

What motivates you to do a better job?

As part of the continuing focus on improving leadership agency-wide, the staff of the DDC Review asked employees about what motivates them. The responses were amazing! The common theme was that each employee is different, and good supervisors learn how to motivate individual employees to unlock their potential.

If you would like to submit a response to our question, please use the DDC Review Feedback form: <http://www.ddc.dla.mil/Review/feedback.asp>. Responses will be posted to *DLA Today & Tomorrow* and will be published in the *DDC Review*. Anonymous responses are accepted.

What motivates me to do a better job is the desire to be the best witness for my Lord and Savior, Jesus Christ. Realizing the importance of the tasks I have been given



is reflected in my motivation to do my best. I am also motivated by others excellent work ethic which is prevalent here at DDOO.

Roberta Campbell, DDOO

Having nice people to work with and having good supervisors keeps me motivated and makes me look forward to the following working day.



Enrico Majillo, DDPW

Incentives and awards – this is what motivates me to have a positive attitude everyday and to do my job to the best of my knowledge and ability. It feels good to be recognized for a job well done.



Edita S. Pepa, DDPW

DDC cultivating leadership coast to coast

By Polly Charbonneau, DDC Command Affairs

Excellent supervisors are critical to the success of the Defense Distribution Center (DDC). To further develop DDC's supervisors, two new programs were developed. The Executive Leadership Program was established for distribution center commanders, deputies, and DDC Headquarters key staff. A Leadership Academy was developed for all other DDC supervisors.

"I'm leaving here with a renewed energy to leverage some of the latest tools relative to change management, negotiation, coaching and the lean principle," said CAPT (Sel) John Camuso, SC, USN, Commander, Defense Distribution Depot Sigonella, Italy (DDSI), at the end of his Executive Leadership Program.

The fundamental objective of these leadership programs is to improve operational effectiveness by enhancing DDC's supervision capability both at the Headquarters and at all of DDC's 26 distribution centers around the world.

The programs are designed to help supervisors communicate the DDC mission in terms employees can understand. Employees need to see a clear connection between their actual day-to-day jobs and the goals of the organization, including key metrics.

"The subjects we discussed are going to help us," said Joe Olega, Defense Distribution Depot San Joaquin, Calif. (DDJC), Bin Supervisor. For Olega, the most important modules concerned motivating employees, dealing with different personalities and opening up channels of communication in positive terms.

At the end of these leadership programs, supervisors should be able to give their employees a much clearer sense of the internal customer and how serving the internal customer supports the ultimate external customers, the Warfighter and the taxpayer.

Before attending the classroom training, supervisors complete several online modules including Attendance and Leave, Career Planning and Development Classification training, Conduct and Discipline, Incentive Awards and Motivation, and Merit Systems Principles.

During the course, participants explore personal accountability, maintaining focus and

overcoming obstacles, managing agreements, and how better to learn from mistakes.

"I would compare it to a basic noncommissioned officer academy," said Police Officer supervisor Frank Chavez. "It is an excellent training forum." Chavez particularly enjoyed the use of facilitators to lead the class compared to instructors.

"The academy really helped me in tying in responsibility, respect for people and conflict management," said Don Brown, Director, Defense Distribution Depot Columbus, Ohio (DDCO). "I really sharpened my skills at how to negotiate to resolve problems rather than make it an adversarial process."

But the end of the program is not the end of the learning. Participants in the Leadership Academy develop action plans to help apply the newly learned techniques when they return to their work site. The success of these plans are evaluated again during the post academy work.

At the Leadership Academy, every supervisor creates a personal change management plan and reviews it with his or her supervisor and how he or she intends to apply it. This occurs within two weeks after the supervisor returns to the work site.

Approximately four months after attending the initial two-week Leadership Academy, attendees come together again for a follow up session/reunion to discuss how they have applied what they have learned. They address any obstacles they encountered during program implementation and exchange lessons learned.

A day in the woods, but no rest for DDNV's leadership team

By Polly Charbonneau, DDC Command Affairs

People remember 20 percent of what they hear, 30 percent of what they see, but 80 percent of what they do, according to educationalist Edgar Dale.

With that in mind, Defense Distribution Depot Norfolk, Va. (DDNV), Commanding Officer CAPT John Qua, SC, USN, gathered his leadership team and headed for the woods last fall. Leaving DDNV by bus at 5:30 a.m., the group arrived at Hemlock Overview at 9 a.m.

Hemlock is a center for outdoor education,