

# FDIC News

The Federal Deposit Insurance Corporation Employee Newsletter

AUGUST 2016

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## ★ Chairman's ANNUAL AWARDS ★

### FDIC Honors 2015 Annual Awards Recipients

Once a year, the FDIC community gathers to pay tribute to excellence. The 2015 Annual Awards Ceremony, held June 8 at the Virginia Square Auditorium and broadcast to staff nationwide, continued this tradition. The ceremony celebrated FDIC achievements across the country and across many disciplines. The recipients were recognized for outstanding contributions to the FDIC, the public, and their colleagues.

DOA Director Arleas Upton Kea presided over the ceremony, and Gary L. Clayton, Fair Lending Examination Specialist, DCP-Atlanta, led the audience in an inspiring rendition of the National Anthem. Chairman Martin J. Gruenberg commended the recipients for their accomplishments. Noting that nominations are submitted by FDIC employees, Chairman Gruenberg said: "This means that the people we are honoring today have

earned the admiration and respect of their co-workers. So, congratulations to all of our award recipients."

Chairman Gruenberg also honored all employees for their dedication to the core mission of maintaining public confidence and stability in the financial system. "For that, I think we should all feel honored today," he said. "And as I have said many times, I firmly believe that the employees who receive annual awards at the FDIC actually are representative of our entire workforce."

Chairman Gruenberg then presented the Chairman's Excellence Awards. Vice Chairman Thomas Hoening and the division and office directors conferred the honorary awards and the 35-year service recognition awards. Director Kea concluded the ceremony by thanking the individuals who organized the celebration. 🏛️

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## ANNUAL AWARDS 2015

### Gail M. Brooks Scores Multiple Achievements in 2015

#### *DRR Robert F. Longworth Leadership Award*

#### Gail M. Brooks, Resolutions and Closings Manager, DRR-Dallas

Accomplishing outside goals is nothing new for Gail M. Brooks. The Resolutions and Closings Manager with DRR-Dallas typically juggles several projects at once. Yet, even for this 31-year FDIC veteran, 2015 was a standout year. Brooks not only managed an exceedingly challenging resolution in Puerto Rico but also launched key initiatives to boost morale in her division and promote sound succession planning.

The year began with Brooks and her team planning the resolution of the failing Doral Bank, a \$5.9 billion institution in Puerto Rico with 26 branches, eight of which are located in the mainland United States. Brooks and her team meticulously mapped out several potential resolution options until a final transaction structure could be determined. On February 27, the FDIC entered into a purchase and assumption agreement with Banco Popular de Puerto Rico to acquire Doral's banking operations. Brooks guided her team through a well-planned and smooth transaction, for which she later received a Mission Achievement Award.

Afterward, Brooks undertook a postmortem to ascertain lessons learned. She hosted discussion groups with staff in all related functional areas and wrote a report. She then briefed senior DRR management on her findings.

During the year, Brooks led her team through eight resolutions, including the resolution of Doral Bank, with total combined assets of \$6.7 billion and liabilities of \$4.9 billion. With the number of failed banks declining, Brooks used each resolution as an opportunity to train as many staff members as possible.

Brooks was looking to the future in other ways as well. Volunteering to serve as Chairman of the DRR Workplace Excellence (WE) Council, she focused on enhancing teamwork and employee morale across all



departments by reviewing the Federal Employee Viewpoint Survey results. Much as she had done with the Doral report, Brooks assembled DRR employee focus groups and collected comments and feedback about the work environment. From these meetings, recommendations were developed and presented to DRR senior management and gained the approval of DRR Director Bret Edwards. One recommendation that Brooks and her team implemented was a five-week course designed to train the next generation of bank resolution leaders. Now that many current DRR Receivers-in-Charge (RIC) and Closing Managers have reached retirement eligibility, preparing their successors is a critical division objective.

Brooks and her team developed the course and conducted three sessions in 2015. Some students who took the class had the opportunity to perform as RICs at

bank closings, and overall the course generated excitement among DRR staff by providing an opportunity to step into this role. Brooks collaborated with Corporate University (CU) to convert the course into a permanent CU offering.

Brooks also served on a working group for DRR's job rotation pilot, which allows DRR employees to serve details in areas outside their current areas of expertise. The pilot aims to develop a more flexible and ready workforce and gives employees developmental opportunities. As one of the interview panelists, Brooks participated in more than 20 interviews for the pilot and in the final selections.

Brooks unquestionably had a banner year in which she accomplished much on behalf of her division and the FDIC. As such, she is most deserving of the DRR Robert F. Longworth Leadership Award. 🏆

## ANNUAL AWARDS 2015

### Michelle L. Cahill Honored as Exemplary Leader

#### *Edward J. Roddy Examiner Excellence Award (DCP)*

#### Michelle L. Cahill, Assistant Regional Director, DCP-Chicago

To describe Michelle L. Cahill as multitasking would be an understatement. Throughout her 23-year FDIC career, Cahill has consistently proven that she can tackle any role or project with energy, enthusiasm, and skill. Cahill's trajectory from field examiner to Assistant Regional Director (ARD) is studded with achievements and notable contributions. Her ancillary activities would suffice as a full-time schedule for many people. What is more, Cahill has distinguished herself as an exceptionally capable leader.

As the ARD for the Division of Depositor and Consumer Protection (DCP) in the Chicago Region, Cahill manages a large territory, encompassing all or part of four states and more than 400 banks. She leads high-profile projects, some of them very technical. She also invests time in developing and training others. As a member of the Course Oversight Group, she oversees DCP's Community Reinvestment Act (CRA) school and has designed new approaches to ensure training is fresh and timely.

Deputy Regional Director Teresa Sabanty described Cahill's impact. "Michelle has seamlessly transitioned through various positions of increasing responsibility, and her dedication and competence have remained ever-present and constant," Sabanty said. "Her leadership has resulted in enhanced supervision of the institutions under her purview, and she has been influential in molding the direction of regional operations, particularly in relation to empowering staff."

Early in her career, Cahill demonstrated exceptional communication skills. While leading a CRA evaluation of a Minority



Depository Institution that was facing protests, she met with and listened to members of the community. She also showed a willingness to make improvements. Using her fair lending subject matter expertise, she standardized procedures in her field office, and those standards were later adopted by the Chicago Region. As special assistant to the Chicago Regional Director, she launched an exchange program that enabled RMS and DCP examiners to learn interdisciplinary skills. Not one to shirk her own development, Cahill persistently pressed ahead, enhancing her already substantial leadership skills through participation in the Mentoring Program.

Cahill was also a founding member of the

Workplace Excellence Steering Committee, Vice Chairman of the National Supervisory Examiner Council, and Vice Chairman of the Chicago Region CDAC (Chairman's Diversity Advisory Council).

Colleague and Chicago ARD James Eisfeller summed up Cahill's achievement. "Michelle's technical skills are outstanding, but the traits that make her a truly outstanding leader are her pleasant and engaging personality and her 'can-do' attitude. She leads by example and constantly challenges herself and others to be the best they can be."

