

2016



Spirit of the Midwest Awards Reception



Touchstones



The WICT Touchstones of Leadership form the foundation for all of WICT's initiatives. They serve as our compass along the path of strategic and effective leadership development. We encourage members to leverage the WICT Touchstones as a motivational tool and Chapters to look to the Touchstones as the basis for their local program offerings.

KNOW YOURSELF and what you stand for and where you are headed.

You must understand who you are before you can decide who you want to be. Take stock of your strengths and weaknesses, and understand your limitations. Set realistic goals for yourself, keeping in mind that a balance between work and life makes for a healthy leader. Maintain your own morals, values and ethics, so you can hold yourself to the high standards you set. Unleash the leader within you, taking control of your career and steering it in the precise direction you want to go.



Touchstones



COMMUNICATE with passion and poise, in writing and in-person.

The strongest communicators do more than just talk. Aspire to deliver a speech powerful enough to inspire an entire auditorium or to put pen to paper in such a way that others can be rallied into action through the power of your words. Learn to negotiate for the best possible outcomes with both logic and compassion. The ability to do all this will make you a communicator who embodies conviction and passion - qualities a great leader needs to succeed.

LISTEN with more than just your ears.

Strive to be an active listener who processes what is being conveyed and learn from people through their words. It is by listening with your heart, as well as your head, that you will build lasting relationships strengthening your cohort and helping others around you to grow along the way.



Touchstones



CONNECT to your peers, your industry, and everything around you.

You cannot move forward without a keen understanding of your network – the people you work with and the industry you work in. Immerse yourself in the economics and business practices that affect your company, clients, and colleagues. Keep your ear to the ground. Be aware of your competition and gain the upper hand. Build a support system for yourself and those within your community. Great leaders get connected and stay connected, using every ounce of information to their advantage.

BE A CATALYST and set the wheels of change in motion.

Progress is never made by standing still or by relying on the same old ideas. As a leader you must push the envelope to transform our industry with innovative concepts that are bigger and better than ever before. Take initiative. Raise the bar. Demand equality on all fronts and embrace diversity. Above all, never accept less respect than you offer others, because change can only take hold if it is grounded in respect.



Touchstones

BE FEARLESS and confident in your convictions as you take risks and bring others along.

To be a great leader, look fear in the eye and turn it to your advantage as the force driving you into uncharted territory. Use the adrenaline to keep climbing the corporate ladder. Don't surrender or retreat. Commit to your vision and believe in it above everything else. Others will sense your conviction and be willing to follow - without fear.

INSPIRE and others will follow.

Rally those around you to support your vision. Be a mentor, a guide, and a role model - one who learns from what she teaches. Help those around you achieve their full potential with a helping hand that paves the way for future leaders. Be dynamic and strong, and you will inspire others to embrace your vision as the one they want to be part of, and the one they choose to follow.

Welcome – Julie Pozel

Manager of Operations, Billing Center of Excellence
Comcast



Julie Pozel has 24 years of experience in the telecommunications industry, serving in several leadership roles, most recently as an Operations Manager in Customer Care, Comcast; West Division. In addition to engaging a team of 130 direct and indirect reports, Julie's focus is in recruitment, new hire training and development.

Prior to this role, Julie acted in multiple capacities within the realm of the customer experience, including executive escalations and retail operations.

Outside of work Julie enjoys volunteering in her community as an ESL tutor, and is a passionate advocate for the advancement of programs promoting literacy.

Julie graduated Cum Laude from St. Cloud State MN with a Bachelor of Science in Mass Communications.





WICT develops women leaders who transform our industry.

We partner with cable and telecommunications industry leaders to provide leadership programs and services, and challenge these companies to create professional advancement opportunities for women. We create bold, self-empowered leaders through advocacy and leadership training.



Emcee – Sean O’Donnell

Vice President and General Manager
Charter Communications



As VP and GM of Charter’s Central States market, Sean is responsible for providing advanced Internet, TV and phone services to approximately 550,000 customers in more than 300 Missouri and Illinois communities. In this role, he oversees the market’s strategic direction, day-to-day operations and more than 1,200 employees and service partners.

