

TRAINING INK

The quarterly newsletter of Training, Inc.



550 Wood Street • Suite 240 • Pittsburgh, PA 15222 • (412) 391-4565

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Summer 1989

Future Looks Bright for Training, Inc. Grads

I am a receptionist/secretary at the Arthritis Foundation, and I love it. I answer calls from people with arthritis looking for relief from pain or just general information on rheumatic diseases. Since I am the first contact anyone has when calling the agency, I try to present a pleasant manner when answering calls. Projecting a warm response to people who are looking for help and relief from their pains is extremely important, because they may not reach out again and many have no where else to turn.

I've learned to operate the Gestetner Printer machine and hope to be trained on other equipment as I take on new responsibilities. I also enjoy the variety in my work.

I started my training September 12, 1988 and graduated December 16 with the skills necessary to be a secretary. But first I had to work as a temporary for three months. They were tiring months, but when I was asked to be a permanent employee, my patience was rewarded.

I'm happy I had the opportunity to train at Training, Inc.; not only has it helped me with employment but also I feel better about myself.

If you're looking for training as a clerical/secretary, Training Inc. has the best and most exciting curriculum and I would recommend it highly.

Rhonda Little, Cycle 3



CONGRATULATIONS ON YOUR NEW JOBS!

JEFFERSON HOSPITAL	CHERI	MELLON
MAKE A WISH	JACQUELINE	BOARD OF ED
AUTOMATED HEALTH	MARCI	MELLON
HILTON HOTEL	KIM	UNITED ENGINEERING
MANPOWER	ESSIE	STATE DPR
HOUSTON HARBAUGH	DARLENE	HYDE TRAVEL
STATE FARM	CYCLE	V
PRUDENTIAL	PATTY	McKEESPORT HOSP
ASPEN SYSTEMS	PEGGY	MELLON
THREE RIVERS YOUTH	JOYE	MELLON
PRUDENTIAL	BEVERLY	
ST JOHN'S HEALTH CENTER		
PRUDENTIAL		
METROPOLITAN		
CHILDREN'S HOSPITAL		
MELLON		
ASPEN SYSTEMS		
PITT		



Job Announcements: a picture of success.

Hi! My name is Gloria Jean Holyfield. I'm the mother of four children ranging from 13 to 19, and a welfare recipient for 15 years.

At my high school, the motto: "Enter to learn, go forth to serve" meant nothing to me. That is, it meant nothing until I experienced Training, Inc.!

Upon entering the program, I had the feeling this wasn't a typical welfare program. The image projected by Shirley Mueller, the director, her staff, and graduates of the program was one of professionalism. Over the previous 15 years, I had participated in five programs; none of them challenging or stimulating. The staff didn't expect much of me, so I didn't expect much of myself.

Training, Inc. proved different. Throughout the program I was encouraged to maximize my potential and broaden my horizons; to create a brighter future for myself and for my family.

Now, one year later, I no longer sit at home waiting for welfare checks; I no longer settle for a life of existing day-to-day. Now I'm a working, professional woman who plans for the future. I've secured a position with Community College of Allegheny County as a secretary to the Director of the Single Point of Contact program. I've developed into a competent, assertive, motivated and financially independent woman.

Thank you, Training, Inc.

Director's Notes

"Good works and achievements are the result of your good feelings about yourself rather than the other way around," said Dr. Emmett Miller, a physician and member of the California Self-esteem Commission. Self-esteem is powerful. It is the integration of self-confidence and self-respect. The conviction that one is competent to live and worthy of living.

When unemployed and dependent upon someone or something else for support, it becomes difficult to see your worthiness and feel good about yourself. At Training, Inc. we provide an atmosphere where participants can build new images of themselves and

their capabilities. It is an opportunity to prove to oneself that "I can" is a reality, and "I can't" is no longer necessary.

As we move into our sixth cycle we are expanding our service capacity from 36 to 52 participants per cycle and developing a program for our graduates to upgrade their skills to enable advancement or employment at a higher level. We have added space and will be acquiring equipment. Currently we are researching computer programs to enhance word processing, keyboarding and communication skills. In the developmental stages is curriculum for Lotus 1-2-3.



