

MANUFACTURING MATTERS NEWSLETTER



THE MONTHLY NEWSLETTER OF MACNY, THE MANUFACTURERS ASSOCIATION | JULY & AUGUST 2022

MACNY WELCOMES KELLY HYLAND TO THE TEAM AS TRAINING COORDINATOR



We are pleased to welcome Kelly Hyland to the team as the Training Coordinator. In this role, Kelly will provide support to our growing training department by coordinating with best-in-class instructors to provide training and workshops for MACNY members and the manufacturing and business community.

As an accomplished instructor and training professional with over 10 years of experience, Kelly is focused on bringing high-quality development opportunities to MACNY members that exceed their expectations. Kelly will serve as a strong connection between various training partners and MACNY's members—making sure they have the training and development opportunities they need and want.

Prior to joining MACNY, Kelly was the Training Coordinator & Safety Manager at All Seasonings Ingredients where she developed and administered employee training, managed safety programs, and maintained a health program for all staff members. She also has

an extensive background as an educator and teaching assistant. Kelly holds a Master of Science in Biology from the University of North Carolina at Charlotte. She also holds a Bachelor of Arts Degree in Biology from Bucknell University.

MACNY's President & CEO Randy Wolken states, "We are thrilled to welcome Kelly to MACNY's team. Kelly's comprehensive experience in training and development make her a great fit for our training department. Her role will allow us to continue to expand our offerings and will support the increasing number of MACNY members looking to develop personally and professionally."

Kelly is excited to get to know MACNY's member companies. If you would like to connect with Kelly, please email her directly at khyland@macny.org.

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IS YOUR COMPANY HIRING?

FOR HIGH SCHOOL AND/OR COLLEGE
STUDENT SUMMER/SEASONAL JOBS,
INTERNSHIPS, CO-OPS, OR NYS REGISTERED
APPRENTICESHIP POSITIONS?

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TOUCH AND FIND OUT HOW
TO GET STARTED!



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PRESIDENT'S MESSAGE

Randy Wolken, President & CEO

IMPROVE YOUR TEAM'S PROBLEM-SOLVING



Problem-solving is at the heart of good leadership, team performance, and overall profitability. Problem solvers – and their products and services – do very well in times of crisis and beyond. We don't really know what kind of economic situation we will be moving into for the rest of 2022. However, it will most certainly require excellent problem-solving. And, given the fast pace of change today, we can all stand to improve our problem-solving capabilities. So, what are some great ways to get better at solving problems while also being more profitable?

Be forever curious. This is an essential and often overlooked characteristic of rapid and effective problem-solving. You and I used to be very curious when we were four years old. If you have a four-year-old, or have had one, you know what I'm talking about. They ask "why" repeatedly. They are sponges when it comes to learning and understanding new things. With their new ability to talk, sometimes continuously for hours, they want you to explain every new something and its nuances. Question-asking and exploration are at the heart of a deep understanding of our problems and their opportunities. When we are problem-solving within our business by expanding our curiosity and knowledge of our problem, we solve it faster and better. When we are curious about solving a customer's problem, it usually leads to more business and profits. So, be more curious and never stop!

Embracing ambiguity is the second super-skill for good problem solvers. Certainty in a new solution is seldom possible. Instead, think in terms of probability. What is the likelihood that our solution solves the customers' problem? What is the probability of our approach producing the best outcomes? Do not let the perfect understanding of a solution get in the way of designing and trying it. We don't need to know all the data to proceed. Risk-taking is essential in problem-solving. Embracing ambiguity changes everyone's ability to be more creative and move forward more quickly. Speed to delivery is critical for effective solutions. Accept what you don't know and decide what you need to know.

When you know enough, you can propose the answer. Don't wait until you know everything possible.

Routinely running experiments is the third way to solve more problems efficiently and effectively, even complex ones. You will not know if it works until you try it. Try small pilots for products and services. Small or partial failures need to be encouraged in many instances. See experiments and small pilots as rehearsals. Much like how practice games prepare an NBA team to win the championship. Try things and see if they work. When doing this, you can adjust and make it work better. If you fail to try the initial solutions, You will not know what their possible outcome could've been. Also, some product launches have been unable to solve the problem they intended to, but instead solved an entirely different one. We often learn more from our failures and partial failures than our successes.

