

# Bridges

News from Business Interface, LLC

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## Happy Holidays!

At this celebratory time of year, we at Business Interface, LLC (BI) would like to take a moment and reflect on everything that has happened here over the past year. Many students have passed through our doors with the hope of finding their way to employment and a better future.

Our students challenge and inspire us on a daily basis. They often arrive with circumstances they feel will hinder them in their efforts to find work. After their initial application and interview they often leave with their heads held a bit higher and smiles on their faces. This is just the beginning of the feeling of satisfaction our job provides us at BI. This satisfaction grows as the students proceed through the month long Customer Service Associate training course and begin to grow a bit at a time and open up to a realization of their capabilities. Complete satisfaction comes and pride grows as the students accomplish an interview with a prospective employer. Emotions run very deep when a student is successful and gains meaningful employment.

We could not experience all of these successes if it were not for the businesses in the Baltimore area that are willing to give our students a chance to prove what they can do and accomplish in your employ. Many of you have realized and experienced the worth of our students, their willingness to work, and their desire to prove themselves and their value to your companies. You call us on a continuing basis as your needs grow and you desire a quality, skilled employee for the job. We thank you for all of the opportunities and hope you have provided everyone.

We are proud of our association with the organization that supports our activities and allows us the opportunity to offer first class training at no charge to residents of Baltimore who qualify for our program. They are selfless in their desire to better the lives of a diverse population here in our city. Every day they make it possible for people to reach beyond restricting circumstances towards a brighter future as employed individuals.

As we reflect on this past year we are truly joyous in heart to know that so many have found work, hope, and meaning for their lives

and families. All of us share a secure view of the future knowing that we can work each day to earn those things necessary for a full life.

May everyone who contributes to the success of BI; students, businesses, sponsors; enjoy the holiday season and may the new year be filled with much joy, happiness, and success. It is our association with all of you that makes our jobs such a pleasure and gives us the opportunity to be successful.



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Conveniently located at the corner of North Caroline and East Fayette Street

## Enjoying the Holidays...Our Work and Our Leisure

With the holidays upon us and a new year approaching our ability to balance our life experience seems to rise to a degree of importance greater than at other times during the year. Work itself, special events, parties, time spent with family, all vie for the top spot and ultimate attention.

Dreading each day? Not enjoying what you once did? If we are working too much, focusing on the negative, we may become overwhelmed and our life imbalanced. We often interpret what we "have to do" as a chore. Having a mind-set that we have a choice in whether or not we do something makes it a leisure activity. When we interpret something we have to do as a challenge or opportunity, instead of a chore, we might often find that we eventually enjoy that activity and maybe even have fun doing it.

We need to correct these imbalances in order to live our lives to the fullest and enjoy it. Holidays are particularly stressful with social obligations relating to both family and work vying for top billing. Balancing our working life with time to socialize and have fun must be a priority. If we develop the attitude that leisure time and activity is important in our lives, we will make time to accommodate it. Keeping a journal helps us to process difficult and stressful situations and conversely track positive trends in our lives and work. Staying organized with

a calendar or planner can show us exactly how we are spending our time and give us the ability to assess the quality of the time we are spending, whether it be for work or for play. We must keep an open mind and stay flexible for new opportunities. Balancing our working life with time to socialize and have fun must be a priority.

Balancing work and play is a life skill that can help us become more successful, productive, motivated, and provide us with more physical and mental energy on our job. Overwork can stress our physical and mental well-being. We may suffer from headaches or migraines. Stress can lower our immune systems, allowing us to become ill. Spending time away from work can revitalize us and provide us with the strength, physically and mentally, to be more motivated and fresh in our approach to work and thus become more productive. Be creative with downtime and develop new skills to bolster self-esteem. Focus on reaching and achieving some new goals. Keep an open mind with respect to new opportunities in your education, health, career, and personal relationships. Change your environment—take a trip, a short excursion, or simply occupy your time with a new book or movie.

Conversely, if we are stuck in constant play mode we will avoid our responsibility to remain vital, resourceful, productive, and creative in our work. Playtime is necessary, but it cannot detract from our ability to perform our tasks in the workplace. We do not want to simply waste time in this mode.

To really lead a fulfilled life we need to strike a balance between work and play! There is more to life than just work and conversely more to life than just play. There is love and the connection with those around you, the act of giving to others, contributing

to a better and greater world, having fun and excitement from a variety of activities in our lives, learning new things and growing as a person, and staying physically vital and full of energy. Lower the number of tasks you are trying to accomplish and make sure that those you are accomplishing are the most positive and productive activities possible. Especially during the holiday, make those who are your support system a top priority in your allocation or time for work or play. Family, friends, mentors, sponsors, and coworkers can become that most important link to your balance in life.



