

Exceptional service in the national interest



CLASS PICTURE DAY IS
COMING SOON!

The Management School of Hard Knocks – The Deepest Learning

*2014 Waste Management Symposium;
March 6; Phoenix, AZ*

Christi D. Leigh, PhD
Repository Performance Department, SNL

NEW MANAGER MANDATE



Delight My Customers

Get the job done
Collaborate with
Colleagues
Develop
International
Collaborations



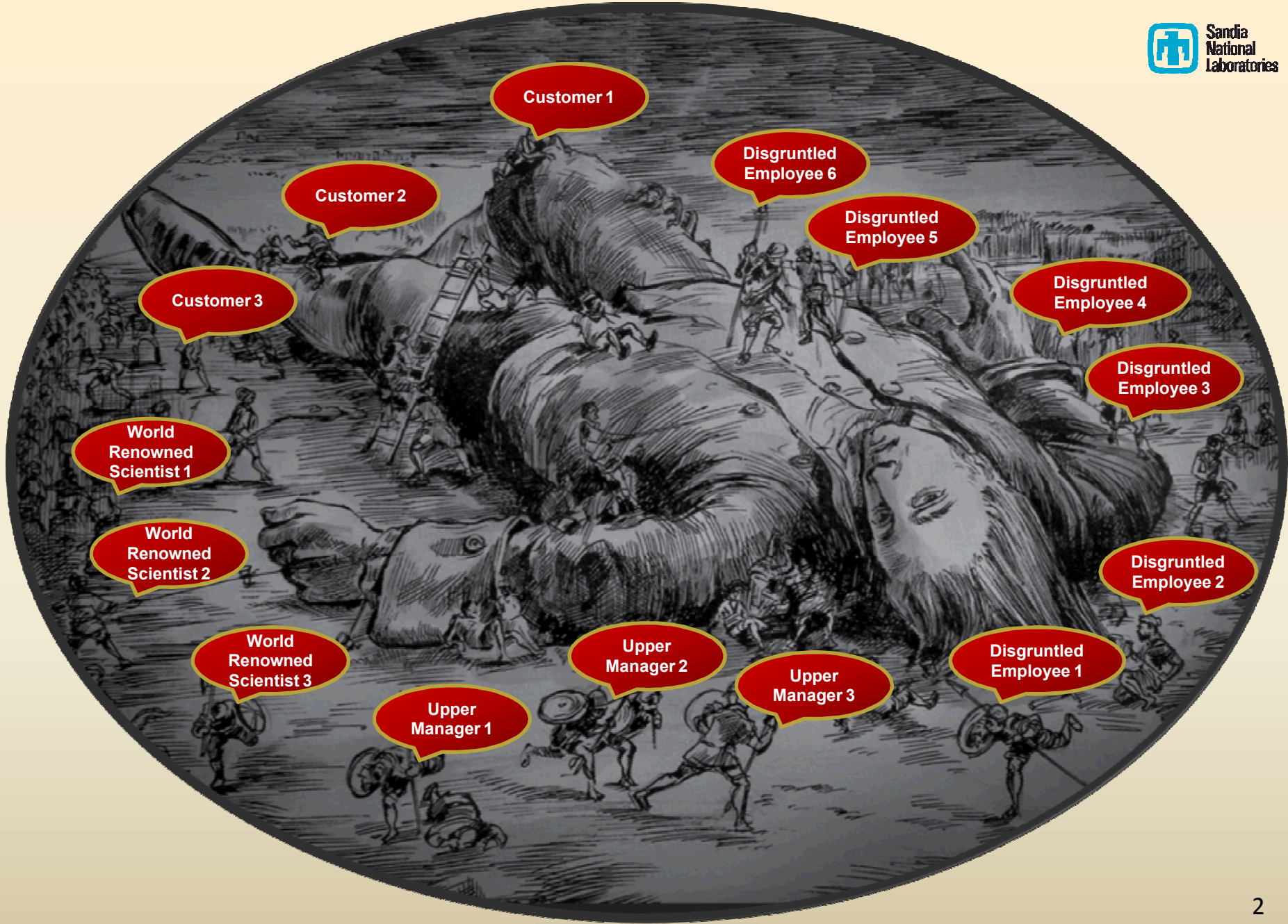
Delight My Managers

Enhance Our
Technical
Reputation
Recruit Top-Notch
Technical Talent
Develop Programs
Build Capability



Delight My Staff

Provide
Opportunities for
Innovative and
Impactful Work
Publish and Make
Technical
Presentations
Foster happy,
mutually respectful
workplace