Having personified excellence throughout her career, Cahill is a worthy recipient of the Edward J. Roddy Examiner Excellence Award. 🏆

## ANNUAL AWARDS 2015

### Maureen O'Dell Celebrated as an Examiner of the First Mettle

#### *Edward J. Roddy Examiner Excellence Award (RMS)*

#### Maureen O'Dell, Senior Examiner, Large Financial Institutions, RMS, New York Region

Maureen O'Dell is what many would describe as an examiner's examiner. During her 29-year risk examination career, O'Dell has examined hundreds of banks in good times and in crises, and has seen her share of problem institutions. She is also one of the FDIC's foremost experts in credit card and subprime lending institutions, a specialty that led to past examiner-in-charge (EIC) positions with two major subprime banks. Also an advanced capital markets specialist, O'Dell today serves as the Dedicated EIC for Discover Bank, the largest monoline credit card issuer the FDIC supervises.

Based on this experience, O'Dell often finds herself in demand. Detail assignments in the New York Region and at headquarters have arisen frequently. O'Dell regularly participates in the FDIC's Shared National Credit Reviews and in Large Insured Depository Institution (LIDI) reviews. She has also been called on to provide information for congressional testimony.

Colleagues in the Salt Lake City, Utah, and Sioux Falls, South Dakota, Field Offices turn to O'Dell for counsel on examinations. "At recent examinations, Maureen consistently led by setting a positive example and anticipated potential or emerging issues," said Salt Lake City Field Supervisor Bob Preite of O'Dell's contributions. "She has a thorough understanding of the risks facing the banking industry and provided input on potential approaches to deal with issues at these high-profile national credit card lenders." O'Dell's consultative role at the field level has often resulted in broader interpretive guidance from the RMS policy section.

But O'Dell is nowhere more in demand than at Discover Bank, where she manages the supervision of a complex institu-



tion, oversees teams at multiple locations, prepares annual examination plans, and reports to headquarters. Colleague and Senior Large Financial Institution Analyst Jeff Koch commended O'Dell's performance as EIC, noting her "consistency, dedication to mission, tireless work ethic, humor, and fairness."

O'Dell is passionate about sharing what she has learned with those who follow. While on a several-month detail in Puerto Rico conducting capital markets reviews, O'Dell nevertheless took time to train a financial institution specialist in the workings of investments, liquidity, and sensitivity to market risk. Christine Townsend, a large bank examiner on the Discover team, said, "As a new examiner, I routinely looked to Maureen's writing as an example to aspire

to, and after 12 years with the FDIC, I still do. Maureen does whatever it takes to get the job done. It is this extraordinary performance that sets her apart."

New York Regional Director John Vogel was unreserved in his praise of O'Dell. "Ms. O'Dell's contributions to the FDIC have been exemplary, and her performance has been invaluable to our supervisory program as she has examined some of the largest and most complex banks under FDIC supervision," he said. "I have had the good fortune to be briefed by Ms. O'Dell, and her performance is that of a role model. She also does an excellent job of presenting findings to senior bank management. She represents our region very well. We are proud to have Maureen on our team. She deserves the Roddy Award." 🏆

## ANNUAL AWARDS 2015

### Brent D. Hoyer Leads the Way to Achieving FDIC Mission-Critical Goals

#### *Chairman's Excellence Award—Executive*

#### Brent D. Hoyer, Deputy Director, Complex Financial Institutions, RMS, Headquarters

Brent D. Hoyer's talents as a leader were critically important in 2015. In April of last year, Hoyer became Deputy Director of Complex Financial Institutions in RMS, also known as RMS-CFI. This group carries out major FDIC responsibilities with respect to 18 global, systemically important financial institutions, or G-SIFIs. RMS-CFI monitors risk at these large, complex banking organizations and manages the review of their resolution plans, or "living wills," in accordance with Section 165(d) of the Dodd-Frank Act. Hoyer's superb managerial and strategic skills were vital to the successful supervision and review of G-SIFIs during the year.

Hoyer led his team's review of 12 G-SIFI resolution plans in 2015. Hoyer also developed and introduced a new framework for reviewing resolution plans and launched a training program across multiple divisions to educate staff on how to apply the new framework. In another crucial step, Hoyer ensured that communications with Federal Reserve staff were frequent and productive to achieve a consensus interagency perspective on the resolution plans. He also communicated frequently with representatives of the G-SIFIs to stress the need to incorporate resolution planning into their day-to-day operations.

Hoyer oversaw RMS-CFI's supervision of 18 G-SIFIs in 2015. As new hires were brought on board and certain staff underwent transitions, Hoyer ensured all oversight teams were well integrated, well supported by analytical and examination support staff, and focused on achieving the main priorities of RMS-CFI. Here again, his emphasis on communications was pivotal as he conveyed a strategic vision that kept the group on track. He also made himself available to all staff to offer valuable coaching and mentoring.

Indispensable as Hoyer was to the FDIC's supervision of G-SIFIs and its review of their resolution plans, he also took on other tasks. After moving into the Deputy Director position, Hoyer continued to perform many of his prior duties as Acting Associate Director of OCFI. His ability to integrate these various responsibilities contributed to the success of RMS-CFI.

The form nominating Hoyer for the award commended his achievements.



"Brent was responsible for the execution of key FDIC objectives that unquestionably benefited the safety and soundness, and resolvability, of the largest firms. His tireless work ethic, strong leadership, technical expertise, and ability to deliver high quality results make him a worthy recipient of the Chairman's Excellence Award—Executive."▲

## ANNUAL AWARDS 2015

### Zachary B. Nesbitt, Sr., Takes the Wheel in Supporting FDIC Operations

#### *FDIC Support Services Award*

#### Zachary B. Nesbitt, Sr., Motor Vehicle Operator Leader, DOA, Headquarters

Zachary B. Nesbitt carries out multiple responsibilities critical to FDIC operations with dispatch. Of the utmost importance is his role as driver for the FDIC Chairman, a role in which he has served loyally and capably for 28 years. In this trusted position, Nesbitt regularly remains “on call,” responding to routine and emergency transportation needs alike. Throughout Nesbitt’s tenure, eight Chairmen have confidently depended on his ability to perform his duties efficiently and effectively.

Many more rely on Nesbitt’s competence. The day-to-day activities of the 550 17th Street building garage fall under Nesbitt’s purview, from assigning parking to managing contract drivers to maintaining FDIC vehicles. Nesbitt excels in this position of onsite point of contact for the Security and Emergency Preparedness Section’s Transportation Unit.

Parking activity in that building’s open-bay garage is also handled by Nesbitt. He directs incoming traffic and shows employees where to park based on their departure time. Keeping everyone moving in this fast-paced environment is another task that Nesbitt accomplishes seamlessly.

A consummate professional, Nesbitt demonstrates a high degree of customer service that is widely recognized through-

out the FDIC. His many acts of thoughtful attentiveness do not go unnoticed. He continually receives glowing reviews from employees grateful for his willingness to extend a helping hand, whether to change a flat tire or volunteer to carry a birthday cake for a surprise event. In fact, many employees view his morning greeting as an essential and uplifting start of their day.

