

FOIA MARKER

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Folder Title:

"Moving Forward" MCI Training Seminar [loose]

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WELCOME

Divider Title: _____

"MOVING FORWARD"

**MCI Training Seminar
March 31, April 1 - 2, 1993
Crystal Gateway Marriott Hotel, Arlington, VA**

CARLTON STOCKTON - OPENING REMARKS

**GOOD MORNING LADIES & GENTLEMEN.
ONCE AGAIN IT'S A PLEASURE FOR ME TO
STAND BEFORE YOU AND KICK-OFF OUR
SECOND ANNUAL GATHERING OF HUMAN
RESOURCE EXECUTIVES. JUDGING FROM THE
FEEDBACK I RECEIVED, LAST YEAR'S
PROGRAM WAS A SUCCESS AND I CAN BE
FAIRLY CERTAIN THAT OUR PROGRAM THIS
YEAR WILL BE JUST AS WELL-RECEIVED!**

**DURING THE PAST SEVERAL MONTHS I
REFLECTED ON WHAT WE ACCOMPLISHED AT
OUR LAST MEETING AND I BECAME QUITE
CHALLENGED ABOUT HOW TO HOLD YOUR
INTEREST AND ENTHUSIASM FOR THREE DAYS.**

FIRST: I DECIDED TO SPEND AN ENTIRE DAY CENTERED AROUND A SUBJECT WHICH IS EXTREMELY CRITICAL THAT WE CONTINUE TO BE EXPERTS ON: THE SUBJECTS OF "NEGOTIATING" AND "CONFLICT RESOLUTION". THE REASON IS OBVIOUS.

SECOND: SINCE THE COUNTRY JUST VOTED TO CHANGE POLITICAL DIRECTIONS, I THOUGHT IT IMPORTANT FOR US TO UNDERSTAND THE DIRECTION THE NEW ADMINISTRATION MIGHT TAKE ON SOME ISSUES/SUBJECTS OF GREAT IMPORT TO US HERE AT MCI.

THIRD: AS WITH LAST YEAR, I DECIDED THAT IF WE ARE GOING TO CONTINUE TO DEMONSTRATE OUR VALUE ADD, WE MUST THOROUGHLY UNDERSTAND THE KEY BUSINESS ISSUES FACING MCI.

FOURTH: TO ENSURE WE DON'T BECOME TOO MYOPIC, I CONCLUDED THAT SOME OUTSIDE PERSPECTIVES ON KEY HUMAN RESOURCE TOPICS COULD PROVIDE VALUABLE INSIGHT TO ALLOW US TO VIEW OUR CHALLENGES IN A DIFFERENT LIGHT.

AFTER THESE INSIGHTFUL REFLECTIONS, I THEN DID SOMETHING "PRACTICAL": I CALLED DR. DEBORAH KOLB AT HARVARD AND ASKED HER TO SPEND A DAY WITH US, ALONG WITH PROFESSOR SPECTOR, TO SHARPEN OUR NEGOTIATING AND CONFLICTION RESOLUTION EXPERTISE. HENCE, HER PRESENCE ON THE FIRST DAY AGENDA.

I THEN CONTACTED THE SABLE GROUP AND ASKED IF THEY WOULD WORK WITH ME AGAIN TO COORDINATE THE REST OF THE AGENDA. I THINK YOU WILL FIND THAT THEY HAVE PUT

**TOGETHER A PROGRAM WHICH SHOULD
PROVE HELPFUL TO YOU IN THE FUTURE.**

**IN CONCLUSION, ALL I ASK OF YOU FOR THE
NEXT TWO AND ONE HALF DAYS IS YOUR
UNDIVIDED ATTENTION, ACTIVE PARTICIPATION
AND OBJECTIVITY THAT MCI IS NOTED FOR.**

