

FDIC News

The Federal Deposit Insurance Corporation Employee Newsletter

MAY 2018

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Vice Chairman Thomas M. Hoenic Completes FDIC Term

By SALLY KEARNEY
Office of Communications

A thoughtful and articulate advocate of a strong and stable financial system, FDIC Vice Chairman Thomas M. Hoenic completed his term as a member of the Board of Directors on April 30.

Throughout his term, Hoenic consistently called for higher capital levels and structural controls for the largest banks engaged in trading and other non-commercial banking activities and regulatory relief for purely commercial banks. In a March 28 speech on regulatory relief entitled "Finding the Right Balance," (www.fdic.gov/news/news/speeches/spmar2818.html) Hoenic explained the principles underlying his philosophy.

"The recommendations are founded on my confidence in markets and in their ability to deliver consistent economic growth. But there is a trade-off. Success requires that the rules which remain to assure that markets work include proven prudential standards that are enforced rigorously and complied with consis-



tently. These standards include strong capital and wise constraints on a bank's reliance on the government's safety net. With such a foundation in place, a number of costly administrative rules that create burden with little benefit can be removed or minimized."

Hoenic's positions stem from decades of experience as a supervisor and regulator. Before joining the FDIC in April 2012, he served with the Federal Reserve Bank of Kansas City for 38 years, most recently as its President from 1991 to 2011. During his tenure as President of

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VICE CHAIRMAN HOENIG

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the Kansas City Fed, he was also a member of the Federal Reserve System's Federal Open Market Committee.

Chairman Martin Gruenberg thanked Hoenic "for his extraordinary career of public service at both the FDIC and the Federal Reserve Bank of Kansas City, where he served as President for 20 years before joining the FDIC Board."

Chairman Gruenberg noted: "Tom has been a forceful advocate of strong, independent financial regulation and a thoughtful, engaged member of our Board. He contributed enormously to the mission of the FDIC during his time as Vice Chairman. The FDIC was fortunate to benefit from his service."

Hoenic said: "It has been an honor to serve as your Vice Chairman and be a part of the FDIC and its mission during these past six years."

Hoenic recently co-authored a *Wall*

Chairman Martin Gruenberg thanked Hoenic "for his extraordinary career of public service at both the FDIC and the Federal Reserve Bank of Kansas City, where he served as President for 20 years before joining the FDIC Board."

Street Journal opinion editorial with former Chairman Sheila Bair in which they argued against lessening current bank capital rules.

Separately, Chairman Bair praised Hoenic for championing such policies. "Tom Hoenic has been a strong, courageous voice for financial stability regulation and its most important component: constraints on systemic banks' use of excessive leverage. The public is losing a powerful advocate," she said.

Principles Drawn From Experience

As a freshly minted Ph.D. economist, Hoenic chose bank supervision over an academic career when he joined the Kansas City Fed in 1973. He led the Division of Bank Supervision and Structure during the crises of the mid- and late 1980s, directing oversight of more than

1,000 banks and bank holding companies.

Witnessing the pressures on banks' liquidity and assets during the crises of that era profoundly influenced Hoenic's views. Early on, the 1982 failure of Penn Square Bank in Oklahoma City was a defining experience. "It certainly affected my perspective," he recalled in a recent interview. "Penn Square was going way too fast in its approach to credit development and did not have enough capital for the risks it was taking. I learned the importance of balance in supervision, which in good times people tend to forget. One of my favorite savings is that a supervisor's responsibility is to swim against the current."

His experiences as a bank supervisor shaped his views far more than any single economist or thinker, Hoenic said. "Many economists have played a part in my thinking over the years, and I have read them all and taken the best lessons I can from them," he said. "But there is no single economist who has influenced me. What has influenced me is serving in supervision at the Federal Reserve and gaining real experience with banks and data. I am very suspicious of models."

Accordingly, Hoenic has been a vigorous proponent of strong capital, frequently pointing to data showing that well-capitalized banks have lower rates of failure or bailout and maintain lending over the course of the economic cycle, compared with their more highly leveraged peers.