Finally, network and learn from others. This is where MACNY comes in. We are the largest network of manufacturers and businesses in the region and New York State. We serve hundreds of companies and thousands of individuals annually. Also, we have hundreds of learning and networking opportunities each year. As a MACNY member, our team is on your team. Please utilize us as a resource.

To recap, the key to improving your problem-solving approach is to be forever curious, embrace ambiguity, routinely run experiments, network, and learn from others. We solve more formidable challenges when we use these strategies and get good at them. All leaders, and good organizations, are great problem-solvers. Improve problem-solving, and you will be happier – and likely more profitable. You can learn more about the services MACNY offers at www.macny.org or reach out to me directly. I would love to hear from you!

SAVE
the
DATE

September 28

9 AM – 3 PM | In-person Event

SOUTHERN TIER
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**New York State
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GOVERNMENT RELATIONS

Tiffany Latino-Gerlock, Director of Government Relations & Communications

ALBANY UPDATE: THE 2022 LEGISLATIVE SESSION CONCLUDES



New York lawmakers concluded the 2022 Legislative Session on June 4th with a flurry of highly-debated bills passing in the final hours. Several significant issues were negotiated at the end of session to include gun safety measures, voting rights, and criminal justice proposals.

MACNY, along with the support of our members, Alliance Partners, and Ostroff Associates, achieved some crucial legislative victories to include the passage of bills that will help manufacturers succeed, as well as preventing the passage of certain bills that would have potentially hurt manufacturers and other businesses in New York. Lawmakers have since returned to their home districts. Governor Hochul has said she could call them back for a special session to tackle some pending measures, and we will keep you posted on any future developments. If you have any questions or comments, please feel free to reach out to me by e-mailing tiffanylatinog@macny.org.

The following is a summary of business-related bills that passed either one or both Houses of the State Legislature this session.

Green CHIPS - A.10507 (Stirpe) / S.9467 (Cooney) would attract new semiconductor manufacturing and related material supplier projects to New York and allow projects to access potential federal CHIPS funding by making certain projects with significant investments eligible for the Excelsior tax credit program. MACNY is supportive of this bill. It passed both Houses and will be delivered to Governor Hochul for her final approval.

Workforce Development Database - S.8363 (Kaplan) / A.9278 (Bronson) would provide for the creation of an online, searchable database to catalogue workforce development programs in the state. The bill passed both Houses. MACNY supported this bill, which will be delivered to Governor Hochul.

Tax Parity - S.27 (Kaplan) / A.3734 (Stirpe) would extend the zero percent franchise tax rate to all manufactures in NY. The bill advanced in the Senate to the Finance Committee. The tax parity measure had been included in the Assembly's One-House Budget proposal. MACNY strongly advocated for this bill and will continue to do so.

Employer Amnesty Program - A.10202 (Stirpe) would provide employers with amnesty for interest owed to the unemployment insurance trust fund if their owed balance is paid in full between August 1, 2022 and December 1, 2022. MACNY advocated for this bill. It passed the Assembly. We will continue to support this bill and encourage a sponsor in the Senate.

New York Build Public Renewables Act - S.6453-C (Parker) / A.1466-D (Carroll) would give the New York Power Authority (NYPA) sweeping control over the production and distribution of renewable energy, altering the energy market in New York State. MACNY was able to help stop this bill from passing in the Assembly with the help of coordinated efforts from our members and other business groups. The Assembly Committees on Energy, Corporations, and Environmental Conservation are looking to convene a hearing on July 28, 2022, to garner additional public input.

"21st Century Anti-trust Act" - S.933-C (Gianaris) / A.1812-A (Dinowitz) would apply to any company within New York that has a strong position in its local market, and any company in the State that uses standard conditions or terms to include many small and medium-sized businesses. MACNY opposes this bill. The Senate passed the bill.

Paid Family Leave - S.9167-A (Addabbo) / A.10224-A (Nolan) would direct the Commissioner of Labor to study how different groups are using Paid Family Leave in the state. The legislation passed both Houses and awaits the Governor's final review and approval. MACNY didn't take an official position on this measure.

