

RICHARD K. PIMENTEL

Senior Partner
Milt Wright & Associates, Inc.

Richard Pimentel is one of the leading experts in the nation on Attitude Change, Overcoming Barriers, Crises and Change in the Workplace, Disability and Diversity issues in the workplace, Disability Management, Disabled Veterans Employment Opportunities, Job Placement, Job Retention, and the Americans with Disabilities Act.

Richard is not only technically proficient, he is also an exceptional communicator whose audiences praise his ability to combine information, humor, metaphor, analogy and storytelling into an informative whole that does not just *present* the information, but really *communicates* it in a memorable fashion.

As the key author of the highly acclaimed and widely used **Windmills** program designed to change the attitudes and behavior of supervisors who hire and promote employees with disabilities, he has played an influential role in creating workplace opportunities for persons with disabilities with many of America's largest and most prestigious government and employers. In addition to fortune 100 companies, he has training thousands of employees and administrators for the CIA, Dept of Veterans Affairs, FBI, US Army, Navy, NASA, Department of Labor, Social Security Administration and The Office of Attorney General.

Richard was the Chairperson of VACOR the Department of Veterans affairs Civilian Advisory Committee for Rehabilitation

Richard is a senior partner in the firm of Milt Wright & Associates, Inc. for which he conducts training and consultation nationwide on topics as diverse as Attitudinal Change in Health & Human Services, Hiring and Promoting People with Disabilities, Motivation of Individuals with Employment Barriers, The Future of Disability Management, Return-to-Work Issues, and Emotional Ergonomics™. He has authored and co-authored numerous books and professional publications, including *Developing the New Employee*, *What Managers and Supervisors Need to Know About the ADA and Taking Control of Workers Compensation Disability Costs* and the *Job Club Placement Model* for the Department of Veterans Affairs.. .

A full length motion picture of his life story "Music Within" starring Ron Livingston, Melissa George and Michael Sheen has been created and will be coming out on DVD in April 2008

He has consistently rated over the past 20 years as one of the top presenters at Workforce Development and Disability Education Conferences through out the US and Canada.

Mr. Pimentel can be contacted by e-mailing mwright@miltwright.com or calling 1-800-626-3939. His products are listed on his website at www.miltwright.com

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Additional Presentations

by RICHARD PIMENTEL

Hiring and Retaining Quality Employees

Learn how businesses in America are changing their employment strategies to utilize and retain their workforce. Mr. Richard Pimentel will present a powerful, humorous and dynamic presentation containing new ideas for assisting employers in retaining existing and new employees. Mr. Pimentel will cover effective ways to develop training activities despite tight budgets, the most common reasons why employees quit their jobs, and ideas from companies that have gained a reputation as being an employer of choice. Keeping quality employees is a key priority. This is an excellent presentation for gaining a new perspective for helping business customers build a stronger workforce of productive and satisfied employees.

Effective Management of Job Order Based Placement

Richard Pimentel presents an effective model for Job Order Based Placement with step-by-step guidelines. This is a powerful workshop that introduces a model for increasing the flow of Job Orders within your organization, developing a long lasting relationship with the business customer, and gaining the knowledge of the top four uses of a Best Practice Job Order. Learning the Job Order fundamental skills will increase the quality of service to the business community and placement success.

Attitude Change and Motivation

Richard Pimentel introduces a dynamic training model for Human Resource professionals. One of the most difficult challenges for workforce development administrators is the introduction and rollout of programs that meet with supervisor and employee resistance. This is an excellent workshop for organizations that are introducing any changes in diversity, disability management, business services, and downsizing. No matter how well the program is designed, its success often depends on the support of an organization's supervisors and employees. In this session you will learn how to avoid the fatal errors administrators make in introducing controversial programs, how to take the emotion out of potentially emotionally charged organizational changes, and how to anticipate and resolve employee/supervisor fears and concerns.