As we continue to develop Training, Inc. Pittsburgh, the staff is particularly grateful to the SPOC personnel, the Pittsburgh Partnership, the Allegheny Department of Federal Programs, and the Allegheny Department of Public Assistance for their support.

TI Welcomes New Staff Members

When I attended the April Graduation of Training, Inc. I was given a pamphlet and heard about a possible opening.

During the ceremony, the graduates and speakers demonstrated an unusual gratitude and affection for Training, Inc. and this plus the recommendation of several associates piqued my curiosity.

Following the meeting, the staff and board members seemed warm and friendly so I decided to ask Shirley Mueller if I might interview for the position opening.

About a week later Shirley said her magic words, "You're hired!" and at a crucial time in my life. I thank her and Training, Inc. for making me part of a Very Happy Family.

Ann Moeller



Being hired as an instructor-supervisor at Training, Inc., has been a fulfilling and warm experience. The environment, while business oriented, projects a warmth permeating the entire site where caring, sharing, and love prevail. I've worked in many places, but none of them made you feel

spiritually free and yet maintained a family orientation.

The dedication of the staff, both existing and new members, demonstrated the philosophy of the organization. The courses offered are relevant, and challenging to both the trainer and the trainee. It's gratifying to see a person come into the program inhibited and confused and progress to a better understanding of self and greater self-esteem for his/her own capabilities. The work load is heavy, but the rewards are many. My job is satisfying, which is important.

I get joy out of the accomplishments of the trainees and out of their successes. On most jobs, there is no interaction occurring between administration and staff — but here at Training, Inc. we all share in our trainees' joys.

Stephanie Workman



I am a teacher. I cannot remember ever wanting to be anything else. In the early 1970's, I decided to leave the profession so that I could raise my family. Life was full, very satisfying, and the years flew by quickly. In the late 1980's, I felt a need for change and

knew that I was ready for full time employment, and a position in the field of teaching seemed most appropriate. During my job search, a friend told me about a unique clerical program, Training, Inc.

My first visit to the Training, Inc. site, I found training areas that looked like well-equipped offices instead of typical classrooms. I spoke with a board member who informed me of the significant successes of Training, Inc. programs in other large cities. I met trainees who were highly motivated and enthusiastic about their future.

I was introduced to an extremely people-oriented staff, dedicated to the program's objectives. This visit made me hopeful that I, too, could become a member of this training team.

Being on the staff has proven my first impressions to be accurate. I am proud to be one of nine highly motivated individuals interested in giving quality training and intense support to each individual. I look forward to both professional and personal growth as a new member of the Training, Inc. staff.

Sue Kesterton



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Training, Ink

Training, Inc. — Why It Works

I heard about *Training, Inc.* through the Institute of Cultural Affairs, a non-profit, private organization developed in the 70's. When Charlie Perrine and I visited the program in Chicago in 1981, we knew there had to be one in Pittsburgh! Thanks to the resolve of people like Charlie, Clark Smith and Veronica Morgan-Lee and the subsequent commitment of the Executive Director of the YWCA, Margaret Tyndall, *Training, Inc.* opened for business in February of 1988. Why does the program work so well?

For employers, *Training Inc.* offers a constant flow of referrals of screened, trained applicants on a non-fee basis. It provides flexible, entry level employees who are motivated to learn and grow. And it offers a public-private partnership directly improving the quality of life in the Pittsburgh area. Trainees graduate with basic office skills, job search skills and career development techniques such as time management and telephone courtesy.

This might be enough, but there is more to why *Training, Inc.* works!

An Educator's Viewpoint

Graduation Address

Morten Coleman

Pitt's School of Social Work

Training, Inc. is a program about skills, and a future for people, a network. Fourteen weeks have gone by, you've done well, your determination, hard work, oneness, willingness to take a big risk, your faith in the future is congratulated.