Sean joined Charter in his current position in 2011. He was also a member of Charter’s corporate team in St. Louis from 2001 to 2005, serving in key roles including VP of IT and VP of Operations. Sean regularly volunteers for charitable and community causes focused on children, education and community development. He is actively involved with Partners for Progress of Greater St. Charles, serves on the Board of Directors for the Better Business Bureau, and on the Advisory Board for the University of Missouri – St. Louis School of Business. A St. Louis area native, Sean lives in St. Charles, Mo., with his wife Nicky and their three children.



Spirit of the Midwest Winners

- **Rising Leader:** Jada Marcotte
Operations Supervisor
Comcast
- **Spirit of the Midwest:** Pamela Hermann
VP, Business Intelligence and Analytics
Suddenlink Communications
- **Woman in Technology:** Erin Hayes
Director of Corporate Construction
Midco

Rising Leader: Jada Marcotte



This award recognizes an industry woman, considered a newcomer to the industry, who has demonstrated her own personal leadership style and has become accomplished in both her job and in her working knowledge of the cable and/or telecommunications industry.





I've had the pleasure of working with Jada for several years. I am constantly impressed by how well she knows herself and translates her strengths into action. She is a mentor and role model to many female leaders in our organization and creates a sense of community wherever she goes.

~ Julie Pozel
Operations Manager
Comcast







Jada is one of the most employee-focused and passionate leaders I know. She makes employees her top priority which is what makes her such a great rising leader.

~ Chris Gudim
Operations Manager BCOE
Comcast

Working with Jada has taught me three things: the first is to be caring; the second is to be caring; and the third is to be caring.

~ Ben Weil
Operations Supervisor BCOE
Comcast







Jada has set the bar when it comes to employee engagement. Jada is aware of the power and success that comes when you have employee engagement at all levels of an organization. Her passion and enthusiasm are easily contagious. I also have to be honest, nobody can unjam a copy machine better than her!

~ Julie Huspeck
Executive Administrative Manager
CSM Corporation







Jada is the epitome of an employee engagement leader. Her style of management has improved team morale, customer satisfaction and creates employees who are proud to work for Comcast. Jada is often called upon by her manager and peers to come up with fun departmental activities and themed events. Jada encourages her team members to set professional goals and strive for advancement within the organization, she teaches them that their current position is an interview for the next position.

~ Jean Montgomery
Senior Operations Director
Wheels for Wishes







I have had the pleasure of working with Jada for the past five years. In terms of her spirit -- I have been impressed by her kindness, consideration, and willingness to go above and beyond the call of duty. Not only is she committed to caring for our customers, she is also loyal to Comcast and her team. Jada's passion for being in service to others is demonstrated in her hard work and leadership for Comcast Cares Day. Jada can always be counted to be a great partner and ensure we all make a positive difference in this annual community service effort. Jada is dedicated to advancing her skills and will openly take feedback and put in the work to reach her potential as a leader. She is very deserving of this recognition and has a bright future ahead!

~ Sherri Kronfrost
Senior Director, Employee Engagement
Comcast



Spirit of the Midwest: Pamela Hermann

This award recognizes an industry woman who has made significant contributions to the cable and telecommunications industry throughout her career, serves as a mentor and role model to others, exhibits leadership qualities that have made a difference in her organization, is a risk taker and groundbreaker, and inspires others. This woman is highly regarded by her peers and teammates for career accomplishments and quality work-life balance.





Pamela is a results driven leader that prides herself in building up the talents of others. Like a true leader she is dedicated to her cause, she builds and maintains trust, she stands firm in her integrity, and she maintains a positive attitude. Pamela is an invaluable asset to the Suddenlink team and her WICT colleagues as she strives to go above and beyond for others. Pamela is a true pleasure to work with and is very deserving of the Spirit of the Midwest award.