In an effort to report the pure tangible equity-to-assets ratios of banks of various sizes, Hoenic developed and began publishing the Global Capital Index (GCI) (www.fdic.gov/about/learn/board/hoenic/capitalizationratio4q17.pdf) shortly after joining the FDIC. "Currently, there are more measures of capital out there than ball bearings in a wheel," he said. "It makes it complicated, particularly for large banks." Using the GCI's measure of equity-to-assets, G-SIBs (global systemically important banks) currently fund their assets with about 94 cents of

debt and about 6 cents of tangible equity. "That level should be much higher," Hoenic said. "By using a simple leverage ratio, you reduce the likelihood of contagion effects from an individual failure."

Hoenic is also a student of bank struc-



At the farewell reception for Vice Chairman Thomas Hoenic, Chairman Gruenberg presents a Board Resolution.

ture and the impact of banks engaging in non-commercial banking activities such as trading and derivatives. "Commercial banking activities are highly subsidized, with deposit insurance and other supports, and as a result, large banks enjoy a competitive advantage," he said. A more market-based approach would be to allow the broker-dealer segment of large banks to compete on a more level playing field with other firms engaged in such activities.

As such, he fought against the 2014 repeal of the 716 "push out" rule and has been a strong supporter of retaining the purpose of the Volcker Rule, which he has described as one of the "most significant post-crisis structural changes designed to make the financial system safer and more resilient, and for the sake of the economy its integrity should not be compromised."

As Vice Chairman, Hoenic has also recommended full-scope supervision for the largest banks. "The FDIC examines mostly small banks, and with the largest banks we have more of an onsite presence that involves looking at management reports and other information. I advocate

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VICE CHAIRMAN HOENIG

Hoenig, from page 2

full-scope supervision for large banks, including taking a broader sampling of large bank portfolios. In other words, not relying on the eyes of management, but looking at the actual documents.”

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While recognizing the impact of globalization, an interconnected financial system, and technology, Hoenig nonetheless believes it is possible to lessen moral hazard, increase market discipline, and achieve a more decentralized banking industry.

balization, an interconnected financial system, and technology, Hoenig nonetheless believes it is possible to lessen moral hazard, increase market discipline, and achieve a more decentralized banking industry. “I think today’s landscape has been shaped by circumstances such as extending the safety net,” he said. “Of course, we can’t go back to earlier times, but we can have a more diverse banking industry.”

As Vice Chairman, Hoenig has also supported reducing regulatory burden, especially for community and regional banks engaged in commercial banking.

In addition to his role as FDIC Vice Chairman, Hoenig served as President of the International Association of Deposit Insurers (IADI) from 2015 to 2017. “IADI is a very good group for coordinating how we think about deposit insurance for banks,” he said. “Before I became a Board member and Vice Chairman, IADI was already a standard setter. As IADI President, I focused on building on that capability.”

Leadership at the Fed

During his time as President of the Kansas City Fed, Hoenig led several major initiatives to modernize the Bank. “The Federal Reserve Bank of Kansas City has been a major contributor in the payments area and in electronic innovation,” Hoenig said, adding modestly, “and while I can’t take credit for that, I can say that I am impressed with what the Bank

is doing.”

For two decades, Hoenig also hosted and elevated the Jackson Hole Economic Symposium, which brings together central bankers and monetary policy experts from around the world to discuss policy issues relating to the global economy. For his support of proposals to reduce regulatory burden, especially on regional and community banks, he was honored in 2011 with the Independent Bankers of America’s Main Street Champion Award.

Esther George, President of the Federal Reserve Bank of Kansas City, spoke highly of his leadership at the Fed and the FDIC. “During our time together at the Kansas City Fed, Tom served as a leader, a mentor, and a trusted adviser for many years. He set high standards and expectations for those around him, and this was a reflection of the high bar he set for himself and his desire to see those around him succeed. Working with the staff that I know he regarded highly at the FDIC, he continued to speak out on vital issues regarding the safety and soundness of the banking system. The nation owes a debt to him, and I am grateful for his leadership.”

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Paul Volcker, former Chairman of the Board of Governors of the Federal Reserve System, said of Hoenig: “Tom has been a great asset to the FDIC. I’d like to think his Fed ‘training’ has paid off! We need his strong regulatory experience and support.”

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A Dedicated Public Servant

A Midwesterner born in Fort Madison,



Vice Chairman Hoenig chats with colleagues Rich Brown and Marguerite Sagatelian at his farewell reception.