Cryptomining Moratorium - S.6486-D (Parker) / A. A7389-C (Kelles) if it becomes law, the legislation would establish a two-year moratorium on new and renewed air permits for fossil fuel power plants used for energy-intensive cryptocurrency mining. The bill passed both Houses and will be delivered to the Governor for her final review.

The following are some priority bills that did not pass either House. These bills are of concern to MACNY and our Alliance Partners. We advocated against these measures during the 2022 Legislative Session, along with significant support from our members.

All Electric Buildings Act - S.6843-C (Kavanagh) / A.8431-B (Gallagher) would enact the "all-electric building act" to prohibit infrastructure, building systems, or equipment used for the combustion of fossil fuels in new construction statewide no later than December 31, 2023, if the building is less than seven stories and July 1, 2027, if the building is seven stories high. MACNY was and continues to be opposed to the bill. We advocated against it.

New York Health Act - S.5474 (Rivera) / A.6058 (Gottfried) would amend the public health law and the state finance law, in relation to establishing the New York Health Act to create a government-run, single-payer healthcare system in the state. MACNY opposed this bill and sent a member sign-on letter to legislative leaders through the use of our online advocacy tool.

LEADERSHIP DEVELOPMENT

David Freund, Chief Leadership Officer

HAVE YOU TAKEN TIME OFF?



Summertime is a great time of year. At MACNY, we deliberately schedule fewer events and trainings because people are typically on vacation. So, let me ask you again, have you taken time off? If the answer is yes, I have a few questions for you:

- What was your favorite part of your vacation?
- Did you take any pictures?
- Have you shared your favorite memories and photos with those closest to you?
- Have you made plans for next year?

If your answer was no, why not? What is stopping you from taking your hard-earned vacation?

I once had a coaching client who forfeited at least two weeks of his vacation each year. When I pushed him on the issue, he admitted that he felt he needed to be in the office. As we discussed this further, he came to the realization that his uneasiness was the result of him being a micro-manager. As we talked more, he realized that he was actually sending the message to his team that he didn't trust them. What a horrible message to send to your team. If your team can't handle things without you, it's a failure in leadership, not a failure of competence.

My family had just started a week-long vacation on Otisco Lake some years ago. I had a few things to finish up at the plant, and I would be joining them later in the day. After getting things wrapped up, I headed out to my favorite spot on the lake. As I walked around the cottage from the parking area, I got a notification of an email on my phone. I had been copied on an internal string of emails related to a quality problem. As my blood pressure began to rise, I got back in my truck and drove back to the plant. What did I think I would do that hadn't already been done? Clearly, I had an inflated opinion of my importance and communicated that to my team, who was busy working on the problem. I can only imagine what they were thinking. Our teams are much better than we think, and we need to trust them.

If you need more convincing, here are several reasons why you need to take a vacation:

- You will find an improvement in your physical health. It has been proven that getting away from work allows your body to relax and process away stress. Reducing stress lowers blood pressure and reduces the risk of heart disease and stroke. We have a greater sense of well-being and an overall improvement in mental health. Just planning a vacation makes you happy.
- Our family relationships are strengthened as we progress through planning and then taking the vacation. Memories are created as we share laughs and experiences documented by the photos we have taken.
- Lastly, there is a business reason for taking a vacation. You will be sharper, more creative, and much nicer to be around when you return. I have lost track of how many coaching clients have shared that they returned from a vacation with new ideas, new perspectives, and a great level of energy. Just a week away can make a huge difference.

When you go on vacation, try to disconnect completely. I know it's hard, but you can do it. By the time you read this, I will have completed my vacation with my family. I will be completely disconnecting from all my MACNY emails. I stopped all the notifications and won't open Outlook for the entire week. My coaching clients and our MACNY team all have my cell number if they need me. I am getting excited just writing this.

I hope you all will have an amazing vacation this summer.

WE ARE YOUR DOL



SHARED WORK PROGRAM IS HELPING THOUSANDS OF NEW YORK BUSINESSES RETAIN TRAINED WORKERS AND SAVE ON LABOR COSTS

When Ralph Sedore purchased NY Taylor Rental in 2019, continuity was important to him. He had worked at the Southern Tier event rental company for more than 25 years. According to Sedore, one of the most critical practices he carried over was the business's participation in the Department of Labor's Shared Work Program.

