# Perfectly Centered

—— Triannual Newsletter of the —— Kenosha Area Business Alliance(KABA)

SPRING 2024

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# WestRock to open cutting-edge converting facility in Pleasant Prairie

WestRock Company, a sustainable paper and packaging solutions provider, announced in January plans to build an advanced corrugated converting facility in Pleasant Prairie.

The new box plant will be located at 9423 Koessl Court at the LogistiCenter in Pleasant Prairie—the site of the former We Energies power plant. The new facility will support growing demand from customers in the Great Lakes region. It will have the capacity to produce up to 2.6 billion SF of corrugated board a year and will employ between 190 and 200 employees over three different shifts. "We are pleased to expand our presence in an area of critical demand like the Great Lakes and are confident that by implementing production initiatives such as these, we will continue to solidify WestRock's position as the supplier of choice."

— David Sewell, CEO, WestRock

In 2023, an affiliate of Nevada-based Dermody Properties purchased the land site for an industrial redevelopment called the LogistiCenter. The redevelopment will consist of three industrial



WestRock Company plans to occupy a 593,564 SF advanced corrugated converting facility to be built in Pleasant Prairie at the site of the former We Energies power plant.

edevelopment will consist of three industrial buildings with 550,000, 620,000 and 1.1 million SF of space once complete. Construction on this first building will start this year and be completed in 2025.

WestRock's new \$140 million Pleasant Prairie facility is replacing one of its existing plants in North Chicago, which they plan to close.

WestRock, based in Atlanta, provides sustainable paper-based packaging solutions across multiple industries including consumer products, food and beverage, health care, e-commerce, industrial products, and more.

Archives of *Perfectly Centered* can be found on our web site:





KABA is the lead business organization that drives economic development throughout Kenosha County and supports and provides services to its members and the community, helping to ensure growth, a robust economy, and a positive business climate for the Kenosha Area.

## KABA NEWS & NOTES

## LakeView and Prairie Highlands Corporate Park Roundtables

On May 2, KABA hosted a Business Park Roundtable for companies in the Lakeview and Prairie Highlands Corporate Parks. Thank you HARIBO USA for hosting this event in your beautiful space and to the Village of Pleasant Prairie, Pleasant Prairie Police Department, and Pleasant Prairie Fire and Rescue for your local economic updates.

This was a great opportunity for our local corporate park businesses to meet each other and discuss their experiences in the current business climate. Thank you to everyone who attended!



## KABA hosted a fam tour for Concept Labs employees



On April 24, KABA hosted a tour of Kenosha County to help welcome Concept Laboratories to our community! A special thank you to our partners at Kenosha County, Village of Pleasant Prairie, RecPlex, RE/MAX Newport Elite: Felicia Pavlica Team, Kenosha Unified School District, Kenosha YMCA, and the Boys & Girls Club of Kenosha!

These organizations helped us showcase everything that's great about living and working in Kenosha County to Concept Lab's employees. We are excited to welcome the family-owned cosmetic manufacturer to Kenosha County!

KABA's 2023/24 Annual Report is now available on our website! Check out our data center - **kaba.org/locate-expand/ data-center/**- to read about Kenosha County's economic development in 2023 and looking ahead to 2024 and beyond.



## KABA NEWS & NOTES

### Save the date for INSPIRE and other upcoming KABA events

**INSPIRE | FRIDAY, OCTOBER 11** | 7:30 a.m. - 1:00 p.m. Journey Church, Kenosha | Early bird rate: \$195

INSPIRE is a premier one-day leadership development experience located centrally in the Chicago-Milwaukee corridor, featuring high-caliber national and regional speakers & experts providing inspirational content to elevate your personal and professional leadership journey.

INSPIRE

#### Registration is now open. Additional details will be available soon. Get more info at InspireKenosha.com.

**Inspire is seeking sponsorships!** Contact KABA at info@kaba.org if you are interested.

**Manufacturer's Forum** | Wed., September 11 | 8:00 -9:30 a.m. | KABA Training Center | Cost: Member: \$25; Non-member: \$40 | Q3 Topic: Leveraging continuous improvement to drive employee engagement & productivity

See our full event calendar at kaba.org/news/ events.



### Dr. Kurt Paulsen speaks at KABA Annual Meeting

Housing is economic development! That was the theme of the 2024 Annual Meeting held yesterday at UW-Parkside. Thank you to everyone who joined us!