**NOW, IT'S MY PLEASURE TO INTRODUCE TO
YOU OUR FIRST PRESENTER, DR. DEBORAH M.
KOLB.**

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INTRODUCTIONS

Divider Title: _____

**SENIOR HUMAN RESOURCE DEVELOPMENT CONFERENCE
MCI CORPORATION**

**"MOVING FORWARD" SEMINAR
March 31, April 1-2, 1993**

LIST OF ATTENDEES

**John H. Zimmerman, Sr. Vice President
Corporate Human Resources
Washington, D. C.**

**Carlton A. Stockton, Vice President
Employee Relations
Washington, D. C.**

**Sonya Lee, Administrative Assistant
Employee Relations
Washington, D. C.**

**Chuck Trusty, Director
Employee Relations
Washington, D. C.**

**Christine M. Cook, Director
Information and Administration
Human Resources
Washington, D. C.**

**Michael Cunningham, Sr. Manager
Employee Information Systems
Human Resources
Washington, D. C.**

**Diane B. Kirik, Vice President
Headquarters, Human Resources
Washington, D. C.**

**Thomas Hestwood, Director
Compensation
Human Resources
Washington, D. C.**

**Jeffrey M. Tobin, Sr. Manager
Employee Benefits
Washington, D. C.**

**Louie J. Hunt, Director
Human Resources (Central Division)
Chicago, IL**

**Robert C. Greene, Director
Human Resources (Southern Division)
Atlanta, GA**

**Gail T. Lawler, Sr. Manager
HRD Training
Atlanta, GA**

**Edgar Pruitt, Sr. Manager
Employee Relations, Eastern Region
Atlanta, GA**

**Barbara W. Iman, Sr. Manager
Employee Relations, Business Services
Atlanta, GA**

**Arlene Godfrey, Sr. Manager
Compensation/Benefits/HRIS
Atlanta, GA**

**William D. Wooten, Vice President
Human Resources and Administration
Arlington, VA**

**Wayne Bullock, Sr. Manager
Human Resources, Eastern Region
Hunt Valley, MD**

**Robert B. Alexander, Director
Human Resources (Western Division)
Englewood, CO**

**Equilla V. Wainwright, Sr. Manager
Programs/Planning
Arlington, VA**

**Michael Thompson, Director
Human Resources, Central Region
Dallas, TX**

**Rick Young, Sr. Manager
Benefits/Systems
Sargeant Bluff, IA**

**Robert A. Levit, Director
Human Resources Training & Development
Washington, D. C.**

**Beverly Popek, Sr. Manager
Training Effectiveness
Human Resources
Washington, D. C.**

**John Schroeder, Sr. Manager
Executive Development
Washington, D. C.**

**Anne S. Oliver, Sr. Manager
HR Strategy and Systems
Washington, D. C.**

**Cherry Wong, Sr. Manager
HQ Human Resources
Arlington, VA**

**Janet G. Mitchell, Sr. Manager
HQ Human Resources
Arlington, VA**

**Nicholas A. Marano, Director
Human Resources - MCI International
Piscataway, NJ**

**George L. Niwinsky, Sr. Manager
Recruitment/Employee Relations/Training
Rye Brook, NY**

**Jeffrey A. Previte, Sr. Manager
Benefits/Compensation/HRIS
Piscataway, NJ**

**Larry Holland, Director
Human Resources (Eastern Division)
Rye Brook, NY**

**Marvlieu Jolla-Hall, Sr. Manager
Compensation/Benefits/HRIS/Adm
Rye Brook, NY**

**Bruce R. Bachmeier, Sr. Manager
ER Northeast
Rye Brook, NY**

**Terri L. Burke, Sr. Manager
Eastern Employee Relations
Washington, D. C.**

**John A. Hawkins, Sr. Manager
Western Employee Relations
Sacramento, CA**

**Alan Williams, Sr. Manager
Training, Human Resources
Richardson, TX**

**Robert T. Pike, Vice President
Human Resources
Strategy & Technology
Richardson, TX**

**Kay Lea Hoeft, Sr. Manager
Benefits/Compensation/HRIS
Richardson, TX**

**Charles R. Duvall, Sr. Manager
Employee Relations
Richardson, TX**

**Karen B. Wayland, Sr. Manager
Human Resources Development
Richardson, TX**

**Barbara Denistron, Sr. Manager
Strategy and Technology
Colorado Springs, CO**

**Festeen Anderson, Sr. Manager
Human Resources Business Services
Chicago, IL**

NAMON LEWIS

Namon Lewis is President and Chief Executive Officer of The Sable Group, Inc., a human resources, community relations and government relations consulting firm located in Weston, Connecticut.