It is plain to see that much depends on Nesbitt skillfully managing these various tasks. His daily diligence and dedication uphold FDIC operations and so contribute to the agency’s mission.

The effects of Nesbitt’s performance are both immediate and far-reaching, making him a most worthy recipient of the FDIC Support Services Award.

Lorraine Dennison, Executive Assistant to the Chairman, conveyed her gratitude for Nesbitt’s commitment to excellence. “Words cannot express what an asset Zach is to the FDIC,” Dennison said. “He exemplifies sincere dedication and professionalism in his



position of providing transportation to the Chairman, as well as other FDIC officials, while overseeing the duties and responsibilities of the transportation unit. We are extremely lucky to have Zach and the qualities he possesses to ensure the transportation unit runs smoothly, especially during unexpected or short-notice travel requests! Zach is very much appreciated!” 🏠

## ANNUAL AWARDS 2015

### Arleas Upton Kea Excels as Diversity and Inclusion Leader

*Annie D. Moore EEO, Diversity, and Inclusion Award (Executive)*

Arleas Upton Kea, Director, Division of Administration

The FDIC's diversity and inclusion initiatives and efforts, past and present, have had no better friend or advocate than Arleas Upton Kea. Through her words and actions, Kea has stood at the forefront of the FDIC's development and implementation of a comprehensive, integrated, and strategic focus on diversity and inclusion as a key component of recruiting, hiring, retention, and workforce development.

Kea helped found the FDIC's first Diversity Steering Committee, and much of the FDIC's first Diversity Strategic Plan owes its effectiveness to her creativity and vision. Just one of the many programs emerging from that plan was the FDIC's telework program, which now enjoys a major influence agency-wide.

Kea was also one of the original architects of the FDIC's Mentoring Program, an enormously successful employee development program that has drawn both mentors and mentees throughout its history. Kea frequently participates in the program and now serves as a mentor in the new Leadership Mentoring Program. Kea consistently practices the art of mentoring, both formally and informally, sharing her knowledge and expertise—and her spirit of caring—with a host of employees and executives. She is one of the FDIC's most admired and sought-after mentors.

Kea's commitment to furthering inclusion is nowhere more apparent than in her creation of the past Upward Mobility Program, a predecessor to today's Career Advancement Program, a part of the Workplace Development Initiative. Kea also played a major role in the FDIC's original Culture Change Initiative and now serves on the Workplace Excellence Steering Committee and the Diversity and Inclusion Executive Advisory Council. She has been a major contributor to Corporate University since its



inception.

Today, Kea continues to build on this extensive record. As a recognized leader and in her role as DOA Director, she extends equal opportunities to individuals in the workplace. Known for her upbeat demeanor, she touches many employees by sending personal cards of thanks for jobs well done or celebrating birthdays, anniversaries, and other life events.

Kea's leadership, professionalism, and dedication to others have inspired many individuals throughout the agency. As a role model, she exemplifies continuous learning and development in her own career, having completed the Program of Instruction for Lawyers and the Program for Senior Leaders in Government at Harvard University.

Kea's advancement of diversity and inclusion extends beyond the FDIC, and she

is widely recognized as a thought leader and pioneer in the field. As one example, she was selected to serve on a White House Presidential Committee charged with making recommendations to strengthen recruitment, hiring, and development of federal executives and to identify the most capable, diverse, and talented candidates for federal executive leadership positions. The Committee's recommendations were adopted by the President and issued in an Executive Order in December 2015.

In summary, Kea is a recognized, steadfast proponent of diversity and inclusion within the FDIC and in outside circles. For her extraordinary and longstanding commitment and her outstanding personal example, Kea is more than deserving of the Annie D. Moore EEO, Diversity, and Inclusion Award (Executive). 🏆

## ANNUAL AWARDS 2015

### Renovating Building Interior, HVAC Team Dazzles

#### *Chairman's Excellence Award—Team*

#### The 550 Heating, Ventilation, and Air Conditioning (HVAC) Retrofit Project Team

An interdivisional group of professionals in 2015 achieved what might be considered improbable, if not impossible: bringing a complex construction project to completion on time and under budget.

The 550 Heating, Ventilation, and Air Conditioning (HVAC) Retrofit Project Team faced a significant task in 2012: updating the HVAC system in the FDIC's 60-year-old, seven-story building at 550 17th Street, N.W., in Washington, D.C. The system, which had not been modernized since the building broke ground in the 1960s, was in need of a major overhaul to make it more comfortable for occupants and increase energy efficiency.

The team, made up of staff from DOA's Corporate Services Branch, DIT, and the

Legal Division, nonetheless seized the challenge and over the course of four years met and even surpassed the project's original goals.

With exceptional dedication, diligence, attention to detail, and professionalism, the team skillfully guided the project from the design and development stage to the selection of a contractor to actual construction. What is more, the team brought the project over the finish line on schedule in 2015 and about \$1.85 million under the Board of Directors' approved \$34.3 million budget.

A look back at the project shows the scope of the team's achievement. The group was responsible for replacing the old HVAC system with a fully automated,

modern system. The project was structured so that construction would be performed under a phased, floor-by-floor, approach to minimize the impact on the building occupants. Turnaround space on the second floor was used to house occupants of each floor undergoing construction. Anyone who has remodeled his or her home while living in it can envision what was involved in retrofitting an entire office building while keeping occupants conveniently located inside.

Another goal was to replace the existing overhead lights with a fully programmable and adjustable lighting system and install double-panel and blast-resistant windows

*see HVAC, page 9, column 1*



# Lee Krim Davison Perfects the Role of FDIC Historian

## *Chairman's Excellence Award—Individual*

### Lee Krim Davison, Historian, DIR, Headquarters

As FDIC Historian, Lee Krim Davison is an unparalleled authority on the agency's past and present. His expertise on the history of U.S. banking and the FDIC is widely recognized, admired, and sought after, both within and outside the agency. Davison's understated manner belies his influence, which is significant. In effect, he has taught countless employees and others about the FDIC's history.

Davison earned his PhD in History from Harvard University and has produced research on a range of topics. As a member of interdivisional teams, Davison has also made invaluable contributions to such landmark projects as the "History of the Eighties" publication and research on failed bank data.

Davison is equally comfortable sharing his extensive knowledge with a wider audience. As a working historian-in-residence, he responds to all manner of inquiries about

the FDIC, whether from the Chairman's office, staff, bankers, or the public. A devoted teacher, he introduces new employees to the FDIC's history and mission with a course that he designed. Colleague Martha Solt, Senior Economist in DIR, praised the thoughtful way Davison brings historical events and analysis to life. "When he teaches new employees, Lee shows how FDIC actions during previous banking crises have helped people in need, motivating and leading his students to see how they too can play an important role in future history through their work at the FDIC," Solt said.