Iowa, and a Vietnam combat veteran, Hoenig’s professional life has been defined by public service. Reflecting on what public service means to him personally, Hoenig said: “I think the best way to describe it is that you look for work you find meaningful—interesting work like monetary policy and bank supervision. It has hopefully been useful to the public and also very interesting to me. Since hopefully we both benefit, I find that is really the motivation behind my long career in public service.”

Throughout his career, Hoenig has spoken widely on the issues and considers having a public voice to be an essential part of public service. “I believe it is extremely important,” he said. “People are quite wise, and if a policy or issue is explained and discussed honestly, they can sort truth from fiction. If they believe they are not being told the truth, they will be less willing to make sacrifices. The term populism is often used in negative terms, but in my context, it means that people want to be assured that the process is fair and open.”

Looking back on his time at the FDIC, Hoenig said: “I have had the opportunity to be involved in important policy choices, such as what should be implemented under the Dodd-Frank Act. The work has been educational and enjoyable, and at times, challenging. I enjoyed meeting so many people around the world during my

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VICE CHAIRMAN HOENIG

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term as IADI President. But what I have enjoyed the most has been working with the people of the FDIC.”

John Ryan, CEO and President of the Conference of State Bank Supervisors (CSBS), gave an account of Hoenig’s career and contributions. “Tom Hoenig

has been the nation’s thought leader on systemic risk in the banking system,” he said. “During and after the financial crisis, he held firm on the principle that the competitive advantage of the American banking system should be based on a well-capitalized system and not a race to higher and higher leverage. He has been a voice of reason for community banks, recogniz-

ing they should not be burdened with regulatory approaches designed for systemic institutions. And with his leadership, state regulators have been able to better focus their efforts on safety, soundness and economic development on behalf of the consumer and business alike.” 🏢

Helping Team Leaders and Supervisors Manage Conflict

Two Corporate University courses enhance conflict management skills.

By SALLY KEARNEY
Office of Communications

Supervisors and team leaders at the FDIC often face the need to address and resolve conflicts between or among employees. Identifying the source of a conflict and knowing how to manage it can be challenging.

Two years ago, Internal Ombudsman Robert Harris noticed an increase in calls from supervisors seeking assistance with resolving conflict between staff members. An expert in the field, Harris also noted that a recent survey conducted by the Workforce Development Initiative (WDI) on succession planning indicated that aspiring managers could benefit from enhancing their conflict management skill-set.

Two years ago, Internal Ombudsman Robert Harris noticed an increase in calls from supervisors seeking assistance with resolving conflict between staff members.

The Internal Ombudsman consulted with the staff coordinator of the Legal Division’s Alternative Dispute Resolution (ADR) program, who also saw a need for additional skill building in conflict management. Harris decided to sponsor a course for supervisors with the hope that it could be adapted for team leaders as well. “The idea was to offer a course that provided training on how to take a facilitative approach to resolving conflict,”

Harris said.

He turned to Basil Read, Associate Dean of Corporate University’s (CU’s) School of Leadership Development, and asked if CU could develop such a course. Read was enthusiastic. “We had been hearing from supervisors who attended other CU courses that they wanted instruction in conflict management,” Read said.

Read asked Scott Derrick, Associate Professor for Leadership at the School of Leadership Development, to create a conflict management course for supervisors. Derrick went to work, researching both the latest and proven techniques. The result was a two-day pilot course, entitled *Facilitating Effective Conversations: Resolving Conflict Between Employees*, held in December 2016 at Virginia Square. Derrick and Lori McMaster, Affiliate Faculty, School of Leadership Development, served as the course facilitators. “We received rave reviews, so we held another course in August 2017,” Derrick said. The next course will be held July 17-18 at Virginia Square.

At the end of the pilot course, Derrick and McMaster asked attendees if another course tailored for non-supervisory team leaders would be a good idea. The answer was an emphatic yes. Derrick returned to the drawing board and designed a course for team leaders featuring many of the components of the supervisors’ course. The team leaders’ course, entitled *Resolving Conflict on Your Team: A Course for Non-Supervisory Team Leaders*, launched as a pilot on May 8-9 at Virginia Square.