Our keynote speakers were Dr. Kurt Paulsen, urban planning professor at UW-Madison; and John Weidl, Whitewater's City Administrator. Dr. Paulsen delivered an data-rich presentation about the dire need for all types of housing in both our community and throughout the state. John shared an in-depth case study about some of Whitewater's efforts to spur new housing developments.

KABA President Nicole Ryf reported out on the economic development landscape over the last year and provided an organizational update.

Afterward, we held a breakout session with John and our government partners to have a deeper discussion about the ways and means of encouraging new housing in your community.

### THANK YOU TO THE FOLLOWING COMPANIES FOR THEIR NEW INVESTMENTS IN KABA

BOATHOUSE PUB & EATERY boathousekenosha.com

FRANK'S DINER franksdinerkenosha.com

GENCORE POWER SOLUTIONS gencorepower.com

GENER8TOR gener8tor.com/gbeta/kenosha HEARTLAND SIGNS AND GRAPHICS heartland-sign.com

INTERNATIONAL MOLD AND PRODUCTION/ REVTECH revtechmfg.com

PRA prarch.com RISK STRATEGIES risk-strategies.com

TUNA TRAFFIC LLC tunatraffic.com

VJS CONSTRUCTION SERVICES vjscs.com

ZORN COMPRESSOR & EQUIPMENT, INC. zornair.com

# ECONOMIC DEVELOPMENT

### Uline expanding its corporate campus; adding fourth HQ building (H4)

Pleasant Prairie-based Uline, a shipping and business supplies provider, is continuing its rapid growth. The company plans to build a fourth office building in Pleasant Prairie just north of its corporate headquarters campus in the Prairie Highlands Corporate Park.

In March, Uline announced it had purchased land to build a fourth building. The three-story, 370,000-square-foot office building will employ 700-full time employees initially with enough office space for an additional 1,300 employees.

They currently has three HQ buildings at their Pleasant Prairie Corporate Campus: H1, H2, and H3. H1 and H2 are the original "Lodge" style corporate buildings, and H3 is part of one of the warehouse buildings east of H1 that has a portion dedicated to office space.





Site Leader Kristin Farchione (right) gives (from left) UW-Parkside Chancellor Dr. Lynn Akey, County Executive Samantha Kerkman, and KABA President Nicole Ryf a tour of Amazon's newest facility in Kenosha County.

#### Amazon's new 1.11 million SF warehouse in Kenosha now operational

Amazon's newest facility at 10601 38th St., known internally as HMW3, is now open and housing products for the region's same-day delivery facilities. The facility–which doesn't deliver to customers–will have over 900 employees and up to 1,500 during peak seasons.

According to Site Leader Kristin Farchione, the new building is just the fourth of its kind and is utilizing incredible new technology including hydrogen-powered lifters that move up and down the aisles.

#### Jean Werbie Harris retiring, Robert Hanson hired as Pleasant Prairie's new Community Development Director

Jean Werbie-Harris is retiring from her role as Executive Director of Community Development at the Village of Pleasant Prairie in June, a position she's held for the last 35 years.

KABA honored Werbie-Harris with a KABA Impact Award at its Annual Meeting on April 18th. A strategic visionary and knowledgable professional,





Robert Hanson

KABA President Nicole Ryf with Jean Werbie-Harris

KABA staff has worked closely with her on many notable projects including Uline, HARIBO of America, and Nexus Pharmaceuticals.

Robert Hanson began as the village's new Community Development Director in March and has been collaborating closely with Werbie-Harris since he began to ensure a "seamless" transition. A native of Racine and graduate of UW-Milwaukee, Hanson has lived in the Minneapolis area for the last ten years, working for a business development organization and as an economic development coordinator for Minnetonka, a nearby suburb.

# ECONOMIC DEVELOPMENT

# Business Development Tax Credit (BTC) modernization bill signed into law

In March, Governor Tony Evers signed legislation modernizing the state's Business Development Tax Credit (BTC). The new law changes the BTC from a job-focused incentive to a capital expenditure-focused program.

While the BTC - a performance-based, refundable income tax credit designed to encourage business development - has been used successfully to attract new businesses to Wisconsin, the program had lost considerable value due to the state's changing economic environment. Previously, BTC awards were based on job creation, which was extremely challenging amid a growing and likely long-term workforce shortage. One of the biggest challenges currently facing Wisconsin employers is their inability to find enough workers, and they are increasingly turning to automation and other substantial capital expenditures to bridge the labor gap. The new law will make the BTC program more flexible and

"KABA is excited about the changes to the BTC awards and applauds both the State of Wisconsin and the Wisconsin Economic Development Association—who advocated for these changes—for their consideration and ultimate action on this issue. It will be a great tool for us going forward."