Colleague Claire Brennecke, DIR Financial Economist, recalled how Davison informally offered guidance to her, a newcomer. "Lee was very kind and welcoming, and he taught me an extraordinary amount about the history of banking and the FDIC," Brennecke said. "While my academic background is in banking, Lee has a breadth and

depth of knowledge that surpasses that of many academics."

A museum-quality exhibit on the FDIC's history in the headquarters building at 550 17th Street owes much to Davison's talent and vision. Having helped conceive, design, and install the display, Davison now serves as its curator. He also frequently recommends books for the FDIC Library's collection, and, an avid collector of FDIC memorabilia, he often purchases vintage items for the agency's archives on eBay.

Martha Solt summed up Davison's achievements. "Lee's reputation as an authority on financial history, his body of work, his ability to improve the work product of his colleagues, his accomplishments in enhancing the reputation and influence of the FDIC to external parties, and his creativity and innovation make him deserving of the Chairman's Excellence Award—Individual." 🏆

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### HVAC, from page 8

to further increase the building's overall energy efficiency and safety.

Completing the job called for the team to overcome several challenges. In what was by far the project's most sensitive undertaking, the team developed and implemented stringent procedures to remove asbestos-containing materials in the building while ensuring that asbestos fibers were not released into occupied work areas. The team and its industrial hygiene consultants carefully monitored the asbestos abatement process to make sure that the work had been performed properly and that occupied areas remained asbestos free.

Less daunting perhaps but still important were several unique demands, including creating a temporary Board Room when the building's sixth floor was under construction and compressing the schedule for the renovation of the seventh-floor cafeteria to four weeks from six months.

A pressing responsibility was relocating

each floor's occupants to the second-floor turnaround space while their floor was being renovated, only to return those same occupants back to their floor once the construction was completed. Moving people and belongings is never easy—moving seven floors of people is many times more difficult. The team performed this relocation chess game under very tight time constraints to keep the construction on schedule.

The team also oversaw the painting and installation of new carpeting on each floor, renovation of the building's pantries, and the creation of a new mail room, print shop, and supply room complex on the first floor.

The project's results have gained recognition. The newly installed building systems have resulted in an energy reduction of 29 percent and a reduction in water consumption of 36 percent, earning the 550 17th Street building the U.S. Green Building Council's Leadership in Energy and Environmental Design Silver Award

(LEED Silver).

The nomination form recommending the team praised all that the group has accomplished. "The net result of the 550 HVAC Project Team's effort is extraordinary, as this very complicated and difficult construction project was completed on schedule without adverse impact to the building's occupants. The team exemplifies the FDIC's core values of commitment to excellence, strong teamwork, and accountability and demonstrates all the qualities of the Chairman's Excellence Award—Team."

The team members are as follows: **Division of Administration (DOA):** Rex C. Anderson; Michelle B. Baker-Dubbs; Ronald T. Bell; Timothy C. Eller; Stanley M. Jackson; Arleas Upton Kea; Gwenn E. Marley; Jeffrey H. Quesenberry; Charlotte M. Smith; and Brian Yellin. **Division of Information Technology (DIT):** Steven E. Byrd; Carolyn D. Curran; and Michael F. Giliotti. **Legal Division:** Stephen M. Hanas; and Keith M. Schwartz. 🏆

## ANNUAL AWARDS 2015

# Christopher L. Hencke Sets High Bar as Deposit Insurance Expert

## *Douglas H. Jones Legal Excellence Award*

Christopher L. Hencke, Counsel, Legal Division, Headquarters

In matters of deposit insurance, legal questions frequently arise. When this happens, Christopher L. Hencke's name often comes to mind. One of the FDIC's foremost experts in the application of the law to deposit insurance questions, Hencke, who retired in May, was the attorney whom many turned to for thoughtful, knowledgeable advice. Delivered calmly and in clear language, Hencke's opinions carried weight—not only because deposit insurance is a primary FDIC concern—but also because Hencke knew his subject thoroughly, from its broader implications to its finer nuances. When it came to deposit insurance and the law, Hencke was firmly in command.

It is easy, therefore, to draw a line from Hencke's career to the FDIC's mission of protecting depositors and promoting public confidence in the financial system. Hencke frequently worked in tandem with DCP's Deposit Insurance Section, which is responsible for answering inquiries from depositors, bankers, and the public about deposit insurance. For more than 20 years, Hencke lent his expertise to questions for which the section needed a legal opinion. Deposit Insurance Section Chief Martin Becker said: "We have been fortunate to work with Mr. Hencke, who, throughout his time with us, has exercised a consistent level of excellence, professionalism, and legal expertise in his role as an FDIC attorney."

Hencke provided guidance on all manner of inquiries, including the most complex questions and those that were unique. He wrote responses to depositors and participated in phone calls when he needed infor-



mation to answer a caller's question. "Mr. Hencke's guidance is always of the highest quality in providing specific justification and support to his position," Becker said.

On numerous occasions, Hencke stepped in to help educate bankers and depositors who may have been in the situation of holding deposits with uninsured funds, and in the process, he aided the effort to prevent consumer harm.

When in 2008 the FDIC began holding webinars for bankers on deposit insurance coverage, Hencke gave his wholehearted support. He reviewed the content of the presentations and made recommendations. He also participated in the webinars, including the question-and-answer sessions. His input added much to the webinars, which have reached nearly 290,000 bank employees since 2008, and about 4,500 in

2015 alone.

Hencke also played an active part in the future of deposit insurance. As a member of two interdivisional working groups, the Deposit Insurance Group and the Virtual Currency Working Group, he offered valuable policy and technical ideas and perspectives. "His approachability, good humor, and depth of understanding of the law as applied to a wide range of issues made him a valued member of these collaborative, cross-functional groups," Becker said. "Each group is analyzing new and emerging issues that could impact depositors or consumers and is recommending actions to senior management."

For his many contributions throughout a distinguished career, Chris Hencke is an outstanding recipient of the Douglas H. Jones Legal Excellence Award. 🏆

## ANNUAL AWARDS 2015

### FDIC Employees Honored for 35 Years of Federal Government Service

The FDIC employees who were honored for 35 years of federal government service are as follows. **Corporate University:** Janis E. Currie; David A. Deibel; and Kristine D. Fisk; **Division of Administration (DOA):** Henrietta V. Brox-Campbell; Candy S. Capper; Christine M. Davis; Melody Jean France; Delores N. Hill; Susan C. Hodges; Kay M. Jackson; Renaldo A. Johnson; Robert F. Lorgeree; Michelle V. Petty; Twanda M. Randall; and Beverly C. Ward. **Division of Depositor and Consumer Protection (DCP):** Marybeth I. Apolzan; Jane Coburn; William W. Gay; Bobbie Nell Gray; Kurt G. Headrick; Ruby A. Logan; Willie M. Lucas; Irma Matias; Dennis M. McQuade; Deborah A. Stephenson; Thomas