Two Days of Instruction and Practice

Both courses devote the first day to instruction and the second day to practice. “We really delve into the role of facilitator,” Derrick said. “We help participants identify the elements of conflict, which is an important first step in the process.” Much of the first day is also spent learning skills and techniques to handle disagreements between employees.

“What we strive to do is take the mystery out of conflict and make it less scary,” McMaster said. “We offer a solid process of working through conflict that makes conflict resolution more attainable in our everyday lives.”

“What we strive to do is take the mystery out of conflict and make it less scary,” McMaster said. “We offer a solid process of working through conflict that makes conflict resolution more attainable in our everyday lives.” Two Days of Instruction and Practice

Many people are uncomfortable with conflict, McMaster said. “The additional layer in conflict management is emotion—not just for the people who are in conflict but also for the person who is trying to help resolve it.”

On the second day, the class divides into small groups, with each group moving into breakout rooms, where they practice scenarios, with one person

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role-playing a supervisor or team leader and two others acting as employees in conflict. “We provide templates they can use to follow the basic steps,” Derrick said. After each practice session, a coach provides feedback.

“The practice sessions give people a safe place to try out new tools,” McMaster said. “You learn that you don’t have to do it perfectly. If you enter into the process with the right intent and with some skills and knowledge, you will be confident that you will do the right thing in the right way.”

At the end of the second day, a panel of speakers offers information about FDIC conflict management resources provided by the Internal Ombudsman, the Labor and Employee Relations Section (LERS) of the Division of Administration (DOA), and the Alternative Dispute Resolution (ADR) program in the Legal Division.

Real-Life Results

Sharon Lawson, a Case Manager in the Chicago Regional Office who attended the August 2017 supervisors’ course, said the

practice sessions were particularly valuable. “When you role-play a supervisor in the class, you do not know how the ‘employees’ will react to your approach, just like real life,” she said.

Sharon Lawson, a Case Manager in the Chicago Regional Office who attended the August 2017 supervisors’ course, said the practice sessions were particularly valuable. “When you role-play a supervisor in the class, you do not know how the ‘employees’ will react to your approach, just like real life,” she said.

Lawson is able to identify the sources of conflict. “When people are not working well together, how do you figure out what the problem really is?” she said. “The course gave us the elements of conflict, so we can identify what is going on. I also learned how to start a constructive conversation. At times, that is all you need to do. You are not compelled

to finish everything in a single discussion. Also, sometimes it is better to take a break and let everyone cool off before resuming the discussion.”

Betty Rudolph, Assistant Director, Division of Risk Management Supervision (RMS) at headquarters, also attended the August 2017 class. A longstanding interest in conflict management led Rudolph to take the course. Her “biggest takeaway” was completing and applying a conflict management assessment known as the Thomas-Kilmann Conflict Mode Instrument. “I was helping to lead a high-profile, cross-divisional team with many different business partners, customers, and modes of problem solving,” Rudolph recalled. “I thought the team could benefit from learning practical applications of conflict management techniques.”

Rudolph asked Scott Derrick to facilitate a session with the team. “We identified our individual conflict management styles and learned approaches that would work for us as a team,” Rudolph explained. “It was a very effective follow-on to the course that yielded real-life results.” ■

SOCIAL MEDIA

#FDICtechforum

By LISA KAHN
Office of Communications

Have you attended an event recently where you were encouraged to tweet using an event-specific hashtag? I attended a concert last week where the performer encouraged us to tweet photos and videos along with a hashtag. One of my colleagues attended a recent wedding where the bride and groom asked their guests to do the same.

In this day and age, event attendees

expect a hashtag. A good one is short, unique, and intuitive. With this in mind, OCOM, RMS, and DCP created the hashtag #FDICtechforum in connection with FDIC Forum: Use of Technology in the Business of Banking, a one-day conference held Monday, May 7, at the Seidman Center. We included the hashtag in all of the forum's outreach materials, starting with the initial invitation, and posted it at the forum itself. We encouraged participants to include the hashtag in

their social media posts.

As of Tuesday morning, the hashtag #FDICtechforum was used 144 times by 51 different Twitter accounts. These tweets were potentially seen 608,926 times by 126,968 unique followers.

The FDIC also was live tweeting slides and photos throughout the event using #FDICtechforum, but nothing can replace the fresh perspective of a conference attendee.

