

# ERN® Success Coach Connections

SEPTEMBER-OCTOBER 2024



## LEARNING SKILLS FOR WORK & LIFE: NEW TRAINING OPPORTUNITIES RIGHT AT THE WORKPLACE

New ERN skills trainings are now available for success coaches to provide to employee groups or one-on-one. Success coaches can assist with various types of financial, computer, communication or time management skills training. Here are a few new specific trainings:

**Effective Strategies for Employment Success:** Whether you are new to the workforce, never had the opportunity to learn these skills, or just want to enhance your current performance, this training covers all aspects on how to be a successful employee.

**Effective Strategies for Business Leadership:** This training helps employees new to supervisor or manager positions navigate employee management and leadership roles. “Brittany Kegley, our success coach, has done a great job of bringing training to our supervisors in how to collaborate and problem solve with employees on the floor,” said a Kentucky ERN employer. “It’s extremely important to dig in with our employees to ensure that they know that we see their needs and are able to meet them.”

**At your workplace:** ERN Success Coaches are typically available onsite at member employers, saving you time and letting you focus on your job. “Our ERN is fantastic for our organization because it just meets people where they are,” said Becky Brunink, Manager of Compensation and Benefits, Lacks Enterprises (*West Michigan ERN*).

ern-mi.com



*Your gateway to resources & training that provides support for personal & workplace success*

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Christie Swick  
Success Coach  
christie@ernsuccesscoach.com  
616-320-9780 (cell)

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### Members & Onsite Hours

Aspen Surgical  
6945 Southbelt Dr SE, Caledonia  
Friday: 9:00am-5:00pm

5120 Beltway Dr SE, Caledonia  
3rd Friday: 9:00am-5:00pm

Edison Christian Life Services  
1000 Edison NW, Grand Rapids  
Thursday: 9:00am-12:00pm

Holland Home  
2100 Raybrook SE, Grand Rapids  
Wednesday: 9:00am-5:00pm

Lacks Enterprises: Kraft Mold  
5801 Kraft SE, Grand Rapids  
Monday: 1:30pm-5:00pm

Lacks Enterprises: Logistics  
4365 52nd St SE, Kentwood  
Thursday: 1:30pm-5:00pm

Lacks Enterprises: Raleigh West  
3500 Raleigh Dr SE, Grand Rapids  
Monday: 9:00am-12:00pm

Perrigo Oral Care  
4701 East Paris Ave SE, Grand Rapids  
Tuesday: 9:00am-5:00pm

1st, 2nd, 3rd, 4th = week of the month

## EMPLOYEE TRANSPORTATION SUCCESS STORY: ONE SOLUTION LEADS TO ANOTHER



**Christie Swick**  
**Success Coach**

**A complex situation.** Christie Swick, Success Coach (*West Michigan ERN*) was contacted by a member employee because they had moved from another state, had a suspended license, and needed reliable transportation to work. More challenging yet, the employee had moved to the United States from another country and didn't fully understand driving requirements. "After assisting individuals with resources for over 25 years," Christie said, "even for me, this was a first! I really felt for their situation and was happy to help."

**Getting back on the road.** Christie assisted the employee in finding resources and information to pay fines, obtain a compliance letter, and

complete the steps to unsuspend the license. She also connected the employee with free driver's education resources to learn traffic laws.

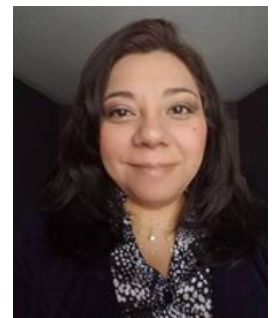
**Going beyond the initial need.** Once the employee was finished with this goal, Christie assisted him in signing up for a free GED program where he is doing well in the classes. Similarly, your own ERN's Success Coach is available to assist you with any challenge or goal at work or home. Start with immediate needs and move on to long term goals. Contact your success coach - it's free, confidential, and right at your workplace.

## EMPLOYEE HEALTH SUCCESS STORY: MEDICAL BILL & BUDGETING ASSISTANCE

**Medical Bill Stress.** A member employee contacted Eva Berumen-Reyna, Success Coach (*Lakeshore ERN*), while dealing with the stress of medical bills after surgery. "I've seen firsthand the worry employees face when they are ill and accumulate medical debt," said Eva, who assisted the employee in contacting providers and complete financial assistance forms. "One program we utilized was Trinity Health's Health Project to cover labs and surgery.

**Budget Makeover.** "The employee and I made a plan on how to pay bills that didn't get covered by assistance," said Eva. "We discussed food pantries to offset the cost of groceries, and the money saved to go towards the bills. We looked at utilities that could be covered with assistance, and the employee cut entertainment and dining out until the bills were paid off." In the end, the employee received assistance for the entire amount owed - \$8726. The family was so grateful!

**Make a call, make a plan.** With a knowledge of resources and how to apply, combined with a plan and some discipline, can get you where you need to be. You don't have to handle all challenges on your own - give success coaching a try today!



**Eva Berumen-Reyna**  
**Success Coach**

## Philosopher's Corner

"Alone we can do so little; together we can do so much."

- Helen Keller