Mr. Lewis is an effective educator, motivator, public speaker and seasoned business executive with more than 25 years' experience. He founded The Sable Group in 1989 following a long and distinguished career as an executive with IBM Corporation, a firm recognized as a world leader in innovative and effective personnel and community relations programs.

Mr. Lewis is an experienced problem solver in the private sector as well as the public sector. In the private sector he honed his skills through key personnel management and executive positions in major marketing, customer service, business operations, manufacturing and technology research organizations. In the public sector, he served on the City of New York Private Sector Survey Task Force with Frank Cary, IBM retired chairman, which studied the City's operations for nine months and recommended sweeping changes which could save hundreds of millions in revenues. He has also worked closely with the National Alliance of Business in a consultant capacity.

In addition, Mr. Lewis has served in a variety of consulting capacities for numerous community, educational and not-for-profit organizations.

A native of the San Francisco Bay area of Northern California, Mr. Lewis holds a degree in sociology from San Jose State University.

He is married and has three children. Mr. Lewis resides in Weston, Connecticut.

DEBORAH M. KOLB

Deborah M. Kolb is Professor of Management at the Simmons College Graduate School of Management and Executive Director of the Program on Negotiation at Harvard Law School.

Professor Kolb, an authority on mediation and other forms of institutional and organizational dispute resolution and conflict management, is the principal investigator for a major Program on Negotiation research project that analyzes the practice of successful mediators. The results of that study will be published later this year in a book titled, When Talk Works: Profiles of Master Mediators.

Her teaching and professional practice focus on negotiation and conflict resolution in the management of organizations. Among other firms, Professor Kolb has served as a consultant to Wang Laboratories, Chase Manhattan Bank, Coopers and Lybrand, Proctor & Gamble, Harvard Community Health Plan, Mobil Oil, Firestone/Bridgestone, Massachusetts General Hospital, Foley, Hoag & Eliot and Pfizer Corporation. She frequently presents her work to national and international university and professional audiences.

Professor Kolb is the author of The Mediators (M.I.T. Press, 1983), an in-depth study of labor mediation, and co-editor of the newly published Hidden Conflict in Organizations (Sage, 1992), a collection of field studies about how conflicts are handled in a variety of business and not-for-profit organizations. Her work is also frequently seen in such publications as the Journal of Conflict Resolution, Human Relations, Negotiation Journal, The Journal of Social Issues, and many other books and journals. She has also developed curriculum in managerial mediation and negotiation in business organizations and a teaching module on gender in negotiations for the National Institute of Dispute Resolution.

Deborah Kolb received her Ph.D. from M.I.T.'s Sloan School of Management, where her dissertation won the Zannetos Prize for outstanding doctoral scholarship. She has a B.A. from Vassar College and an M.B.A. from the University of Colorado.

BERT A. SPECTOR

Bert A. Spector is Associate Professor of the Human Resources Group at Northeastern University. Prior to joining the College of Business Administration faculty in 1983, he served as a Research Associate at the Harvard Business School. His research interests include human resource management, organizational change, labor relations, and the management of professional service organizations.

His books include Managing Human Assets (1984) and Human Resource Management: A general Manager's Perspective (1985), and The Critical Path to Corporate Renewal (1990). His articles have appeared in numerous journals, including Human Resource Management, Sloan Management Review, and Harvard Business Review.

In 1987, Professor Spector was a Visiting Professor in Industrial Relations at the Sloan School of Management at MIT and is currently a visiting senior lecturer in their Senior Executive Program, as well as an Associate of the Program on Negotiation at Harvard Law School.

Professor Spector has consulted and done executive teaching with such companies as Bekheart, International, James River, Motorola and Grumman Aircraft.

DAVID J. CROCKER

David Crocker is President of his own firm, CROCKER ASSOCIATES, a management consulting firm specializing in the design, development and implementation of lectures, workshops, seminars and training programs to enhance management, organizational and individual effectiveness.

Mr. Crocker brings to the Sable Group consulting experience which spans 20 years in the data processing, engineering, manufacturing and personnel environments. His clients include Fortune 100 corporations, state governments, and the academic community. He has served as Adjunct Professor teaching management and human resources related courses at New Paltz University, Dutchess Community College and Norfolk State University.

Mr. Crocker is recognized as one of the most dynamic speakers consulting to businesses today. The major thrust of his recent consulting activities centers around helping executives focus their attention on the importance of managing the human aspects implementing technological change.