— Nicole Ryf, President, KABA



competitive, by steering primary eligibility for tax awards away from job creation and instead emphasize capital investment.

Additionally, the law will now offer BTC eligibility if a business makes a capital investment in the state and retains existing jobs. It will also provide awards for businesses that invest in workforce housing and childcare for their employees. Lastly, the bill recognizes the importance of business decision timelines by requiring WEDC to approve or deny BTC awards within 90 days.



# Project Greeneway breaks ground in Kenosha

Forest County Potawatomi, Sagewind Development, and Greenfire Management Services held a ceremonial groundbreaking in November for their Greeneway project at the former Dairyland Greyhound Park. Greeneway is a comprehensive redevelopment project of the approximately 240 acre land site into a mixed-use residential and commercial center. The development will employ sustainable development practices across multiple building types, including multi-family residential, industrial, office and commercial. According to the project's website, Greeneway is designed to maintain natural sites and enhance Kenosha's community.

#### HARIBO expanding again with new distribution facility in Bristol

HARIBO of America is increasing its footprint in Kenosha County with the lease of a 447,000 SF building in Bristol. The building is located in the Bristol Highlands East Commerce Center, a threebuilding, 68-acre industrial park at Wilmot Road and 136th Avenue.

HARIBO currently leases an approximately 158,000 SF building in the same industrial park, which will become available for lease after the company moves to the larger space.



# LET'S TALK TALENT

#### Carthage College introduces healthcare administration major

Beginning this fall, Carthage will offer a major in healthcare administration. The new bachelor's degree program combines coursework and practical experience and is designed to equip students with a well-rounded skill set to manage healthcare facilities, shape healthcare policy, or direct innovative healthcare projects.

All healthcare administration majors will complete a yearlong, paid rotation at a local hospital where students will observe and participate in several different hospital departments, including operations, human resources, quality improvement, and patient services. Partnerships are already in place with two of the region's biggest healthcare systems, Advocate Aurora Health and Froedtert South. Professor Joseph Tenuta, who developed the program, says others are likely to follow.

Employment data shows that Carthage is positioned in a hotbed of opportunity. Nearly 12,000 jobs already exist for medical and health services managers in the Chicago metropolitan area – which includes Illinois' North Shore and Kenosha. And the demand keeps escalating. Nationwide, the U.S. Bureau of Labor Statistics projects 28% job growth for the occupation through 2032.

The program will delve deeply into patient rights, healthcare disparities, and ethical decision-making, preparing students to lead with integrity. Professor Tenuta predicts Carthage graduates will find opportunities with hospitals, clinics, insurance companies, pharmaceutical companies, consulting firms, and public health agencies.

In other news...

# DEPARTMENT OF DEFENSE AWARDS CSW FOR EXCEPTIONAL SUPPORT TO SERVICE MEMBERS

The Office of the Secretary of Defense, Employer Support of the Guard and Reserve (ESGR) recognized the Co-CEOs of Central Storage and Warehouse, LLC with Patriot Awards during a ceremony at the company's facility.

Co-CEOs Sam Krieg and Hill Hamrick were recognized as "Patriotic Employers" for "contributing to national security by supporting employee participation in America's National Guard and Reserve Force."





# FIVE STAR NAMED NASCAR CUP SERIES SUPPLIER OF THE YEAR

Five Star Race Car Bodies, based in Twin Lakes, WI, has been honored with the prestigious title of NASCAR Cup Series Supplier of the Year. This highly regarded award, voted on by the Cup Series Teams, recognizes Five Star Bodies' exceptional contributions to the NASCAR competition program, particularly in the development of advanced composite body panels for the Next Gen car. Five Star provides essential components for the NASCAR Cup Series Next Gen body, including exterior composite panels and polycarbonate windows.

Read more about these stories and others at kaba.org/news/list.

# LET'S TALK TALENT!

### WEDC launches talent attraction and relocation site: LookForwardWisconsin.com

In February, the Wisconsin Economic Development Corporation (WEDC) debuted a new national talent attraction campaign that aims to bring new workers to Wisconsin to help alleviate our talent shortfall. Built around the theme "Look Forward Wisconsin," the campaign uses a variety of tactics that weave together into an integrated strategy to attract the attention of prospective residents, help them envision life in our state, build their interest, and ultimately connect them with "talent ambassadors" around the state.