"They say for every employee you lose, it costs you \$50,000," Sedore said. "Without Shared Work, I'd have a lot of layoffs in the winter. I don't even want to think about it."

The Shared Work Program gives businesses an alternative to laying off workers during business downturns by allowing employees to work a reduced work schedule, collect partial unemployment insurance benefits, and retain their health insurance benefits. The program is designed to help businesses save on labor costs while retaining valued employees who have crucial skills, knowledge, and experience.

Shared Work accounts are accessible online, allowing employees to easily use the online portal and employers to quickly adjust their plans to suit their current circumstances.

"The ease of use is fantastic. It takes me like 30 seconds a week to go in, review the hours and payroll, and certify the claims. Bing, bang, boom," Sedore explained. "It's a huge piece of mind to know that if things got really tough, I could go up to 60% and these guys would still get paid and keep their benefits."

Businesses all over the state are utilizing Shared Work to withstand seasonal adjustments and workflow disruptions, such as supply chain issues or lack of demand.

Cathy Volpe, accounting manager at IFM Collision in Westchester County, turned to Shared Work when business declined during the pandemic and the body shop needed to retain its specially-trained workers.

"People weren't driving and there were fewer accidents," Volpe said. "This is a unique industry, so everyone is trained for their specific craft. To rehire or find new people would've been a big expense and taken some time."

Applications for Shared Work are typically reviewed and approved within 48 hours. The plans then stay active for 53 weeks, so they are available as needed. Each business is assigned a designated case manager to oversee their account, answer questions, and make changes to the plan.

"On my end, the customer service has been phenomenal," Sedore said. "Anyone I know who's seasonal, I tell them about Shared Work. They can't believe a program like this exists. It's a no brainer."

To learn more about how Shared Work can help your business, call (518) 457-2378, visit dol.ny.gov/shared-work-program-0, or get more information now by scanning the QR code.



PARTNERS FOR EDUCATION & BUSINESS

Amy Stewart, Workforce Development Specialist

OUT OF THE CLASSROOM AND INTO COMPANIES



Students can learn about careers through videos or speaker panels, but experiencing the workplace helps them to truly envision themselves in the industry. After months of virtual programming, students were able to visit several companies this spring. It was the first time for some students in almost two years.

The 11th and 12th graders in the Pathways in Technology Early College High School (P-TECH) programs take college classes, but the courses finish in mid-May. This extra time during their school day provides a valuable opportunity for students to connect with employers.



One of these field trips included the Henninger Clinical Laboratory Technician students visiting Liverpool Village Animal Hospital. Jaylynn Ross, Assistant Hospital Manager, showed students ear cytology and urinalysis slides on the microscopes, as well as the hospital's dental and radiology exam rooms. The visit gave a glimpse into the difference between working in a lab for humans and animals. Students enjoyed asking about the many different animals served, including a frog with a broken leg! Jaylynn shared, "Liverpool Village Animal Hospital strongly supports learning and development within the community. We welcome the opportunity to provide students exposure to potential career opportunities in the veterinary field. It was wonderful showing the students our clinic and the work that we do."

Remotely Piloted Aircraft Systems students from Public Service Leadership Academy (PSLA) at Fowler toured Hancock

International Airport with the Syracuse Regional Airport Authority. The agency conducts the airport operations. Students met with their Executive Director, as well as the marketing, business development, analytics, public safety, and operations departments. The highlight of the trip was an airfield tour, where students watched planes land and depart directly on the runway. Debi Marshall, Director of Human Resources shared, "We had a blast hosting four students from the Fowler drone program. We got to connect and share with them the wonder and excitement of working in aviation, and they got to share with us their dreams and goals and bring a 21st century perspective to the future of our industry. Many industries are dealing with the same struggles to find qualified talent, so focusing on building relationships with students now and creating that talent pipeline, will help us fill gaps in essential positions in the next 5-10 years. Lastly, it was so rewarding to watch the smile on the students' faces when they get to stand in the middle of the airfield and watch a plane take off. This is what it's all about!"