Changing the Job Placement Culture

To a "Team Sharing" Process

New Business Services models require One Stop Career Centers to share their job leads with other staff/partners and other One Stop Centers in order to meet the needs of the business customer. Richard Pimentel's powerful session is the catalyst for changing the Job Placement culture. The training is designed to overcome the intensity of competition that illustrates how placement goals are hindered by the process of sharing job orders, provide an opportunity for program staff to overcome their frustrations and fears in referring a job lead to another peer, reinforce the team approach for providing better service to business customers, and educate participants on the procedure for responding to job orders within the Center so that job orders are communicated and the client service staff responds by the end of the next business day.

Communicating Effectively with Employees

With Limited English

Attend this valuable workshop and experience training activities that are being delivered to supervisors and managers of fortune 500 companies. Participants will learn the ground rules for developing openness and understanding in a cross-cultural interaction; tips for increasing effectiveness in communicating with employees who speak English as a second language, the importance of asking good questions to check for employee understanding, how to put the tips into practice, and ideas for creating opportunities for ongoing language acquisition in the workplace.

TRAINING RESOURCES

Working with People with Disabilities

In a Job Placement/Job Retention Environment

This is an excellent guide written by Richard Pimentel for creating opportunities for people with disabilities. It offers a practical and innovative approach for anticipating the real or imagined problems that a job seeker with a disability might face in her or her job search and tools for developing a strategy for removing the real barriers and overcoming the perceived barriers. It teaches how to educate participants to effectively present themselves to the employer, prepare the employer to effectively work with people with disabilities, and transition the job seeker into becoming a successful employee through retention strategies.

Code: 257B Working with People with Disabilities
1 - 2 \$30.00 US each
3 + \$20.00 US each

Beyond Traditional Job Development:

The Art of Creating Opportunity

Highly readable and entertaining, this book is a goldmine of invaluable ideas and strategies to catapult job developers from scarcity to abundance and from discouragement to empowerment and career satisfaction. Beyond Traditional Job Development discusses the philosophy and practice of entrepreneurial job development and challenges conventional wisdom about the current job market.

Code: 250BC Book and 1 hour Intro. Audiocassette
\$30.00 US each

30 Ways to Shine as a New Employee

A Guide for Success in the Workplace

An excellent guide for Job Retention and Success that can be used by the individual employee as a self-help guide or with support from supervisors or mentors. This guide is a gold mine of practical tips, suggestions and a "daily challenge activity" for new employees to grow and shine in thirty skill areas which include: dealing with the stress of change, handling negative emotions at work, surviving office politics, dealing with difficult people, and going the extra mile for the employer.

Code 253B: 30 Ways to Shine as A New Employee
1 - 9 \$29.95 US each
10 - 19 \$18.00 US each
20 - 49 \$15.00 US each
50 - 99 \$12.00 US each
100+ \$ 9.00 US each

Code: 254A Supplemental Guide for Agency Use \$3 US each
Code: 254E Supplemental Guide for Employer Use \$3 US each

Implementing a Business Services Program:

A Planning Guide

This guide provides the basic ingredients for implementing a Business Services Program. It is an excellent resource for Agency Directors and Program Planners, WIB Members, Business Advisory Board Members, One-Stop staff, Business Services Representatives, Senior Job Developers and Job Retention Coordinators.

Code: 259B Implementing A Business Services Program
1 \$34.95 US each
2 \$20.00 US each
3+ \$15.00 US each

Windmills: Hiring and Working With People with

Disabilities – A Trainer's Manual

"Windmills" works! Become a Windmills Trainer. Employers who use the program report a significant increase in the hiring of people with disabilities. Supervisors feel more confident in working with disabled persons after the training. Managers feel more confident about supervising people with disabilities. "Windmills" is an excellent program for educating Workforce Development organizations and employers on how to successfully include persons with disabilities as an excellent labor resource. (Contact us for price information)

APPLICABLE TAX, SHIPPING & HANDING SHALL BE ADDED TO ALL ORDERS.

For more information on Training, Consulting and Resources,

Call Milt Wright & Associates, Inc. 1-800-626-3939, or visit www.miltwright.com