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We want to hear from you and tell your story. To contribute to, or for more information about, the Business Interface, LLC newsletter please contact by e-mail:

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## Mr. Richard Jordan—Graduate—July 2011

Born in the city of Baltimore and hailing from the west-side, Richard Jordan has seen both sides of the street, very good and very bad. Richard and his younger sister were raised by a single mother, after she and their father divorced. His mother worked for McCormick and Company, and retired after 35 years. Richard reflects that “my mother is my best cheerleader and role model.”

Richard is fortunate in that he was primarily educated in private schools. He attended elementary school at Matthew A. Henson (School #29) at Pulaski and Baker Streets, Middle school at All Saints Catholic School off of Liberty Heights above Garrison Avenue, and Calvert Hall High School in Baltimore County. Richard moved to Gilroy, California in 1979 and finished his high school education there.

Reflecting back, Gilroy was “the best experience of my life,” Richard says. A need for an outlet, resulting from the challenges of growing up during the ‘70s, grew into a love of basketball. “I became pretty good”, he proclaims. Richard lists one of his greatest accomplishments as being named the captain of the varsity basketball team. A 22-2 record, tournaments, championships, and trophies are highlights and pleasant memories of his growing up.

At 11 years old, Richard was working delivering newspapers and has not slowed down since. “I’ve pumped gas, and did asphalt and concrete construction. In my teenage years I worked at some fast food restaurants and did odd jobs to make money. In my adult years I have experience in a lot of warehouse, forklift, and factory production work. My best experience with work was at St. Joseph’s Medical Center. I was afforded the opportunity to become involved in medicine and became a pharmacy technician trainee.”

A struggle with addiction brought



Mr. Richard Jordan

Richard to the Helping-Up Mission and participation in it’s year-long recovery program. Investing time in understanding himself and his faith have brought him back to living a good life. He completed the Customer Service Associate training in June of 2011. He gained employment with a masonry company here in Baltimore that specializes in waterproofing different types of buildings and moved forward to a job in maintenance.

Richard’s recovery from substance abuse has brought him back to his family and he is mending important relationships in his life. The caring, nurturing, and loving spirit his mother expressed to him and his sister has been reborn in Richard. An “old school work ethic,” displayed by his grandparents, inspires and guides him in his new job. “I watched them struggle, but persevere. They were very spiritual in their personality. The bottom line is they were strong.” As the vestiges of addiction are washed away, all of these learned and inherited qualities that were hidden and taken away from Richard are slowly being re-revealed. Richard’s

21 year old son is his pride and joy. His son has supported all of his efforts to become victorious over his addiction. Richard’s son displays all of these qualities of care, love, and work ethic that are re-emerging in his dad. His son lives well and works hard while continuing to make right choices. Richard also has a lady in his life who continues to be very supportive of his life recovery efforts.

Richard is into writing and especially enjoys poetry. A dream of his is to become a writer. Richard also enjoys gatherings centered on his family, quiet times for himself, basketball of course, and helping others in need. Richard now lives a life dedicated to the

exercise of all of his character qualities and special values hidden away while active in addiction. His resolve and enthusiasm are readily apparent when interacting with others. His dreams are already, doggedly becoming reality. Better keep that pen handy, Richard!



**Blites**  
*in January...*

- Mr. Morris McDaniels
- Resolutions and 2012
- BI Focus
- BI Success

# Focus on the Holidays!

*It has been a wonderful year for all of us here at Business Interface of Maryland, LLC. Many people have gained valuable skills and were able to gain employment in order to provide for themselves and their families. Just for that I am thankful to our business partners, our students, and the staff. I look forward to many more successes in the New Year!*

**Happy Holidays!**

*Ms. Heather Kalish—Business Resource Coordinator*



Ms. Heather Kalish, Mr. Daniel Kemp, Mrs. Dianna Dinkins, and Mr. Thomas Cast—The Business Interface, LLC workforce development team—Wish you the happiest of holidays!

**Our Mission...**

Business Interface, LLC is a demand-side workforce intermediary that helps businesses fill critical workforce gaps by employing the economically disabled. The organization serves as the interface between socially conscious employers in need of a productive, committed workforce and an untapped pool of labor who are qualified and prepared for employment.

**One person, one job, and one career at a time the Business Interface model raises the poor out of poverty and enables business clients to experience measurable financial success.**

We want to hear from you and tell your story. To contribute to, or for more information about, the Business Interface, LLC newsletter please contact by email:

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