Customer 1

Customer 2

Customer 3

World Renowned Scientist 1

World Renowned Scientist 2

World Renowned Scientist 3

Upper Manager 1

Upper Manager 2

Upper Manager 3

Disgruntled Employee 6

Disgruntled Employee 5

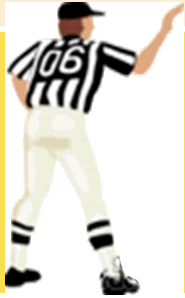
Disgruntled Employee 4

Disgruntled Employee 3

Disgruntled Employee 2

Disgruntled Employee 1

DELIGHT MY CUSTOMERS



Customer No. 1



Customer No. 2



Customer No. 3

DELIGHT MY CUSTOMERS



World Renowned Scientist No. 1



World Renowned Scientist No. 2

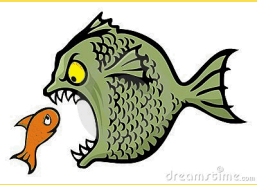


World Renowned Scientist No. 3

DELIGHT MY MANAGERS



Upper Manager No. 1



Upper Manager No. 2



Upper Manager No. 3

DELIGHT MY STAFF



Disgruntled Employee No. 1



FFFFF
FFFFF
FFUUU
UUUUU

Disgruntled Employee No. 2



Disgruntled Employee No. 3

DELIGHT MY STAFF



Disgruntled Employee No. 4

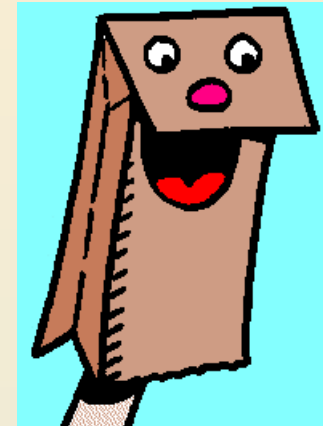


Disgruntled Employee No. 5



Disgruntled Employee No. 6

HOW TO FREE ONESELF FROM THE LILLIPUTIANS



Control Emotions

Be Inclusive At All Levels

Use Direct Communication

Recognize Set Behavior Patterns and Rigid Perspectives

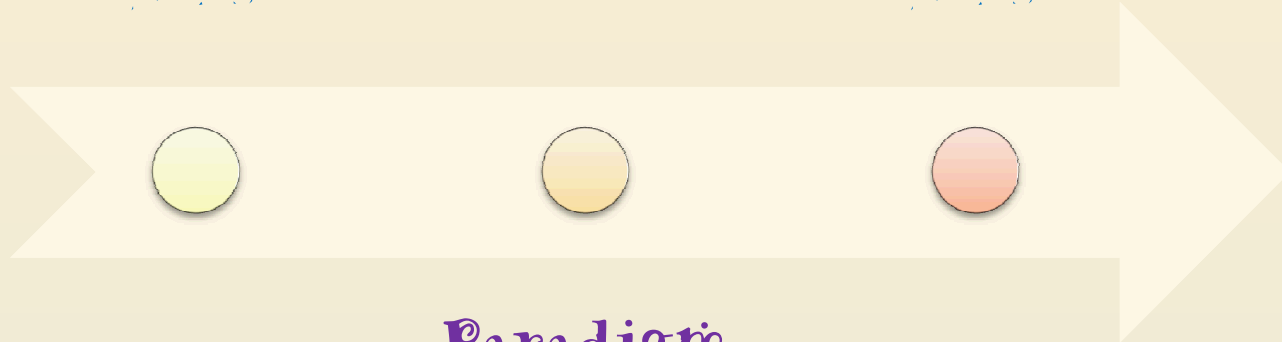
Recognize and Reward

Know when to let go

HOW TO FREE ONESELF FROM THE LILLIPUTIANS

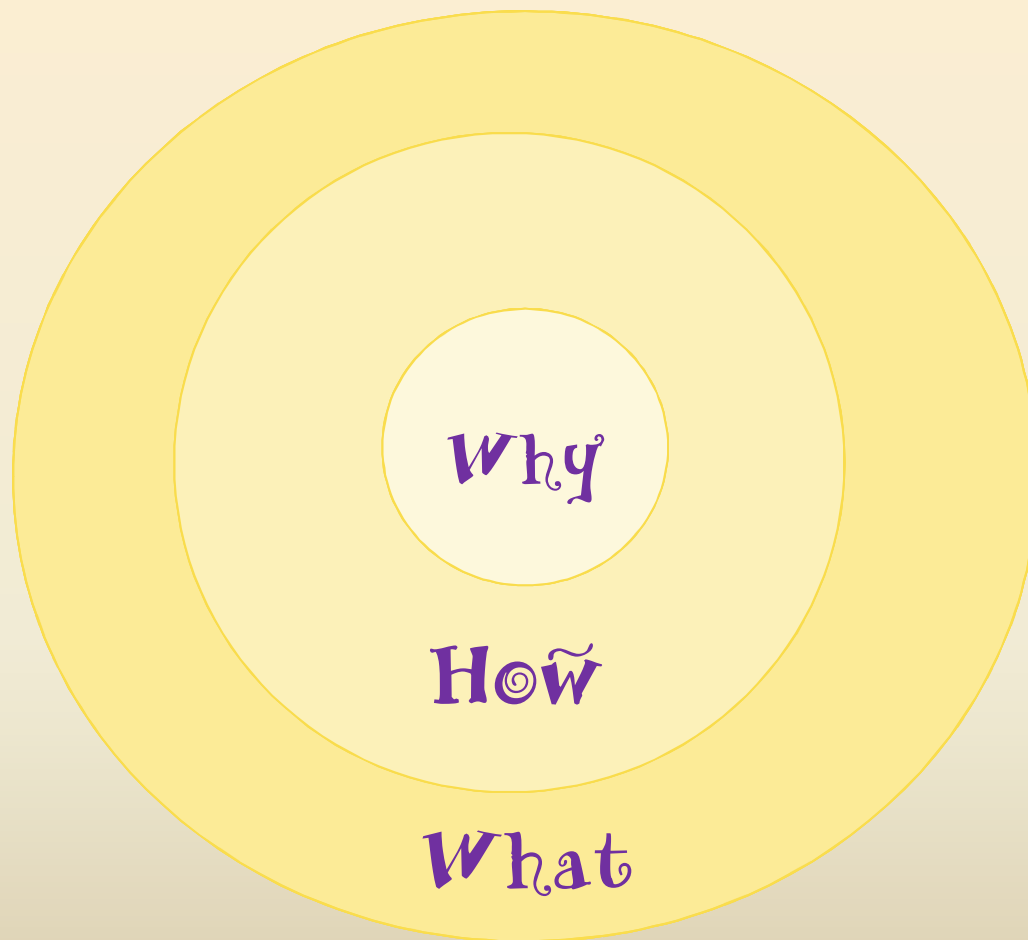
Results
Focused

Process
Focused



Paradigm
Shift

HOW TO FREE ONESELF FROM THE LILLIPUTIANS

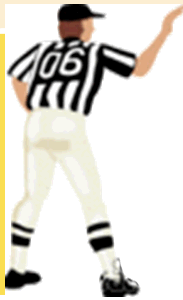


HOW TO FREE ONESELF FROM THE LILLIPUTIANS