E. Stokes, III; and Joyce J. Thomas. **Division of Finance (DOF):** Latrese Y. Cameron; Samuel E. Forkkio; Sandra L. Gibson; Sherry A. Jones; and Linda H. McCorkle. **Division of Information Technology (DIT):** Kelly Marie Avery; Karen M. Flynn; Rebecca M. Gardner; Diane C. Green; Evelyn J. Gunnell; James M. Heinzinger; and Rhonda A. King. **Division of Insurance and Research (DIR):** Vijay G. Deshpande. **Division of Resolutions and Receiverships (DRR):** James L. Hammett; Michael D. Houston; Gwendolyn J. Hudson; Ophelia Jones; Carl H. Ryan; and P. Edgardo Tarrats. **Division of Risk Management Supervision (RMS):** James S. Averitt; Melissa A. Belew; Marty V. Carlson; Joseph M. Hull;

Steven G. Johnson; Terry L. Michlitsch; Sandra Million; Gregory C. Minnis; Carey E. Monahan; Mark S. Moylan; Lawrence J. Nicastro; John A. Perez; Carol E. Rada; Paul A. Smurawski; and James C. Watkins. **Information Security and Privacy Section (ISPS):** Cynthia A. Whitaker Russell. **Legal Division:** Colleen Joy Boles; Catherine D. Davis; Dennis J. Early; Robert E. Feldman; Phoebe D. Morse; Richard J. Osterman, Jr.; Christine E. Ozburn; Stephen J. Pruss; Lisa M. Snider; John V. Thomas; and Shirley L. Walker. **Office of Communications (OCOM):** Sally J. Kearney. **Office of Inspector General (OIG):** Leslee A.L. Bollea. **Office of the Ombudsman (OO):** Lourdes Hutson; and Roberta Valdez. 🏠



## ANNUAL AWARDS 2015

# An Uplifting Role Model, Robert P. Kinzer Champions Financial Literacy

## *Nancy K. Rector Public Service Award*

Robert P. Kinzer, Senior Financial Management Analyst, DOF, Headquarters

Robert P. Kinzer stands tall, literally and metaphorically, as a leader in the fight to educate and improve his community. For decades, Kinzer has conducted financial literacy classes, seminars, and workshops for young people and adults in his area. A passionate teacher of financial management, Kinzer continually presses his students to become better financial stewards—to save, invest, and consume more responsibly. He knows that when individuals learn how to take control of their finances, they develop healthy and realistic behaviors and attitudes toward money.

Recognizing that other behavioral changes can also improve a person's life, Kinzer instructs young people in a variety of topics, such as peer pressure, self-esteem, and conflict resolution. He also holds resume-writing clinics and conducts mock interviews with students. He is a caring mentor and coach for many young people.

More than a decade ago, Kinzer launched a not-for-profit organization, LIFE (Literacy Institute for Financial Enrichment), to provide educational programs and resources to individuals, families, and communities. Since then, he has become a regular speaker at local churches; community centers; and elementary, junior, and high schools. He strongly encourages his audiences to expand their financial knowledge, avoid and reduce excess debt, and develop self-sufficiency.

Kinzer's many workshops have reached and continue to reach countless young people. Through his LIFE Youth Investment Club, affiliated with his local church, Kinzer conducts workshops for youths age 12-18. In conjunction with the Maryland Capital Parks and Planning Commission Young Adult Workshop Series, he holds workshops for teens 15-18 years old. Kinzer



also leads seminars on teen budgeting and money management for Junior Girl Scout troops and teaches finance classes at a College to Career Prep forum. At a financial literacy and foreclosure event sponsored by Representative Donna Edwards (D-Maryland 4th District), Kinzer taught a workshop entitled "Young Adults: How to Avoid Financial Mistakes."

As it happens, Kinzer is currently applying all those years of volunteer experience to his work at the FDIC. On detail to DCP's community outreach group from his permanent position with DOF, Kinzer is making good use of his many volunteer skills. He meets regularly with leaders of community-based organizations, schools, and financial institutions, to promote the FDIC's interest in financial literacy and economic

inclusion. He also conducts numerous financial literacy workshops, regularly makes presentations to various groups, and develops videos.

FDIC colleague Tracy Jackson, Senior Accountant, DOF, Headquarters, praised Kinzer's unwavering commitment to the people of his community. "Improving the financial lives of people is the right step to help them become positive contributors to the American economy," Jackson said. "Robert deserves our thanks for his tireless efforts to continue to improve the lives of our communities."

For his ongoing dedication to guiding young people and adults to greater financial knowledge and a better quality of life, Kinzer is eminently deserving of the Nancy K. Rector Public Service Award. 🏆

## ANNUAL AWARDS 2015

### Talented DOF Team Delivers Creative Solutions

#### *Creativity and Innovation Award* DOF Process Improvement Team

Word is spreading that a talented team in DOF is adding value to FDIC business processes and projects. In 2015, the DOF Process Improvement (PI) Team lent its unique combination of creative, technical, and decision-making savvy to operations in nearly every FDIC division and office. As a result, the team helped its various partners improve the quality of their information and analysis, communications, cost management, and customer service.

The team draws from a full toolbox to aid its partners. Whether thinking creatively, looking at problems from a fresh angle, using methodologies from the tech sector, or gathering data from new sources, the team goes to work. Many steps later, innovative, data-driven recommendations and feasible solutions follow.

The team's focused, multidisciplinary approach is gaining attention. Always ready to wield the latest available data-gathering strategies and problem-solving techniques,

the team is in demand for everything from increasing customer contacts to strengthening a business case to supporting a software rollout. As one partner commented, the team "built trust among the project members by valuing people and their ideas, thinking quickly and logically, being great communicators, and being both product and process oriented."

An illustrative example is the team's versatile and proactive involvement in the SharePoint 2013 rollout. The team volunteered to be first to pilot the data migration tool to the new SharePoint. Not long after, the team supported DOF as it became the first division to migrate 100 percent of its active sites from the old to the new SharePoint environment. The team went on to gain proficiency in the SharePoint designer tool and used SharePoint's InfoPath and Workflows to improve and automate a number of DOF business processes. Upon learning of DOF's progress, other divisions

and offices began to express an interest. The team organized Lunch and Learn sessions to assist others in using the management tools and also created a Community of Practice and website open to all employees.

The DOF Process Improvement Team has shown that creativity and technical skills can combine to achieve excellent results and is a deserving recipient of the Creativity and Innovation Award. DOF Deputy Director James Angel commended the team for its contributions. "The Process Improvement Team has become a go-to organization that is sought out by people throughout the FDIC who are looking for creative, innovative, and common-sense solutions to their challenges."

The members of the DOF Process Improvement Team are as follows. **Division of Finance (DOF):** Susan Koepp; Stuart Levy; Andrew Macurak; Nathaniel Scott; Brian Smith; and Joseph Smith. 🏢



# Hispanic Employee Resource Group Promotes Diversity and Inclusion

## *Annie D. Moore EEO, Diversity, and Inclusion Award*

### Hispanic Organization for Leadership and Advancement (HOLA) Employee Resource Group

A welcoming, generous spirit infuses the activities and contributions of the Hispanic Organization for Leadership and Advancement (HOLA) Employee Resource Group (ERG). The group came together in 2014 to support career development for Hispanic employees. Toward that end, the HOLA ERG provides mentors for Hispanic employees and supports the FDIC's Hispanic recruitment goals.