The centerpiece of this campaign is a new talent attraction website, LookForwardWisconsin.com. The site highlights what's great about living in Wisconsin with a goal of drawing in new residents from out of state.



# IT Service Desk Apprenticeship Signing Day



Congratulations to local apprentices Maximus and Griffin on their IT Service Desk Apprenticeship Signing Day Ceremony!

Representatives from the Wisconsin Department of Workforce Development, Gateway Technical College, Cloud Pros Tech, and many other education and workforce development partners gathered May 9th at Gateway's SC Johnson iMet Center to celebrate the first group of apprentices in this exciting new program. Also on hand were their supportive employers: CMIT Solutions of SE Wisconsin, Absolute Computer Systems, and Proformance PC.

If you would like more information about apprenticeship programs, please reach out to Brooke Infusino at binfusino@kaba.org.

# SEEN ON SOCIAL...

# **BEST SNACK** AWARDS WINNER



#### @goodfoods | Instagram

Good Foods Dill Pickle Chip Dip has been selected as the Best Party Dip from @goodhousekeeping 2024 Best Snack Awards Winner! This is the second year in a row Good Foods has had a winning product in the Dips & Spreads Category. Cheers to good snacking with Good Foods!

#goodhousekeeping #bestsnackawards #dillpickledip #pickledip #targetsnacks #goodfoodsdips

# KABA BLOG

#### The Kenosha County Community Organizations Active in Disaster (COAD) fosters community partnerships to better prepare for and recover from an active disaster

The Kenosha County Community Organizations Active in Disaster (COAD) is a recently formed local group established in 2023.

The mission of the Kenosha County COAD is clear and compelling – fostering community partnerships to better prepare for and recover from an active disaster. This includes disasters of all scales, from natural calamities to unforeseen emergencies.

The Kenosha County COAD actively promotes preparedness by encouraging collaboration and information sharing between leaders in the private sector and government entities. This helps prepare our community to face any challenges that may arise, with a focus on proactive measures to reduce risks and enhance overall readiness.

In times of crisis, a unified response is paramount. By serving as a liaison, the Kenosha County COAD facilitates

coordination between the private sector and government, allowing for efficient response and recovery efforts. This collaborative approach maximizes the impact of resources and minimizes the potential impact of critical incidents on our community.

Perfectly Centered KABA BLOG

At the heart of the team's mission is inclusivity. The private sector plays a pivotal role in the overall well-being of our community. By integrating all sectors into our framework,



we create a comprehensive and robust network that draws on the strengths and resources of each participant.

As we move forward, we invite leaders in our community to actively engage with the Kenosha County COAD. Your participation is crucial to the success of our



mission. Together, we can build a resilient community that stands united in the face of any challenge.

#### Who can join the Kenosha County COAD?

If you are a leader from one of the below groups and

passionate about contributing to the resilience of Kenosha County, we encourage you to join the Kenosha County COAD.

Businesses | Community Leaders | Government Agencies | Non-Profit Organizations | Faith-Based Organizations

#### How can I get involved?

**Attend COAD Team Meetings:** We are excited to announce the COAD Team Meeting dates for 2024: March 21st, June 26th, September 12th, November 14th

**Volunteer Your Skills:** Whether you are an expert in disaster management, community outreach, or a specific field, your skills are valuable in building a more resilient community.

**Promote Awareness:** Spread the word about the Kenosha County COAD within your network. Increased awareness leads to greater community engagement and collaboration.

For more information or to express your interest in getting involved, please contact Kenosha County Management at disaster@kenoshacounty.org or call 262-605-7900.

Authored by Angela Elliott, Kenosha County COAD Leadership Team Member; Executive Director - Habitat for Humanity of Kenosha

# ON LEADERSHIP

### Delegation – Getting Unstuck! | by Aleta Norris

Leaders struggle with delegation.

- > It's easier to do it myself.
- > If I want it done right, I will need to do it myself.
- My people are already too busy. >
- > I don't have time to delegate.

Subconsciously, many leaders struggle with control issues, an inability to let go. Fear is often at the root of control.

As you consider the above, these collective reasons and mindset point to a self-centered focus. Aside from leaders' desire to protect their people from experiencing overwhelm, most of the things that get in the way of delegation point to self.