~ Justin Freesmeier
SVP Sales and Fiscal Operations
Suddenlink Communications



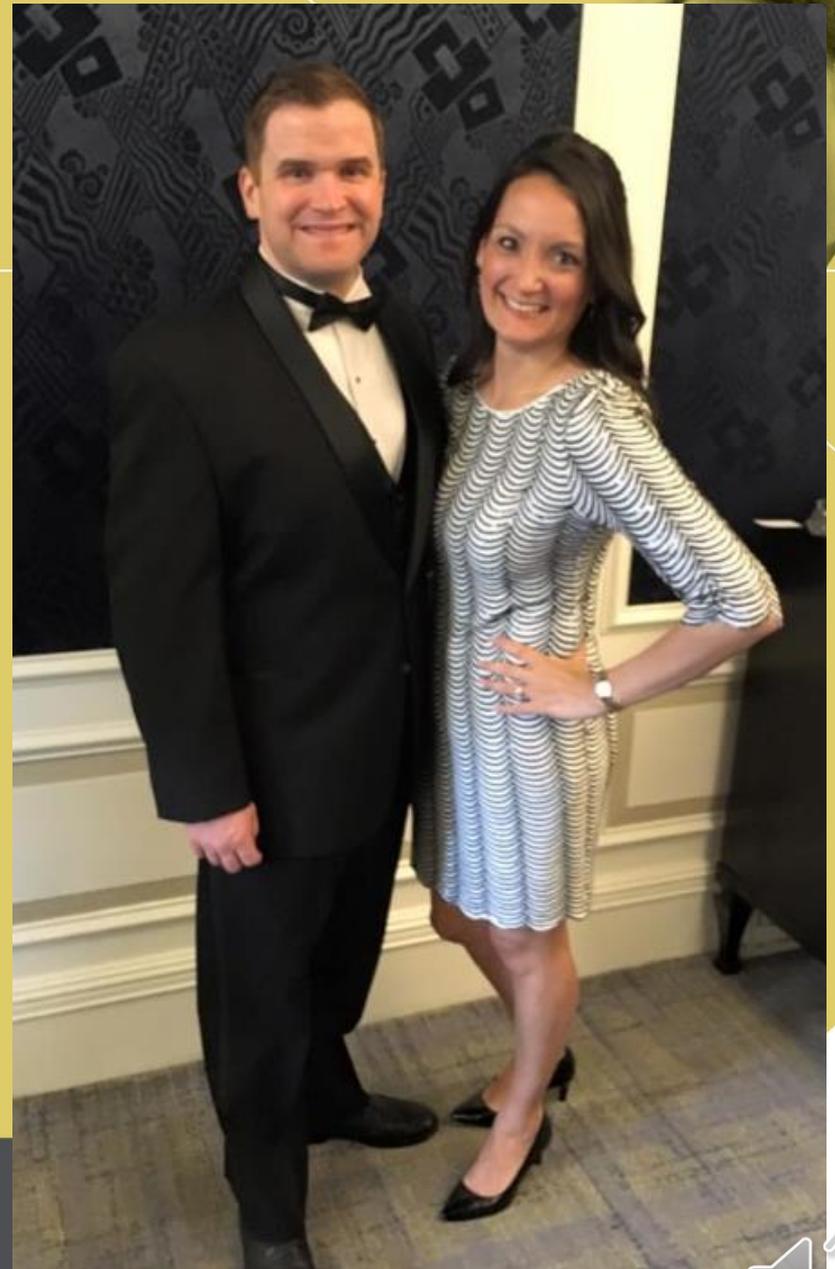




Pamela brings passion and dedication to everything she touches. Her intelligence and seemingly boundless energy have been the driving force behind many successful projects at Suddenlink – from the development of a business intelligence function, to the annual WICT experience auction, to the annual department holiday parties. She takes joy in getting people together and getting them to work towards a common goal, whether big or small. The words “can’t do it” don’t seem to exist in her vocabulary. She has the trust (hard-earned) of everyone in the company...if Pamela is involved, you know whatever you are looking at is right. She is a leader, coach, cheerleader and friend to everyone she works with, and Suddenlink is a better place because Pamela Hermann is here.