Group members also generously offer their Spanish language skills and their knowledge of Hispanic cultures to a variety of FDIC activities, projects, and initiatives. In 2015 and beyond, HOLA ERG members assisted DRR during bank closings, helped the Office of the Ombudsman with activities outside the FDIC, and aided RMS in preparing reports for a risk management project.

Increasingly, the group is also lending a hand with translations. Letters received by DCP's Consumer Response Center have been translated from Spanish to En-

glish, and the Center's replies prepared for consumers have been translated from English to Spanish. Members also reviewed the Spanish translation of DCP's "Money Smart for Small Business" for accuracy and accessibility.

The group's membership is a microcosm of diversity in which different grades, divisions, backgrounds, and geographic locations are represented. Perhaps this explains why the group takes a proactive approach to diversity and inclusion by getting involved with the Chairman's Diversity Advisory Councils (CDACs), the Workplace Excellence (WE) Councils, and the Workforce Development Initiative (WDI) programs.

Loyal to their core mission, the group members nevertheless define diversity and inclusion as one might expect—broadly. The group has reached out to all other officially recognized FDIC ERGs to find common ground and opportunities for collaboration. Joining forces with other ERGs, the group

intends to help anyone interested in career advancement and to include anyone wishing to learn more about the many different Hispanic cultures.

For elevating diversity and inclusion to a high level and serving as an example of the generosity of inclusion, the HOLA ERG is an exceedingly worthy recipient of the Annie D. Moore EEO, Diversity, and Inclusion Award.

The members of the Hispanic Organization for Leadership and Advancement (HOLA) Employee Resource Group are as follows. **Division of Administration (DOA):** Nadia Lee. **Division of Depositor and Consumer Protection (DCP):** Paola Diaz; Alberto Navarrete; and C. Lee Page. **Division of Information Technology (DIT):** Angel Rivera. **Division of Risk Management Supervision (RMS):** Maritza Diaz; Mario Diaz; and Adaiz Santiago-Pabon. **Legal Division:** Nancy DelCastillo. **Office of Communications:** Greg Hernandez. 🏠



# LEADERSHIP MENTORING PROGRAM

## Mentoring the FDIC's Future Leaders

By SALLY KEARNEY  
Office of Communications

Senior executives often attribute mentoring relationships—formal or informal—as a key to their success. Direct access to an experienced and proven leader can reap immeasurable benefits: among them, learning valuable career lessons; receiving trustworthy guidance and advice; avoiding potential pitfalls; and spotting opportunities. Another perhaps less frequently mentioned advantage is simply having the ear of a mentor who cares.

Making such relationships more obtainable was the premise for the FDIC's new Leadership Mentoring Program pilot,

launched in April of this year with a one-day headquarters orientation session. Matching mentors from the FDIC's top echelons with mentees who aspire to fill comparable spots, the pilot is sponsoring 41 pairs to test-drive the 12-month program. Structured similarly to the FDIC Mentoring Program, this initiative has a more narrowly defined purpose: preparing future executives while strengthening the succession pipeline to these positions. All CM-1, CM-2, and EM employees are eligible to participate in the program if they have at least one year of experience with the FDIC; are able to participate for the full one-year program period; and received a satisfactory rating on their last LPMR.

### *Orientation Kicks off the Year*

Mentors and mentees became acquainted with each other and with the pilot's parameters at the orientation session. "The orientation session was outstanding," said Mentor Robert Wirtz, Assistant Regional Director in the San Francisco Regional Office, DCP. "The facilitator helped the individuals become partners, and the session provided a solid foundation to begin our journey together."

Mentee Sonya Allen, Deputy Regional Counsel in the Kansas City Region, found the session to be more

effective than anticipated. "The information was interesting, and the group interaction, including the 'speed mentoring' piece, made me step out of my comfort zone," Allen said. "Also, my mentor and I spent some time outside of the session focusing on the key goals that I want to accomplish."

"The orientation was a helpful baseline to understand how important this program is and how many resources the FDIC focuses on this initiative," said Mentor Ryan Billingsley, Associate Director, RMS.

*see Leaders, page 16, column 1*



**Leadership Mentoring Program Manager Shanna Moore-Best welcomes participants to the inaugural orientation session.**



**DCP Director Mark Pearce, who served as a Team Lead for this Workforce Development initiative, opens the orientation session for the Leadership Mentoring Program pilot.**



**Participants gather for the 2016 Leadership Mentoring Program pilot orientation at headquarters.**

# LEADERSHIP MENTORING PROGRAM

*Leaders, from page 15*

## *Mentees Cite Various Goals*

Many mentees, as expected, plan to enhance their leadership skills. “I hope to gain insight from successful executives about leadership skills that contributed to their success,” said RMS Supervisory Examiner Donna Bell of the Seattle, Washington, Field Office. “I’d like to confirm my strong and not-so-strong leadership skills and ascertain the skills I need to progress further in leadership roles.”

In a similar vein, Tara Oxley wanted to focus on next steps. The Chief of DCP’s Fair Lending and CRA Examinations Section at headquarters said, “This pilot encourages that type of planning and thought and does a great job of matching you up with someone to help you through the process.”

Some mentees want exposure to other divisions and offices. “My goals are to learn more about the FDIC, expand my network, and explore the possibility of becoming an executive,” said OIG Evaluations Manager Jill Lennox at headquarters.

“I wanted to explore management functions in other divisions,” said Ben Henke, DCP Field Supervisor of the Dallas/Shreveport Territory. “I have been fortunate to be matched with a senior manager in DRR [mentor Frank Campagna] who is perfect for me. Our focus is to look for opportunities to work on an interdivisional project.”

Todd Hendrickson came into the program with two specific goals in mind: learning more about executive deci-



**Facilitator Diane Rhodes leads a discussion on mentoring for leadership development.**

sion-making at headquarters and about project management. “Having spent my career in the regions, I wanted to get a window on Washington,” said the DCP Deputy Regional Director for the San Francisco Region. “The other piece was to learn more about project management.”

In DIT Director Rus Pittman, Hendrickson believes he has a mentor who can help with both goals. “Learning from Rus, I can see how decisions mature in Washington and how their direction is determined,” Hendrickson said. “I am also learning how Rus approaches project management, which is a big part of his world.”

## *Mentors Embrace Roles*

There is no shortage of enthusiasm among the pilot’s mentors for their mis-

*see Leaders, page 17, column 1*



**Betty Rudolph (RMS), Cristal Perpignan (DIT), Andrea Woolford Eley (DIR), and Gloria Paris (CU) participate in a small group discussion.**



**Participants have a lot to discuss.**

# LEADERSHIP MENTORING PROGRAM

**Leaders**, from page 16

sion. “Leadership succession is one of the most important strategic priorities for the FDIC,” said FDIC Chief Economist Rich Brown at headquarters. “I feel that it is my responsibility as an FDIC executive to share whatever I can about my experience to support this process. I have a great deal of admiration for the mentees, as they have demonstrated the willingness and ability to take on positions of great responsibility in the future.”