Leadership is, however, an other-centered responsibility-a selfless commitment, in part. If we were to flip a coin and reframe the above reasons and mindsets about delegation, it might sound something like this:

- I owe it to my team to delegate responsibilities, to support > their growth and development.
- I trust my team to do things right, and if I am concerned, I will > have a conversation about what the desired outcome needs to look like.
- > We are all busy, but I can't retain the work as a protection mechanism.
- > I have a responsibility to schedule time to lead, just as I schedule time for project work and meetings.
- My time needs to be spent directing the work of my team. > This involves delegating work, following up, and ultimately ensuring accountability for results.

Leaders who effectively delegate to others free their schedules to do work that is strategic in nature. A Gallup analysis of the entrepreneurial skills of 143 CEOs on the Inc. 500 index revealed that companies led by leaders who effectively delegate responsibilities grow faster, yield more profit, and generate more employment.

To delegate seems like the prudent choice.

If you are committed to strengthening your delegation capabilitygetting unstuck-below are six steps that can get you started.

- 1. Brainstorm a list of the work you do. Consider both recurring projects and tasks, as well as current-time projects. To assist your brainstorm process, you could look at daily, weekly, and monthly work.
- 2. Flag the work that could be assigned to another person; identify who-on your current team-could fulfill that work.
- 3. Meet with members of your team to propose recurring work you'd like to delegate to them, get their reaction, and determine training and development necessary to equip them for the work
- 4. Provide clear instructions and expectations for what success looks like. Consider timeframes for completion of work, as well as quality of finished product.
- 5. Be clear about the level of authority you are giving this person. Where do you need to be involved? In what ways can they work autonomously? Do you need to be informed along the way? Do you need to sign off?
- 6. Determine, in collaboration with your team member(s), how you will monitor progress along the way. Strike a balance between your need to validate and their preference for autonomy.

I encourage you to schedule a one-hour meeting with yourself to complete the first two steps. Getting started is the first step toward getting unstuck.

Aleta Norris provides an ongoing column about leadership. She is a leadership expert and Principal at Living as a Leader LLC.



### Leadership is empowerment | by Brandon Morris

"...sorry I've just been going on and on and on, but this is a really important decision that I have to make, and it could be a very detrimental domino effect on so many people that I just don't know what to do so I'm going to stop talking now because I came to you for advice and haven't let you get one word in..."

Leadership. Where do I start exactly? Who really knows the answer to that? No one. You just start. Leadership is all the things: but the first word that comes to mind is empowerment; followed by: complex while also being so simple yet weird, motivating, negative, positive, inspiring, draining, rewarding, flexible and contradicting all at the same time.

Over the years I have learned to be secure with my flaws and losses while also celebrating all of the wins. Reflecting on the journey, I've gained a substantial amount of knowledge from countless leaders, both known and unknown that has created this ripple effect throughout time. So, I took bits and pieces from all of those leaders' perspective to craft it into my own.

I've had some amazing leaders to learn from over the years whether it was positive or negative lessons. One of the best lessons I keep with me as my ultimate go to is empowerment but that means knowing the individual or group of people. How do you get to know anyone? Well, I listen not to respond, not to judge but to learn, gain understanding and be curious to learn more asking effective questions. While all of the things might be empowering, I found out to get your most empowering impact; recall all of the information you heard



# **# D O W N T O W N # U P T O W N**

#### Kenosha Harbor District development kicks off in Downtown Kenosha

The City of Kenosha held a kick-off celebration on April 11th for the first phase of the nine-block redevelopment of Downtown Kenosha, named the Kenosha Harbor District.

The first phase of the multi-phase, \$450 million redevelopment will be two apartment buildings. The first building, at 5506 7th Ave., will be five stories and have 158 apartments - a mix of studio, one-, twoand three-bedroom units. The second building will be a ten-story tower with 188 apartments, ground-floor retail and coworking, and seven townhomes. It will be on the site of the former LaMacchia Travel Agency at 618 55th St. The two buildings will be the first to be built as part of the redevelopment of Downtown Kenosha, which will add a total of 1,000 new housing units as well as retail, office buildings, and a hotel over the next decade according to plans.

Construction on the first building will begin this summer and last through early 2026. Construction of the ten-story building will begin after the first is complete.



Past Mayor Antaramian, President & CEO Scott Yauck, KABA President Nicole Ryf, City Development Director Tim Casey, C.D. Smith Senior Vice President Michael Krolczyk, and City Administrator John Morrissey.

The city is partnering with Cobalt Smith on the development, which is a collaboration between Milwaukee-based Cobalt Partners and Fond du Lac-based general contractor C.D. Smith. Cobalt Smith will be overseeing the downtown redevelopment.