He received a Bachelor of Science Degree from Norfolk State University in Industrial Education-Electronics and Psychology.

DR. MICHAEL PESCI

Michael Pesci is the Vice President for Training and Development at United States Fidelity & Guaranty Corporation in Baltimore, Maryland.

Dr. Pesci has a broad range of accomplishments as a senior human resource executive in both domestic and international arenas. He has held executive positions with several Fortune 100 Companies and UNESCO, and has taught at the university level.

As a seasoned psychologist, he brings to clients extensive knowledge of organizational dynamics and individual behavior. He is an exceptional speaker and educator, as well as an insightful writer on human resource themes.

A native Midwesterner, Dr. Pesci holds a Ph.D. from the University of Minnesota. He is licensed to practice psychology in Colorado, New Jersey, Maryland and several other states and belongs to numerous professional organizations. Dr. and Mrs. Pesci have three children, and reside in Phoenix, Maryland.

JEAN M. EDWARDS

Jean Edwards is an affiliate of The Sable Group, Inc., and is currently the President & CEO of Jean Edwards Enterprises, a management consulting firm located in Mt. Kisco, New York.

Ms. Edwards has over twenty year's of corporate and consulting experience in Human Resource management, due diligence for potential mergers/acquisitions, quality programs, employee relations issues and is nationally known for her expertise in sexual harassment and discrimination issues.

During her corporate career, Jean managed Human Resource headquarters operations, a 10,000 employee plant manufacturing facility in Texas, a state-of-the-art technology division in New York, and managed a litigation support unit during an anti-trust suit. She received over \$15,000 in awards for her outstanding contributions. Her consulting assignments has included IBM, Motorola, Diebold, Toshiba and many other Fortune 500 Companies.

Jean has degrees from Marymount College and Iona College. She is active in civic affairs and resides with her husband in Mt. Kisco, New York.

MATTHEW T. ASHE

Matt Ashe is President of ASHE ASSOCIATES, INC., a multi-national Human Resources Consulting firm located in Stamford, Connecticut, which focuses on current and future human resource challenges in the global marketplace arena.

Prior to establishing ASHE ASSOCIATES, INC., Mr. Ashe spent over 30 years in corporate America developing business acumen in marketing, finance and human resource positions. His last corporate assignment, for the IBM Corporation, was as the Program Director responsible for the ER/IR practices and policies in 130 countries. He has traveled extensively throughout the world and has acted as a consultant to the very highest levels of Corporate and Government executives on a wide variety of business issues. This experience prepared him for the role of "counsellor" to senior management in a variety of business situations.

Mr. Ashe served on the U.S. Secretary of Labor's Taskforce on Eastern Europe as a management delegate, and as a consultant to the multi-national Blue Ribbon Commission on Hungary. He chaired the International Personnel Associates, and NAM's Multi-National Industrial Relations Committee and continues affiliation with them. He is also a member of the U.S. Council for International Business and the International Disaster Advisory Committee. He is a frequent speaker at national and international academic business and professional associations.

SANDRA N. PHILLIPS

Sandra Phillips is founder and President of her own firm, MOVIN' ON, which specializes in Human Resource Management Consulting/Training. Sandra brings to the Sable Group considerable experience in the education/public/private sectors. Her corporate experience includes executive positions with Northwest Airlines, Traveller's Insurance Company and Coca-Cola. Sandra was also an Assistant Dean of Students at the University of Illinois.

Sandra is a member of the American Society for Training and Development, a participant in The Coalition of 100 Black Women, and she has been recognized as an Outstanding Young Woman of America.

Sandra received a Bachelor of Arts Degree in Speech Education, and a Master's Degree in Speech/Directing for the Theatre from the University of Illinois. She resides in Atlanta with her husband and son.