Health Professions and Health Information Systems students from Henninger High School visited Nascentia Health as well. Many of them were only familiar with hospitals or doctors' offices, but Nascentia Health provided insight into homecare services. Students rotated through three stations: patient intake, nursing, and billing. One student said that it was interesting to see new aspects of an organization she never considered, and she appreciated how each of the employees seemed to enjoy their various roles.

We are grateful to our industry partners for their support. Site visits help students understand how their P-TECH classroom experiences are part of a pathway to in-demand careers. There are so many opportunities they don't know about. However, direct connections with employers put P-TECH students first in line for employment opportunities. The partnerships are beneficial for everyone; providing clear career pathways for students, companies can find the right fit for their organizations, and we grow a stronger community.

WORKFORCE DEVELOPMENT

Eileen Donovan, Workforce Development Specialist

POST YOUR JOBS FOR FREE ON OUR CAREER & TALENT PLATFORM



In our May newsletter, we talked about the enhancements to MACNY's Career and Talent Platform and addressed the need for high school and college students to join the Talent Community by building a profile that enables their resume to be shared with employers.

The urgency, as expressed by our education partners, was for students to let employers know they're interested in internships, co-ops, seasonal employment, and Registered Apprenticeship opportunities.

Now, we've taken it a step further. Our latest idea came from parents, those who sat through a "What is Registered Apprenticeship?" presentation and wondered, "Now what? Where does my kid find out who offers Registered Apprenticeship opportunities?" The truth, we discovered, is that there is a gap in the information pipeline. We decided to try and fill it.

What we came up with is a Summer Special, available until the end of August, where employers can post their internships, co-ops, seasonal employment, and Registered Apprenticeship opportunities for **FREE** on the Career and Talent Platform.

Here's how it works:

- Get in touch with Ashley Stoltz (astoltz@macny.org) and let her know you'd like to post your job for **FREE** on our Career and Talent Platform
- Your posting will be visible to all the candidates that have create a profile on our Talent Community
- We will send you an email each day with all the candidates that applied for your position
- Your position will remain on the Career and Talent Platform until it is filled!

Our goal is to match students with employers for the purpose of gaining valuable work experiences and expanding the Registered Apprenticeship program throughout New York State, a win-win for everyone.

This Summer Special differs from a subscription to the Career and Talent Platform, where an employer purchases a license to utilize the entire suite of services and capabilities, from recruiting through hiring and beyond.

For more information, or to get started with MACNY's Career and Talent platform, contact Ashley at astoltz@macny.org.

For more information about NYS Registered Apprenticeship programs, contact me via email at edonovan@macny.org.

FOOD FOR THOUGHT

Cindy Oehmigen, Director of Energy & Corporate Services

WITH SPRINKLES, PLEASE!



Regular readers are probably aware that we do a two-month newsletter for July/August - our summer newsletter. By the time you read this we'll be there, right smack in the middle of summer. I suppose it's possible that some have a different vision of summer than I do.

However, if it doesn't include ice cream, it is safe to say you are in the minority. It is the first thing that I think of when summer is mentioned.

A few things that are not news:

1. Gelato is like ice cream, but not quite the same. Speaking from experience, I have to say some of the best gelato can be had in Italy and Florida.
2. Frozen custard is even better than ice cream. Some of the best is found at Leon's in Milwaukee (it was featured in *Happy Days* way back when). My husband and I have been known to go there three times in one day when we're visiting. Abbott's in Syracuse is right up there, too.
3. Carvel's ice cream is pretty darn good.

Now I want to share with you some interesting facts about ice cream you probably do not know.

1. While Thomas Jefferson was credited with the recipe for ice cream, it is not quite true that he invented it. His enslaved Black chef, James Hemings, was sent by Jefferson to train in France making him the first American chef to do so. Not only did Hemings popularize ice cream (through Jefferson), but also mac and cheese, crème brûlée, and French fries.
2. Aunt Sallie Shadd was a freed slave living in Wilmington, Delaware. She had her own catering service and signature recipes using frozen cream, fruit, and sugar. These recipes caught the attention of Dolley Madison who went to Wilmington to try this delicacy. She liked it so much that it found its way on to the menu of the Inaugural Ball in 1913.
3. Augustus Jackson was an ice cream innovator and businessman who lived in Philadelphia in the 1800s. After working in the White House as a chef for 20 years, he returned to Philly and opened a catering business. He became one

of the most successful entrepreneurs and wealthiest residents of Philly. He developed a recipe which did not use eggs (all before him did). And he added salt to the ice so that it could be frozen more quickly and remain that way for shipping. He also added fruit and new flavors.