~ Mike Pflantz
SVP Corporate Finance
Suddenlink Communications







Whip-smart and a natural leader, Pamela has a remarkable ability to communicate a clear, compelling vision. Even more important, she has a huge heart and makes work simultaneously meaningful and fun. Pamela is an outstanding representative of WICT and the Spirit of the Midwest. I consider myself fortunate to work on her team, and even luckier to count her as a dear friend!

~ Sally West

Sr Director Business Intelligence, Accounting
Suddenlink Communications







Pamela is the most energetic, determined and passionate leader I have ever encountered. She dedicates so much of her time to WICT and Suddenlink, contributing many meaningful hours, as well as the role of amazing wife, mother, and friend. I am honored to recognize this amazing woman as a coworker and friend. I cannot imagine anyone more deserving of this award. Congrats Pamela!

~ Kim Woodridge
Senior Manager, Accounts Payable
Suddenlink Communications







*Pamela has an amazing ability to **Inspire** others and to create an environment of mutual respect and cooperation. She is always "Up for the Challenge" and faces each challenge with a healthy dose of optimism, creativity and commitment. She is a passionate leader who inspires others to work harder and better for not only the good of the business, but for the good of the people that they influence in the workplace. Pamela gets it! Her success is measured by the success of others. From all of us who are privileged to work with her - she **inspires** us through her integrity, her belief in others and her tireless commitment. She is truly **fearless** – but the best kind of fearless; because she conquers that which others might fear so that they can follow behind her. For all of these reasons and more, I am honored to not only have Pamela as my work colleague but also as a great friend.*

*~ Aimee Doane
VP Network Operations
Suddenlink Communications*







Pamela is a caring, relationship driven person. As a leader she invests time in her employees, learns their capabilities, tailors opportunities to fit their strengths and rewards them based upon their individual value systems. Pamela adds a personal touch to every business interaction. And whatever anything else is, it should always begin with being personal.

It feels good to know that you have a person at work that cares about your development.

Congratulations on the win.

~ Joe Betz
Director Business Intelligence, Accounting
Suddenlink



Woman in Technology: Erin Hayes



This award recognizes an industry woman serving in a technical position who has contributed significantly to her organization as well as the cable and telecommunications industry. In addition to her technical expertise, she is a valued team member who is committed to supporting and motivating others.





Erin is a true leader in every sense of the word. She is deeply committed to continuous improvements, is a strong advocate for her team, and leads with a true passion and dedication that creates a positive difference for the customers, the company and the employees. Congratulations, Erin, on this well-deserved recognition.

~ Debbie Stang
Chief Operating Officer
Midco







Erin Hayes exemplifies what it means to be a Trailblazer at Midco, where she's played a pivotal role in the success of our company. She has boldly developed innovative construction and safety processes that have helped us expand into new markets more quickly and deliver more reliable service. Erin has ambitiously led a GIS network mapping initiative that's a game changer for our company – and she's earning industry recognition along the way. Those are among many ways Erin consistently embraces challenges and opportunities – and turned them into innovative solutions that make us stronger.

*~ Pat McAdaragh
President & CEO
Midco*







Erin is a great communicator – whether it's addressing a non-profit committee, a group of construction contractors or a team of senior executives, she is able to explain technical aspects of a project while exuding confidence, commitment and passion for what she does. She has a focused and unwavering work ethic, but she also brings humanity and humor to the workplace. Erin is a role model for any woman, but especially for those who work to succeed in non-traditional fields.

~ **Trish McCann**
Chief Marketing Officer
Midco







Erin is a dedicated, passionate and collaborative leader with vision. She uses her unique abilities to bring teams together and get the job done, whether that's working with fellow employees, armies of contractors or city officials. Erin sets the standard for leadership at Midco.

~ Jon Pederson
Chief Technology Officer
Midco







Erin's desire to do everything right the first time is transcended only by her commitment to her customers, her team and the company to consistently exceed expectations. Early in her career, Erin chose the non-traditional path of field operations and is now our Director of Corporate Construction. We rely on Erin to guide the construction and maintenance of our extensive fiber and HFC network while maintaining professional relationships with contractors, local and state regulators and the general public. She is often called upon as a construction industry expert and has served on a number of professional and non-profit boards. Erin is a great model for customer-centric leadership, always treats others with uncommon consideration, and she gets the job done. We are all most proud of Erin as a valued associate and friend, and congratulate her on this recognition from WICT Midwest!