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DAY 1

Divider Title: _____

"MOVING FORWARD"
Wednesday, March 31, 1993
Crystal Gateway Marriott Hotel

AGENDA

8:30 - 8:45

Opening Remarks
Carlton A. Stockton -
Vice President - Employee Relations
MCI Corporation

8:45 - 10:15

"Negotiation & Conflict Resolution
for Human Resource Professionals"
Dr. Deborah M. Kolb &
Professor Bert A. Spector

10:15 - 10:30

BREAK

10:30 - 11:45

"Negotiation & Conflict Resolution
for Human Resource Professionals"
Dr. Deborah M. Kolb &
Professor Bert A. Spector

12:00 - 1:30

LUNCH

Ms. Alexis Herman
"The Clinton Presidency"

1:30 - 2:45

"Negotiation & Conflict Resolution
for Human Resource Professionals"
Dr. Deborah M. Kolb &
Professor Bert A. Spector

2:45 - 3:00

BREAK

3:00 - 4:30

"Negotiation & Conflict Resolution
for Human Resource Professionals"
Dr. Deborah M. Kolb &
Professor Bert A. Spector

4:30 - 6:00

FREE

6:00 - 8:00

BUFFET

How do you rate the
NEGOTIATION & CONFLICT RESOLUTION
Portion of the Program?

USE THE FOLLOWING SCALE:

Very Good	Good	Average	Poor	Very Poor
5	4	3	2	1

Meeting the objectives of the session

Presentation of the material

Overall value to you

COMMENTS:

NAME (Optional)

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DAY 2

Divider Title: _____

"MOVING FORWARD"
Thursday, April 1, 1993
Crystal Gateway Marriott Hotel

AGENDA

8:30 - 8:45		Review of Day One Namon Lewis
8:45 - 10:15		"Unleashing Organizational Creativity" David Crocker
10:15 - 10:30	BREAK	
10:30 - 11:45		"Unleashing Organizational Creativity" David Crocker
12:00 - 1:45	LUNCH	"Constructing a New Paradigm" Dr. Michael Pesci
2:00 - 3:30		"The Changing U. S. Demographics" Jean Edwards
3:30 - 3:45	BREAK	
3:45 - 5:30		"An International Perspective on Employee/Industrial Relations" Matt Ashe
5:30 - 6:00	FREE	
6:00 - 8:00	DINNER	Daniel F. Akerson Chief Operating Officer MCI Corporation

How do you rate the
UNLEASHING ORGANIZATIONAL CREATIVITY
Portion of the Program?

USE THE FOLLOWING SCALE:

Very Good	Good	Average	Poor	Very Poor
5	4	3	2	1

Meeting the objectives of the session	_____
Presentation of the material	_____
Overall value to you	_____

COMMENTS:

NAME (Optional) _____

How do you rate the
THE CHANGING U.S. DEMOGRAPHICS
Portion of the Program?

USE THE FOLLOWING SCALE:

Very Good	Good	Average	Poor	Very Poor
5	4	3	2	1

Meeting the objectives of the session

Presentation of the material

Overall value to you

COMMENTS:

NAME (Optional)

How do you rate the
**"AN INTERNATIONAL PERSPECTIVE
ON
EMPLOYEE/INDUSTRIAL RELATIONS"**
Portion of the Program?

USE THE FOLLOWING SCALE:

Very Good	Good	Average	Poor	Very Poor
5	4	3	2	1

Meeting the objectives of the session

Presentation of the material

Overall value to you

COMMENTS:

NAME (Optional) _____

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DAY 3

Divider Title: _____

"MOVING FORWARD"
Friday, April 2, 1993
Crystal Gateway Marriott Hotel

AGENDA

8:00 - 8:15		Review of Day Two Namon Lewis
8:15 - 9:45		"Understanding Yourself & Others" Sandra Phillips
9:45 - 10:00	BREAK	
10:00 - 11:45		"Understanding Yourself & Others" Sandra Phillips
11:45 - 12:45	LUNCH	John H. Zimmerman Senior Vice President Human Resources MCI Corporation
12:45 - 1:00	CLOSE	Carlton A. Stockton

How do you rate the
"UNDERSTANDING YOURSELF & OTHERS"
Portion of the Program?

USE THE FOLLOWING SCALE:

Very Good	Good	Average	Poor	Very Poor
5	4	3	2	1

Meeting the objectives of the session _____

Presentation of the material _____

Overall value to you _____

COMMENTS:

NAME (Optional)

How do you rate the
OVERALL PROGRAM

USE THE FOLLOWING SCALE:

Very Good	Good	Average	Poor	Very Poor
5	4	3	2	1

Which topics were most helpful to you?

1. _____
2. _____
3. _____

What topics do you think should be added?

1. _____
2. _____
3. _____

COMMENTS:

NAME (Optional) _____