4. Last, but not least, Alfred Cralle, a Black businessman, patented the "ice cream mold and disher" on February 2, 1897. He worked with his father as a carpenter and developed an interest in mechanics. After a few years of school, he moved to Pittsburgh where he got a job as a porter at Markell Brothers drugstore and St. Charles Hotel. When he noted the trouble the ice cream servers were having trying to shape ice cream for cones, he invented his device that allowed the servers to do this with only one hand. He was the first African American in Pittsburgh to receive a patent.

The story goes that when Hemings returned to Philadelphia he presided over Jefferson's lavish parties. Only the very well-to-do could afford the ingredients in ice cream and one needed someone to spend hours stirring and churning to make it. Hemings brought it to the elite. After his time as chef in the White House, Jackson brought it to the masses. Many other Philadelphia Black pastry chefs began to specialize in ice cream. Alfred Cralle made it possible to serve up ice cream faster and with less effort. As Black entrepreneurs moved north during the Great Migration, ice cream culture was spread.

I, for one, am very thankful for the contribution these entrepreneurs made. It could not have been easy during those times. Who knows if we would be enjoying ice cream today if not for Hemings and those that followed him?

-
- www.thekitchn.com/ice-cream-history-hemings-jackson-cralle-23124752
 - amplehills.com/news/the-black-innovators-of-ice-cream-history
 - en.wikipedia.org/wiki/Augustus_Jackson

TRAINING AND EVENTS JULY

Microsoft Excel for Office 365 - Part 3

July 1 | from 9 AM - 5 PM

Lean Six Sigma Green Belt

Tuesdays and Thursday from July 7 -
September 15 | 8 - 11 AM

Supply Chain Management Certification Prep Course

Starting July 11 | 9 AM - 12 PM

Crucial Conversations

July 12 & 13 | 9 AM - 4 PM

ISO 9001: 2015 Internal Auditor Training

July 14 & 15 | 8 AM - 4 PM

Maximize Your Membership

July 14 | 9 - 10 AM

Microsoft Teams

July 15 | 9 AM - 12:30 PM

Intro to MACNY's CRM & Skill Assessment Programs

July 21 | 1 - 1:45 PM

OSHA 30-Hour General Industry

Starting July 25 | 8 AM - 3:30 PM

Developing and Implementing an Effective Training and Competency System

July 28 | 8 AM - 12 PM

Critical Elements of a Successful Export Business Plan

July 28 | 9 - 10 AM

AUG

Microsoft Word for Office 365 - Part 1

August 1 | 9 AM - 5 PM

Supply Chain Management Workshop

August 4 & 5 | 9 AM - 12 PM

Forklift Operator Safety Train- the-Trainer

August 11 | 8:30 AM - 3:30 PM

Maximize Your Membership

August 11 | 9 - 10 AM

Microsoft Access for Office 365 - Part 1

August 15 & 16 | 9 AM - 5 PM

Root Cause Analysis/Corrective Action

August 16 | 8 AM - 12 PM

Microsoft Excel for Office 365 - Part 2

August 17 | 9 AM - 5 PM

Microsoft Excel for Office 365 - Part 3

August 18 | 9 AM - 5 PM

Adobe InDesign CC - Part 1

August 29 | 9 AM - 5 PM

Strategy Kick-Start: How to Get Out of The Woods and on to The Pathway to Success

August 31 | 3 - 4 PM

**To register for training or an event, visit macny.org/events or
scan the QR code below.**





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The information provided herein is general in nature and is designed to serve as a guide to understanding. If the reader has a specific need or problem, the services of legal counsel should be sought to address the particular situation. Non-profit bulk rate postage is paid at Syracuse, NY.