#### The Kenosha Innovation Center and Kenosha Emerging Leaders Academy name new leaders

In April, the Kenosha Innovation Neighbordhood (KIN) announced that it has hired Kelly Armstrong as its first President of the organization. The KIN is a non-profit organization dedicated to developing a unique, neighborhood-centric site for residents and visitors to live, work, learn and play. The neighborhood encompasses a 107-acre site in the heart of Kenosha that previously had a Chrysler auto manufacturing plant.

Armstrong comes to the KIN from the Greater Green Bay Chamber, where she most recently served as the vice president of economic development. Armstrong led the efforts of nine strategic task forces and 11 initiatives of the Greater Green Bay Community Economic Development Strategic Plan. She also served as director of sector strategy development for the Wisconsin Economic Development Corporation, where her work included fostering public and private partnerships.

The Kenosha Emerging Leaders Academy (KELA) in the nearby Uptown Kenosha neighborhood named a new Executive Director in May: Atifa Robinson. Robinson has over 20 years of leadership experience in health and education, most recently at the UW-Madison, Division of Extension, Racine, and Kenosha FoodWise Nutrition Program.

Mahone Fund.

The KELA recently opened at an extensively renovated former bank building at 2222 63rd Street. The collaborative initiative between the City of Kenosha and local partners in youth development, education, technology, career development, and workforce preparation will offer opportunities for local youth, creating a pipeline of local talent to area colleges and future employers. Local partners include Carthage College, the University of Wisconsin-Parkside, Herzing University, Gateway Technical College, Jockey International, the Best Buy Foundation<sup>™</sup>, the Kenosha YMCA, gener8tor, and the



Kelly Armstrong

Atifa Robinson

# **#ONETOWN #KENOSHASTRONG**

#### City of Kenosha breaks ground on new Kenosha Innovation Center at the KIN



KIN Board Chair Tim Mahone

On February 28, the City of Kenosha and the Kenosha Innovation Neighborhood, Inc. held a groundbreaking ceremony for a new \$23.5-million facility that will serve as the future Kenosha Innovation Center, located on the site of the Kenosha Innovation Neighborhood (KIN).

The Kenosha Innovation Center, a three-story, 64,000 SF building, will be situated on a 3.5-acre portion of the KIN, adjacent to the planned greenway corridor that will run through the site. The facility is expected to be completed in summer 2025 and will include leasable tenant space, as well as event and meeting space

open for community use.

Over the last several years, City and Kenosha Innovation Neighborhood, Inc. representatives toured innovation districts throughout the country to support planning

for an Innovation Center facility that will best serve the needs of the Kenosha community.

Milwaukee-based Eppstein Uhen Architects (EUA) and Neenahbased Miron Construction are the architects and general contractors for the development.



#### KABA President Nicole Ryf joins KIN Board

The Kenosha Innovation Neighborhood, Inc. (KIN) announced in February that Wisconsin Economic Development Corporation CEO & Secretary Missy Hughes and KABA President Nicole Ryf have joined the KIN Board of Directors, expanding the project's leadership and governance board to 13 members.

The two new members will support the board in developing the KIN as a unique, neighborhood-centric site for residents and visitors to live, work, learn and play, leveraging public-private partnerships to serve as a statewide model of inclusive, innovation-driven economic growth.



**Missy Hughes** 

Nicole Ryf

#### Leadership is empowerment, cont. from pg. 9

in a question format to be sure that's what you heard. If it's not what you heard, it could be what their thoughts were but they didn't know how to put it in words. And if you accurately recall the information you heard and they confirm it even better. Empowerment. That's just one way I love to lead.

"...no need to apologize. So if I'm hearing you correctly, you have all the facts lined up, you understand the importance of the decision you have to make so you genuinely care, I'm sure you will do what's in the best interest for everyone involved." For me that's Leadership.



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#### **BOARD OF** DIRECTORS

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Dr. Lynn Akey Chancellor, University of Wisconsin-Parkside

**Erin Anderson** 

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**Anne Arbas** Executive VP & CFO. Jockey International

**Joel Burow** Manager, Customer Solutions, WEC Energy Group

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Mike Pitts, Jr. Owner, Pitts Brothers & Associates

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Lisa Feltson Office Manager

**Brooke Infusino** Director of Talent Development

**Becky Noble** Director of Marketing

**Brock Portilia** Director of Finance & Administration

Nicole Ryf President



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