Here are just a few of the tweets:•

Hashtag: A word or phrase preceded by a hash sign (#), used on social media websites and applications, especially Twitter, to identify messages on a specific topic.

Melissa R. H. Hall @MelissaRHHall · May 7
A technology conference would not be complete without its own hashtag. #FDICTechForum

Dennis Santiago @DennisSantiago · May 7
#FDICtechforum first panel aha moment. "My wife paid for groceries ordered from our internet connected refrigerator with PayPal." Begs the question, how far ahead is structural disintermediation curve? @MalcolmOutLoud @rcwhalen @DavidLongobardi

Andrew Ray @AMRayEsq · May 7
Mobile banking can help make this happen @MelissaRHHall | #FDICTechForum

Ted Knutson @TedKnutsonDC
FDIC Chair Martin Gruenberg: the potential for #fintech for financial inclusion is of particular interest to the FDIC. A bank account is a key step on the road to financial well being. @janetnovack @WISERwomen @iamJanKruise #FDICtechforum @edmpirg

Evan Sparks @EvanSparks · May 7
"Most consumers want additional security but don't want additional security processes." -- John Doherty of @EYnews at #FDICtechforum

Evan Sparks @EvanSparks · May 7
"The biggest risk for community banks is to do nothing in this space." - Steve Antonakes of @easternbank on fintech's challenge at #FDICtechforum

Brad Carr @BradJCarr · May 7
Patrick Smith of @keybank: the often-forgotten part when implementing an improved customer experience is the employee experience; need an innovation to work for employees so they can serve customers better #FDICtechforum

Jo Ann Barefoot @JoAnnBarefoot · 24h
Rob Morgan: "Cambridge Analytica only changes your thinking on data if you haven't been paying attention." @ABABankers #fdictechforum

How I Rejuvenated My Career

After more than two decades with the FDIC, I still had much to learn as a participant in the Executive Potential Program (EPP).

By SHERRYANN NELSON
Case Manager,
New York Regional Office, RMS

I want to tell you a story about how those of us who are mid-career—or even late-career—can still grow, learn, and develop through the FDIC’s many career resources. I know, because I took advantage of one of those resources.

I graduated from the 2011-2012 Executive Potential Program (EPP) in March of 2012 and was a Graduation Class Speaker representing 88 EPP participants employed by government agencies throughout the United States. I told my fellow participants to remember the lessons learned during the EPP and apply them during their daily work life, and to maintain momentum in broadening their perspective. I still do this today, which has played a significant role in rejuvenating my career.

The EPP was a turning point in my professional work life that made me take control of my destiny and career, build new skills, and identify new interests and strengths.

After serving 23 years at the FDIC in the Division of Risk Management Supervision (RMS), first as an Examiner for 11 years and then a Case Manager for 12 years, I was ready for a change. Like many other long-term employees, I had no idea what I wanted to do next. I also wondered if it was too late in my career to do something new. The EPP was a turning point in my professional work life that made me take control of my destiny and career, build new skills, and identify new interests and strengths.

The EPP, sponsored by the Graduate School, USA, and the FDIC’s Corporate University, helps develop participants into effective leaders. Full-time permanent employees at the CG 14 to CM 1 level with at least three years of total FDIC service are eligible to apply.

A Year in the EPP

As an EPP participant, I drafted and implemented a one-year Individual Development Plan that was instrumental in motivating me to pursue additional classroom leadership training, build new relationships, step out of my comfort zone, seek greater visibility, and showcase my leadership skills. By building a good reputation and meeting clear expectations, I found that many opportunities came my way, including temporary job promotions after graduating from the EPP.

During my year in the EPP, I gained additional managerial experience in RMS as Acting Supervisory Examiner in the Baltimore, Maryland, Field Office and as Acting Assistant Regional Director in the New York Regional Office. I also broadened my perspective by working on a special project in Washington, D.C., in the Division of Depositor and Consumer Protection (DCP) and outside the FDIC on a team project at the Federal Motor Carrier Safety Administration (FMCSA).

The team project was initiated as a result of FMCSA scrutiny over the motor coach industry. FMCSA wanted to assess passengers’ pre-trip safety-awareness and emergency-preparedness through in-person surveys in five U.S. cities. Our team project set the groundwork for this initiative.