**Karen Hughes chats with Jill Lennox.**

DCP Deputy Regional Director Phyllis Patton of the Atlanta Regional Office also expressed a desire to help the next generation of leaders. “When I think about the major impact my many informal mentors have had on my career, it motivates me to want to give back,” Patton said. “I feel that I am investing in the FDIC’s future leaders.”

Several veteran mentors welcomed the pilot as a new opportunity. “I like to give back and have participated in the traditional Mentoring Program for many years,” said DCP Assistant Regional Director Janet Kincaid of the Kansas City Regional Office. “I felt this was the next

logical step and wanted to see if there was something I could contribute at this different level of mentoring.”

DOA Director Arleas Upton Kea has served as a mentor to dozens of employees, both formally and informally. “I have always had a very strong passion for mentoring others for leadership positions,” she said, adding that she looks forward to seeing her mentee “blossom.”

Suzannah Susser, Chief Learning Officer and Director of Corporate University, also gladly took on the role of leadership mentor. “I have served as a mentor previously and always thought I gained more than I contributed,” she said. “Serving as a mentor allows me to reflect on my career, recall lessons learned, make course adjustments, and hone my own leadership skills.”

Robert Wirtz also views the pilot as the “natural extension” of the Mentoring Program. “Management succession is a significant challenge the FDIC is facing, and I was very excited to see this program come to fruition,” Wirtz said. “I am thrilled to be participating in helping a newer manager develop and plan for her future.”

### *More to Come*

According to Leadership Mentoring Program Manager Shanna Moore-Best, the pilot offers numerous resources to participants through the Career Management Program. For additional information about the pilot, go to the Leadership Mentoring website. “Mentoring pairs have much to look forward to in the months ahead,” said Best. 🏠

**Mentors and mentees participate in a speed mentoring segment.**



**Rich Brown and Ben Henke**



**Elizabeth Redding-Hogan and Janice Hearn**



**Doreen Eberly and Karen Keats**



**Jin Qian and Anthony Lowe**



**Mark Pearce and Elizabeth Ousley**

# PERSPECTIVES ON ORGANIZATIONAL LEADERSHIP

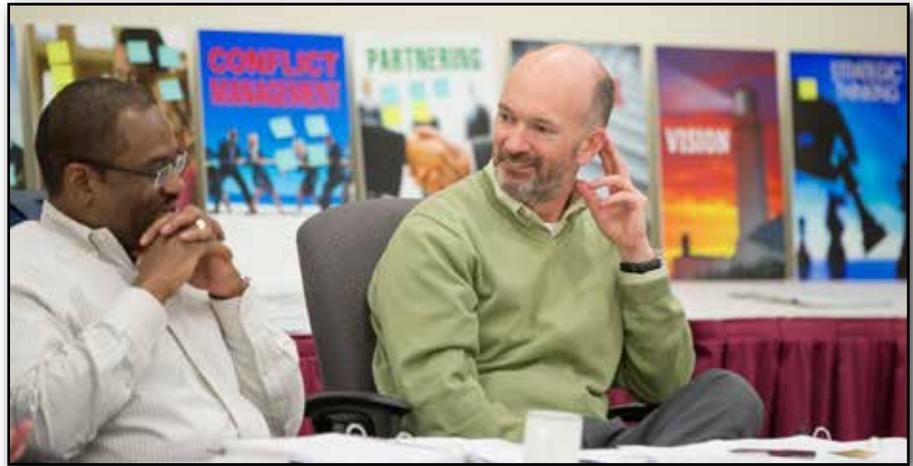
## CM2 Managers Gain Fresh Perspectives on Leadership

By SCOTT DERRICK  
Corporate University

New CM2 managers across the FDIC now have a recently designed learning program to enhance their strategic leadership capacity. The Perspectives on Organizational Leadership course, offered by Corporate University (CU), is a six-month leadership development program for new CM2 managers who supervise other managers and who have been appointed to permanent positions within the previous two years.

In response to Chairman Martin Gruenberg's call to examine gaps in key capabilities for the Corporation, the Workforce Development Initiative (WDI) identified a number of actions to address these gaps, including a systematic and deliberate approach to developing the management and leadership capacity of mid-level managers in the organization. The Perspectives course was designed to help meet this requirement.

Prior to delivering the Perspectives course, CU's School of Leadership Development conducted a comprehensive needs assessment that included a dozen focus groups of CM2 managers from across the organization as well as interviews with deputy directors from various divisions and offices. "The needs assessment revealed that many CM2s value in-person, face-to-face interaction with their peers," said Basil Read, Associate Dean, CU School of Leadership Development. "At the same time, given their managerial workloads, CM2 managers recognized the need to design a learning



**Course Participant Tim Flono, RMS, Atlanta, and Executive Sponsor Martin Henning, CIO Organization, headquarters, discuss their perspectives.**

experience that allows for flexibility."

The course starts with a weeklong classroom session at Virginia Square followed by five months of intersession activities that include monthly small group meetings with classmates working in peer groups with their colleagues. Course topics include managing transition, demonstrating resilience, developing others, managing conflict, cultivating networks, building alliances, thinking strategically, and communicating a vision. The initial offering of Perspectives was launched in October with 14 CM2 participants, and another offering of the course is now underway with 15 CM2s.

The course is designed to offer CM2 managers the opportunity to engage directly with senior leaders and other managers to obtain perspectives on leadership from a strategic vantage point. "We deliberately titled this course Perspectives on Organizational Leadership because the participants engage directly with executive managers and experienced CM2s to hear their views and insights on leadership and management issues," said Suzannah Susser, Chief Learning Officer and CU Director.

A key component of the Perspectives course is the involvement of an executive sponsor. "The sponsor is there to share

what he or she has learned, how he or she learned it, and to offer any advice to the participants," said Dawne Singer, CU Deputy Director. "The sponsors have gained incredible experience in their own leadership journeys and can pass along that knowledge to others." Martin Henning, then-Acting Chief Information Officer, served as the executive sponsor for the initial offering of the Perspectives course. DCP Director Mark Pearce serves as the executive sponsor for the current offering.

Another important component of the weeklong classroom session is the involvement of executive managers and experienced CM2 managers in daily discussion panels. "Because of the panel members' vast experience as leaders and managers, they enhance the learning of the students by offering different points of view that stretch the students' thinking about the panel topic," said Al Moseley, Professor, CU School of Leadership Development, who instructs modules and facilitates activities in the course.

Activities in the weeklong classroom session include analyzing scenarios around team conflict and employee development and exploring strategic thinking in the context of a hypothetical reorganization of the Corporation. "Participants in the course also demonstrate their existing networking relationships by leveraging those networks to quickly answer a variety of questions about



**Panelists Dan Bendler, DOA, headquarters, and Sherri Brown, DCP, Atlanta, share their experiences.**

*see Managers, page 19, column 1*

# PERSPECTIVES ON ORGANIZATIONAL LEADERSHIP

## Managers, from page 18

the organization,” said Lori McMaster, Adjunct Faculty, CU School of Leadership Development, who also serves as an instructor and facilitator for the course.