Look at this event as a new road, a future built on hope, opportunity, and uncertainty.

I've learned people get treated different ways in an educational system. A friend of mine in mental health said, you can work with people and act as if they're sick, and play to their weaknesses or you can work with people, as if they're well and play to their strengths. Too many educational programs play to our weaknesses! They make little demands on us in the class-

This successful job training program relies on an educational theory called Imaginal Education. Imaginal Education is a whole-person approach to life and learning that can be applied in any arena. As an alternative to the present day emphasis on intellect and pragmatism, it creates a way to recover the dimension of meaning in the learning process, resulting in deep purpose and motivation. Imaginal Education aims to release the boundless potential of an individual, or the members of a group, so they can act creatively in their situation. People are assumed to be capable of operating intelligently and are given tools and practice that enable them to do that. Learning is seen as a life-long, every moment reality, including all dimensions of a person's life.

Training, Inc. works because its a practical job training program built on an educational approach that works in the real world of business and employment. How happy I am to see this program in Pittsburgh! Long Live *Training, Inc.!*

Carl Stock

The Advisory Board

room. At the end you feel small — like you didn't know anything; you feel there is no future in education for you, because the style of the teaching and learning is such that rather than expanding yourself, you are belittled. And so demands without dignity and demands without respect do not produce good learning.

Training, Inc. does not. Its staff attempts to respect you, to respect your experiences, to respect your history. You're a person of great worth and talent. *Training, Inc.* expects you to work, because you know you can. This combination, coupling demand and respect, is the best way to learn, because we begin to think of ourselves in a different way.

Now where is your future? You've got a good foundation, but you've just started. It's going to be an interesting

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Cycle 5 Embarks on Business Excursions

On June 7th Sue Kesterson and Ann Moeller led the Facilitator and Specialist groups on a tour of the Liberty Mutual Insurance Company, located on the 51st floor of the US Steel Tower.

The group rode the "T" on a one-stop trip from Wood Street to Steel Plaza. (For many, the first ride on the subway.) It was great to see the excitement; like riding a roller coaster at Kennywood.

The thrill of mechanical devices continued as they experienced a ride on the high speed elevators to the 51st floor of Pittsburgh's tallest skyscraper.

The greetings of the receptionist, and the presentations by Arlene Kreiger and Sandy Znarkdsic provided insight into what Liberty Mutual looks for in their employment of secretaries. Especially helpful were their discussions of office procedures and responsibilities and employment opportunities at Liberty Mutual. They presented each trainee with a booklet on Job Hunting and also showed a video on proper office dress and conduct.

The trainees agreed the trip provided a great deal of practical "hands-on" information useful in seeking employment.

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New Staff at TI

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I'm pleased to be a member of the TI staff. It provides an opportunity to work with people whose backgrounds are similar to my own.

I was guided along the path to success by several very special instructors and mentors who truly cared about me. Training, Inc. allows me to continue that tradition of caring.

The program offers more than clerical skills. It provides the tools needed to improve every aspect of a person's life. This holistic approach is what makes Training, Inc. different and special.

It is challenging for both trainee and staff, but the results are dramatic. I'm proud to be part of such an effective program, and I plan to contribute in every way I can.

Arlene Cianelli

The Future...

Training, Inc. is pleased to announce the opening of our new graduate center. Fully equipped with computers, telephones, typewriters and a job search library, the grad center is a place where alumnae can return to upgrade skills, begin a new job search, or just learn more about career opportunities.

Educator's View

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trip. It's going to have joys and frustrations. There is no cookbook with recipes for successes. The Training, Inc. cookbook says you have a lot to offer, it shows in your self-confidence and your skills. Secondly, that all learning builds on your life experiences. Don't deny your past, we learn from our past. Lastly, remember "I can" rather than "I can't". It's a Jack Kennedy question. "Don't ask why not, ask why, how, can I do it?" /and that cooperation and teamwork works. Nobody can do anything alone and by themselves. You have to work at support and work with others in the process.

I wish you well.