~ W. Tom Simmons
Senior Vice President and Chief of Staff
Midco







Since joining Midco, Erin has defined what it means to be a Trailblazer employee. She is extremely talented and a recognized leader in our organization. Her dedication to the profession through the development of our Target Zero construction safety programs and other initiatives demonstrates her vision and ability to think outside of the box. She is a role model for all within our organization on how to support and motivate your team, peers and colleagues. Erin puts her whole heart and soul into her community and the industry. Midco could not be prouder of the recognition she is receiving through this award.

~ Steve Schuster
VP of Treasury, Risk and HR
Midco





Congratulations to the WICT Midwest Spirit of the Midwest winners!



The Value of WICT

I love the WICT touchstone of KNOW YOURSELF. I think to be able to fully develop the other touchstones, you need to start with taking a look at yourself. Carl Jung said, “Your visions will become clear only when you can look into your own heart. Who looks outside, dreams; who looks inside, awakes.” And to me that is just what this touchstone represents.

~ Tara Anderson
Manager, HR
Suddenlink Communications

The Value of WICT



WICT has taught me to Be Fearless. This touchstone goes on to say “Commit to your vision...others will sense your conviction and be willing to follow without fear.” Isn’t that what great leaders do?

~ **Lisa Shea**

**Manager Corporate Communications
Suddenlink Communications**



The Value of WICT



The WICT Touchstone that I have grown in this year is “Communicate”. “It means negotiating for the best possible outcomes with both logic and compassion - and without failure.” WICT has helped me see how important communication is, and to grow by being more direct, and communicative so that I can reach my goals, and the goals of WICT. I have also learned by witnessing the amazing skills of the women around me in WICT. It is very inspiring!

~ Rena Godley
Manager Data Analysis
Suddenlink Communications



The Value of WICT

I'm so glad COMMUNICATE is one of WICT's Touchstones of Leadership. It actually gets to the heart of so many of the other ones—Connect, Listen, Be a Catalyst, Inspire. Throughout my career, I've seen that effective communication is the element that makes all the difference in the success of a project, a team and a leader.

~ Sally West

Senior Director, Business Intelligence
Suddenlink Communications

The Value of WICT



Inspire touchstone.....

WICT has provided me exposure to new ideas and tools. I was inspired by being a mentee and now am implementing a similar mentor/mentee program in my department.

~ Denise Farley
Senior Director, Revenue Asset Recovery
Mediacom



The Value of WICT



My favorite WICT touchstone is Know Yourself. WICT has given me the opportunity to meet some amazing and talented women. By networking I have been able to stretch and grow professionally and personally. These contacts and programs have given me greater insight to myself and my goals and provided tools on how to get there.

~ Julie Potthast
Manager, Programming
Suddenlink Communications



The Value of WICT

The WICT touchstones both inspire and remind me to be the very best I can be every day. They are a constant reminder to know myself, live fearlessly and pay it forward to others!

~ Julie Pozel
Operations Manager
Comcast

The Value of WICT

BE FEARLESS and confident in your convictions as you take risks and bring others along. WICT has provided me an opportunity to meet many new people and to attend amazing events. These events and connections have allowed me to develop additional leadership skills and I have learned how to challenge myself to step outside my comfort zone. In doing so I am able to take risks I would have never done in the past and bring my team with me.

~ Kimberly Aakhus
Support Central Supervisor BCOE
Comcast



WICT Mentorship Program



My experience with the WICT Midwest Mentorship program is invaluable. I receive unique exposure to an upper-level mentor in an area of the industry completely different than my own. The learnings I take away from each of our meetings equip me with skills and insight I might not receive if I were not a part of the program.

~ Maggie Quinn
Communications Coordinator
Suddenlink Communications



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