The team project gave me an opportunity to take part in improving safety awareness for motor coach passengers like myself. I helped prepare the survey and benchmarked Census Bureau best practices on how to obtain Office of Management and Budget approval for conducting public surveys. I also drafted my first Federal Register Notice seeking public comments on whether the proposed information collection was necessary for the FMCSA to perform its functions.

EPP activities such as shadowing and reading assignments; seminars and workshops; executive interviews; and the team



project resulted in many lessons learned. “Not everyone is going to be your cheerleader, so learn to be your own cheerleader” was an important lesson. I learned to promote myself and share my accomplishments with others and let management know my career aspirations.

Opportunities Continue After Graduation

After graduating from the EPP, I provided training for the Financial Services

I learned to promote myself and share my accomplishments with others and let management know my career aspirations.

Volunteer Corps (FSVC) through the former FDIC Office of International Affairs. The FSVC is a not-for-profit organization that seeks to strengthen financial sectors in developing countries. At the FSVC’s New York Office, I conducted training on corporate governance for senior bankers from Egypt and women who work in the Dubai private sector preparing to join their organizations’ Board of Directors.

I also traveled to Albania to train regulators on credit risk management. While there, I gained insights into that country’s regulatory supervision challenges and discussed how the FDIC overcame similar challenges. Touring the local area

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EMPLOYEE PERSPECTIVE

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to learn about the country's history and cultural background enabled me to build better relationships with the regulators, which continue to this day.

As Assistant Program Coordinator for the Office of the Internal Ombudsman, a one-year Expression of Interest (EOI) assignment in 2013, I helped launch two FDIC nationwide programs: the Workplace Excellence (WE) Program and the Labor Management Forum. I also participated in the Aspiration Workstream for the Workforce Development Initiative (WDI), which focuses on strategies to address barriers faced by employees seeking management roles.

I served temporary promotions as RMS Supervisory Examiner in the New York Field Office; DCP Field Supervisor in the Jamesburg, New Jersey, Field Office; and Corporate University Chief of

the Corporate Employee Program (Program Administration) in Washington, D.C. The EPP experience also encouraged me to become a resource for others. I became a mentor in the 2014-2015 EPP and participated in CU's external leadership orientation panels as well as a focus group session on how to improve external leadership programs.

The EPP changed my perspective as a mid-career employee because I learned that the driving factor to being "all you can be" starts with taking the "next step."

In my EPP graduation speech, I said that my ultimate goal was to become a manager at the FDIC. The EPP helped me work toward that goal by being flexible and seeking assignments, whether they are for 30 days or a year, or whether

they are temporary or permanent. I hold myself accountable by taking charge of my career and rejuvenating it on my own terms with the help of those who believe in me and see me as a valuable asset. The EPP changed my perspective as a mid-career employee because I learned that the driving factor to being "all you can be" starts with taking the "next step." I am not sure what is next for me, but I am sure it will be exciting because the FDIC has so much to offer its employees.

A key objective in the EPP is reflecting on personal experiences. As I do that today, I can say that the EPP experience boosted my confidence in exploring new assignments and taking risks. It was indeed a wonderful experience. If I could say one thing to my peers who are at a crossroads and feeling the need to rejuvenate their career, it would be: "It's never too late." 🏠

CHICAGO REGION

Chicago Region Celebrates Take Our Daughters and Sons to Work Day

By JASMINE BARROW
HR Assistant, DOA,
Chicago Regional Office

The Chicago Regional Office hosted 16 children, ranging in age from eight to 13, for the annual Take Our Daughters and Sons to Work Day on April 26. Each year the Chicago Region Planning Committee organizes events that align with the chosen theme of the Take Our Daughters and Sons to Work Day Foundation. This year's theme was *Service Force – Agents of Positive Change*.

The occasion began with breakfast pastries and a thoughtful career development exercise with Career Counselor Janice Guerriero. The children explored their interests and strengths and developed action plans for possible avenues that might translate hobbies into rewarding and enjoyable careers.

In accordance with the year's theme, Juvenile Justice Judge Lana Johnson spoke with the kids about the importance of obeying the law and having a moral code, the consequences of bad choices, and leveraging the resources available in their communities.

