

New Supervisor E-mail Notifications Enhance Communication throughout DDC

By Jessica Walter-Groft, DDC Command Affairs

Customer Support Office–New Cumberland (CSO-N) began sending monthly reminders to all Defense Distribution Center (DDC) supervisors in February.

The messages are designed to increase the flow of information throughout the agency, and cover topics like award nomination dates, open seasons for employee benefits, reminders to complete employees' individual development plans, and a reading list for supervisors.

"These messages are intended to help DDC's busy supervisors by providing regular reminders to them about events and deadlines that arise throughout the year," said DDC Customer Account Manager Darlene Ferrante of DLA's Customer Support Office – New Cumberland.



Holmes Completes New Leader Program

By Polly Charbonneau,

DDC Commander Affairs

Dorcas Holmes, Defense Distribution Center (DDC) Conference Center Coordinator, recently completed the Department of Defense (DoD) New Leader Program.

"The most challenging part was learning to work together as a team," Holmes said. "We had to create a one-hour presentation which entailed three of the 22 competencies discussed throughout the program. Our team chose creativity, service, and interpersonal skills."

"We chose a game show setting using several competencies calling it the 'Competency Feud,' a children's store for the service competency, and finished the presentation with a short video on interpersonal skills," Holmes said. "It was excellent. The lowest score our peers rated us was 94 on a scale of 100."

"We ran into some barriers where some people were feeling left out. But, we overcame them and moved on. It was refreshing to see others mature enough to actually tackle the problem to successfully complete the project," Holmes said.

Holmes started the New Leader Program in June 2004 and was finished by the end of December. To get selected, Holmes requested the course through her supervisor, who submitted it to the USDA Graduate School.

A good leader is one an employee can go to and say "I screwed up" and they say "OK, how can we fix it?"

Leaders who value their employees spend more time listening. I think employees who feel that their opinions and suggestions are taken seriously invest more effort in their work.

Karen Braget, DDPW

I believe good leaders demonstrate that employees are valued by **inspiring** employees, **building leaders at every level** and **delivering** results. These are some things that allow employees to see that management is concerned for the mission and values their employees enough to include them in the accomplishment of that mission.

All leaders should **educate their employees** as well as themselves, communicate internally, provide opportunities for employees, **prepare employees for increased responsibility/promotions**, provide constructive discipline when necessary as well as take opportunities to recognize and reward deserving employees.

Tracey M. Miles, DDWG

I feel that a good leader would recognize a good employee compared to an employee that merely shows up for work and is recognized in the same manner as a good employee. I have seen in the past that many employees that get the job done are not recognized and the old buddy of the leader is recognized due to the friendship . . . I feel that happens more than what a good employee is seen as.

Phil Maestas, DDPW

For me, a leader shows that she values her employees by being a good listener. By taking the time to learn the names of the employees and taking a few minutes to ask how they are doing when their paths cross. A good leader gives feed back whether negative or positive (constructive criticism). A good leader gives awards when they have been earned. For me these are signs that a leader values his employees.

Estella Herrmann, DDDE





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- People
- Service
- Excellence
- Innovation
- Trust