full Lives Navigator and Sara Erdmann, Community Connector to join him! Ralph is a client in our Day Services Program. Just look at the smiles all around! What a great day!

The Third Annual Throw With All Your Heart was Back in Person and Better than Ever!



April 9, 2022 was a day filled with love. Ascend Services' 3rd Annual Throw With All Your Heart Fundraiser at Tapped on the Lakeshore was a huge success. It was wonderful to be back "on site" this year! A total of ten teams competed in the day's games. The celebrity Axe Throwing Competition, which featured nine local "celebrities," was once again a highlight of the day! We are grateful to Tapped on the Lakeshore for hosting this event and Brian's Smokehouse for bringing the food truck over and selling some great BBQ. Over 200 people showed up to throw axes, have fun, and support Ascend. We are so thankful to our community, sponsors, volunteers and hosts. We could not have done it without you and are looking forward to next year already! Date will be announced soon!



1st Place - "Team Twin Dads"



2nd Place - "Bad Axes"



3rd Place - "Nancy Holder Team"

Thank you to our Sponsors!

McMullen & Pitz Wel-Built Brian's Smokehouse