- Work Activities
- Impact Activities
- Model Behavior
- Corporate Citizenship

DELIGHT MY CUSTOMERS



Customer No. 1

- *Be Inclusive At All Levels; Use Direct Communication*



Customer No. 2

- *Be Inclusive At All Levels; Use Direct Communication*



Customer No. 3

- *Be Inclusive At All Levels; Use Direct Communication*

DELIGHT MY CUSTOMERS



World Renowned Scientist No. 1

- *Recognize Set Behavior Patterns and Rigid Perspectives; Control Emotions*



World Renowned Scientist No. 2

- *Recognize Set Behavior Patterns and Rigid Perspectives; Control Emotions*



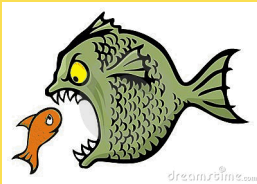
World Renowned Scientist No. 3

- *Recognize Set Behavior Patterns and Rigid Perspectives; Control Emotions*

DELIGHT MY MANAGERS



Upper Manager No. 1



Upper Manager No. 2



Upper Manager No. 3

- *Be Inclusive At All Levels; Use Direct Communication*

DELIGHT MY STAFF



Disgruntled Employee No. 1

- *Control your emotions; Use Direct Communication*



FFFFF
FFFFF
FFUUU
UUUUU

Disgruntled Employee No. 2

- *Control your emotions; recognize set behavior patterns*



Disgruntled Employee No. 3

- *Be Inclusive At All Levels; Use Direct Communication*

DELIGHT MY STAFF



Disgruntled Employee No. 4

- *Be Inclusive At All Levels; Use Direct Communication*



Disgruntled Employee No. 5

- *Recognize and Reward; Use Direct Communication*



Disgruntled Employee No. 6

- *Be Inclusive At All Levels; Use Direct Communication*

How DOES THIS APPLY TO WASTE MANAGEMENT?