In accordance with the year's theme, Juvenile Justice Judge Lana Johnson spoke with the kids about the importance of obeying the law and having a moral code, the consequences of bad choices, and leveraging the resources available in their communities. Sergeant Brian Hawkins of the Chicago Police Department shared his experiences as a public servant in many roles, including those of firefighter, Officer Friendly, detective, and now as a sergeant on the cusp of retirement. The children



Committee Members, from left: Jasmine Barrow, Linda Dixon-Shane, Sandra Lavine, Christina McKnight, and Dwana Jones. Not pictured: Neal Coleman.

were delighted to meet Judge Johnson and Sergeant Hawkins and did not shy away from asking frank questions.

The children spent the remainder of the morning touring the regional office in small groups. Activities included an information scavenger hunt and interviews of various employees. The children had no problem asking their interviewees all sorts of questions, such as:

- “What are your division’s responsibilities?”
- “What skills or training would I need if I wanted to have your job?”
- “What does your division’s acronym stand for?”
- “What is your favorite part about working for the FDIC?”

At the conclusion of their interviewing/fact-finding missions, each group took center stage to present what they learned to their peers, parents, and other office staff.

After lunch with their parents, the children settled down for a performance by Consumer Affairs Specialist Alberto Na-

varrete, also the resident magician, back by popular demand. Navarrete wowed the children with card tricks, balloon animals, and other feats, providing a wonderful transition to the afternoon’s theater experience: a screening of the film *The Greatest Showman*, complete with fresh popcorn and movie-sized boxes of candy.

After lunch with their parents, the children settled down for a performance by Consumer Affairs Specialist Alberto Navarrete, also the resident magician, back by popular demand.

Each participant went home with a t-shirt, a certificate of participation, and a goodie bag filled with candy, shredded money from the Federal Reserve Bank of Chicago, bubbles (courtesy of Regional Office Management Information Groups (ROMIG) staff), sunglasses, pens, and other FDIC paraphernalia. 🏠

KANSAS CITY REGION

Kansas City Treasures Administrative Professional Staff

By JANET KINCAID
Assistant Regional Director, DCP,
Kansas City Region

The Kansas City Regional Office (KCRO) celebrated Administrative Professionals Day, not just on April 25, but for the entire week. The KC Chapter of POWW (Partnership of Women in the Workplace), along with the KCRO management and professional staff, planned a week full of big and small reminders of how much we respect and treasure administrative professionals in the office. With the theme of “We Treasure You,” each of the 11 administrative staffers was provided with a personalized treasure bucket and balloon on Monday to put at their desk. Each day they received little treasure gifts in those buckets.

Monday. M&Ms, because they are “Marvelous and Magnificent.”

Tuesday. Hand sanitizer and Target gift cards, because “Hands Down” they are the best around and they help keep us on “Target.”

Wednesday. Extra Gum and flowers. “Thanks for going the Extra mile.”

Thursday. Donuts, because “We Donut know what we would do without you.”

Friday. Animal Crackers, because “It would be a Zoo without your help.”

In addition, on Tuesday, April 24, the admin team and their managers were treated to a luncheon and treasure hunt activity to demonstrate the importance of working together and using the strengths of everyone to ensure tasks are completed. Certificates were awarded to the “Most

Artistic” and “Most Creative” efforts to complete the task of recreating a treasure map. The region’s Career Management Counselor, Wendy Mueller, organized the well-received program, which included a presentation by POWW about its work as an Employee Resource Group.

As an additional highlight and treat, treasure-themed thank you notes were made available for staffers to write personalized notes of appreciation to the admin team. The notes were placed in each in-

dividual’s bucket. Applications Assistant Susan Slaughter said: “Thanks for making this week such a fun week. I believe in the saying ‘It’s more blessed to give than to receive,’ but I have to say I have enjoyed being on the receiving end this week.”

“It was fun working together to plan this event to show how much we rely on and treasure our admin professionals, not only on one designated holiday, but throughout the year,” said Kansas City POWW Chapter President Sheryl Reynolds. 🙏



Kansas City Administrative Professionals were honored with a week of appreciation by their colleagues. Shown here, from left: front row, June Mills (seated), Josie Gallegos, and Susan Hane. Back row: Cathy Pollard., Larane Fulk, Alice Devine, and Rita Cook. Not shown: Susan Slaughter, Renee Pingel, Karen Kulig, and Lorean Pleasant.