Graduates of the initial offering of the Perspectives course ending in April 2016 were Melanie Coates, Legal, headquarters;

Lisa Drag, DCP, Atlanta; Wayne Evans, CU, headquarters; Tim Flono, RMS, Atlanta; Janice Hearn, DRR, Dallas; Joe Hull, RMS, San Francisco; Matthew Kepniss, Legal, headquarters; Wesley Kilmer, DRR, Dallas; Mary Laverty, DRR, headquarters; Aida Perez, DOA, headquarters; Tim Rich, RMS, Atlanta; Steve Slovinski, RMS, New York; Tony Womack, RMS, Atlanta; and David Wong, RMS, San Francisco.

CM2 managers participating in the current offering of the Perspectives course are Jason Ballard, Legal, headquarters; Michelle Cahill, DCP, Chicago; Bob DiChiara, DIR, New York; Lessie Evans, DCP, headquarters; Mark Flanigan, Legal, headquarters; Regina Hayes, RMS, Chicago; Nathan Heizer, RMS, Dallas; Daniel Holmgren, RMS, Kansas City; Troy Hoskovec, RMS, Atlanta; Frank Hughes, RMS, New York; Jessica Kaemingk, RMS, New York; Mark Love, RMS, Dallas; Daniel Malone, RMS, Chicago; Kara Ritchie, DCP, New York; and Maggie Thompson, DRR, Dallas. These managers are expected to graduate in December of



**Mary Laverty, DRR, headquarters, asks a question during a panel discussion.**



**Lead Faculty Scott Derrick of CU explains the results of recent leadership research.**

this year.

The next offering of the Perspectives course will likely begin in June 2017, depending on rates of promotion and attrition in the CM2 ranks. For more information about the course, contact Mary Hanna, Program Manager, CU School of Leadership Development. ■

### Atlanta Retirees Make a Lunch Date

A festive luncheon with good friends over hot dogs, hamburgers, and other casual fare is the scene each month for a group of FDIC Atlanta Region retirees. Determined to stay connected and enjoy each other's company, the former supervisors and liquidators gather at a branch of the Varsity, a restaurant claiming to be the nation's largest drive-in, at least at its main location. Once there, the pals catch up, reminisce about old times, and even discuss current events. The laughter, conviviality, and lively conversation explain why these colleagues have met for an amazing 15 years.

Yes, you read that correctly. A decade and a half of fun, sociability, and keeping the FDIC spirit alive.

Group member Richard Norris organizes the luncheons. According to Walt Thompson, attendance varies. "We have had as many as 30 people and as few as three," he said. "But it usually averages between about eight and 14."

On occasion, a retiree who had worked in another region joins the group. "We've also invited current Atlanta Region employees to come and talk with us," Thompson said. "Recently, we had a speaker who shared the latest information about retiree

benefits."

The August 2016 luncheon just happened to coincide with former Assistant Regional Director Frank Arrington's 92nd birthday.

For Thompson, the meetings evoke memories that predate his FDIC days. "My father and uncle used to take me to the Varsity as a kid," Thompson said. "In those days, a hot dog cost 15 cents or you could get two for a quarter—but that's going back 65 or 70 years."

These luncheons are doubtless adding to Thompson's store of happy memories. "I really enjoy seeing these folks again," he said. 🍷



"Walk me two dogs, to go." That's Varsity restaurant lingo for ordering two carryout hot dogs. Gathering for their most recent monthly luncheon in August are Richard Norris, Steve King, Julian Coats, Walter Thompson (displaying the Varsity "to-go box"), Jim Foster, Janice Garrett, Wendy Wetchel, and Fred Barnes.

## MILESTONE

Within Toastmasters International, receiving a Distinguished Toastmaster (DTM) award is the ultimate achievement. Those who earn this recognition of their mastery in both communication and leadership skills devote much time, energy, practice, and determination to scaling the many levels of competency before reaching the pinnacle of the DTM. Attesting to the difficulty involved, each level of the communication and leadership tracks toward the DTM requires delivering a combination of speeches, completing leadership projects, holding club and district offices, mentoring a club member, and mentoring another club, among other duties. Going for the DTM is not for the faint of heart.

Patricia Robinson, a longtime member of the FDIC's headquarters Toastmasters Club, was recently honored with the DTM. An accountant in the Division of Finance, Robinson steadfastly pursued her communication goal by engaging in a myriad of activities, such as completing an additional 10 advanced speaking projects, conducting a training session at the district's Toastmasters Leadership Institute, and conducting a training workshop.

Robinson also took on the responsibility of coaching another Toastmasters club in the Washington, D.C., area. For a club to require a coach, it must be at risk of falling below the minimum membership requirements and losing its charter. Robinson explained that a coach observes a club's operations and strives to take an objective point of view. The coach then offers recommendations that the club can either accept or reject to become viable. Diplomacy undoubtedly plays a major part in this exercise. To her credit, Robinson has succeeded in bringing about a remarkable turnaround with the club she has coached—and not only is it no longer at risk, but it is

excelling.

Robinson also served as an Area Governor of six different clubs and delivered a workshop on parliamentary procedures in action. Other activities included serving as a Qualifying Judge at the International Convention in Mashantucket, Connecticut, and being appointed as a Region 7 "Toastmasters Ambassador" who informs local clubs of significant changes expected for upcoming Toastmasters educational paths.

Robinson is pleased to have attained this highest level of Toastmasters proficiency. "Toastmasters is a great organization to help improve confidence and excellence in communication skills, and the FDIC Toastmasters Club has enabled me to achieve this wonderful Distinguished Toastmaster recognition with its great members and nurturing environment," Robinson said. "I am privileged to be associated with an agency that encourages and supports Toastmasters participation in the developmental growth of its employees."

Camille Trujillo, who served as President of the headquarters club until June 30, 2016, praised Robinson's achievement. "The Distinguished Toastmaster award is a great accomplishment," said Trujillo, who served as an IT specialist in DIT until her recent departure from the FDIC. "Patricia has worked very diligently for many years to earn this award. We are all very proud of her."

As it turns out, in addition to individuals, the clubs themselves can also be granted distinguished status. Under Trujillo's leadership, the FDIC Toastmasters Club met all 10 of its



**Patricia Robinson displays her Distinguished Toastmaster award. In the bookcase are some of the many awards Robinson has earned over the years.**

performance goals and so obtained "President's Distinguished," the highest level a club can achieve. At the end of her term, Trujillo welcomed incoming President Carlos Reyes, a DRR financial analyst. "Our club's incoming leadership is very strong, and I am confident we will continue to do well," Trujillo said.

As for Robinson, she has no plans to rest on her considerable laurels. "This is by no means the end for me," she said. "I have so much more to do and learn. What I am most looking forward to now is attending club meetings and listening to and analyzing some great speeches. I want to support our club members in their quests for excellence." ■