

The Unwritten Rules in Corporate America

Keith White, LPC

Sr. Vice President

Loss Prevention

Corporate Administration

Christina White

Sr. Project Coordinator

Loss Prevention Technology

Ross Stores

CAREER ADVICE

Solicited 32 senior level executives in real time in every area imaginable

CEO (Chief Executive Officer)

CFO (Chief Financial Officer)

Presidents

Executive Vice Presidents

Senior Vice Presidents

Vice Presidents

Attorneys

Retail Loss Prevention Executives

- 32 Senior Level Executives gave input
- Their comments can be summed up into five areas
 - Integrity
 - Communication
 - People/Team
 - Follow thru
 - Politics
- Q&A

“You need a sixth sense to succeed in the corporate environment. If you wait until something has happened, it’s too late. You need your instincts to see a situation developing if you are going to operate well.”

**W. Frank Fountain, Vice President
Daimler Chrysler**

INTEGRITY

Get comfortable being uncomfortable!

~Orlaith Murphy Sr. Director LP Operations Gap Inc.

Honesty and Integrity before Heroism

~Gary Cribb EVP Stores Ross Stores Inc.

Never "shade" the truth. It's always better to deal with the facts, as unpleasant as it might be, than to modify them (or selectively disclose them).

~Ken Sensor SVP Asset Protection WalMart

Never compromise your integrity...you will never get it back.

~George Dooley VP Finance Strategic Sourcing Gap Inc.

COMMUNICATION

Cut out the middle man when trying to get information, and have lots of contacts.

~Paul Cogswell VP Enterprise Risk and Compliance Comdata Inc.

Have an opinion – right or wrong – have an opinion

~Debbie Maples VP Global LP & Corporate Security Gap Inc.

Stay away from gossip! It can be painful and dampers productivity–

~Kathy Douglas Sr. Director Employee Relations Gap Inc.

Seek to understand before seeking to be understood

~Eva Sage-Gavin EVP Human Resources Gap Inc.

Keep your work friends close and your work enemies closer?

~Lynn Albright VP Stores Eastern Zone Old Navy

PEOPLE / TEAM

People make the difference

~Jeff Kirwan SVP Managing Director International

Anything can be accomplished if no one cares who receives the credit.

~Dan Fakkety VP Loss Prevention Winn Dixie

What do you want people to say about you at their dinner table tonight?

~Tom Sands SVP Store Operations Old Navy

Selecting your team is the most important decision a supervisor will make...It will impact everything else you do.

~Brent Hyder VP Human Resources Old Navy

People will forget what you said, People may forget what you did - People will never forget how you made them feel

Roy Hunt SVP Stores & Operations Outlet & Banana Republic

POLITICS

Be aware of the politics, but don't become the politics; it's important to balance "being yourself" with a sensitivity to the interests of those around you and to be able to respond accordingly.

~Bill Scott, Director Human Resources

N



O

M

ISTVAN BANYAI

Artful Listening

- You should have an inner circle of people you trust explicitly. People who have your best interest and that of the organization
- Know when to stop listening
- Don't judge a person's credibility unless or until you have to. Too many Leaders are sucked into educated, articulate speak

- Communicate good news fast, but bad news faster
- Listen more than you talk
- You have to engage in the politics or be governed by them
- Emotional intelligence is a competitive advantage
- There is a dress code

- Email is the primary mode of communication
- Volunteering for special projects isn't necessarily more work, but usually it's a chance to gain knowledge and be more visible
- It's more important to be here at the right time than to work 80 hour weeks and then take PTO at the wrong time for your department

- You build your own credibility in layers
- Sweat the details
- The meeting happens outside the meeting

SELF- AWARENESS

Who am I?

SELF-MANAGEMENT

How do I manage myself?

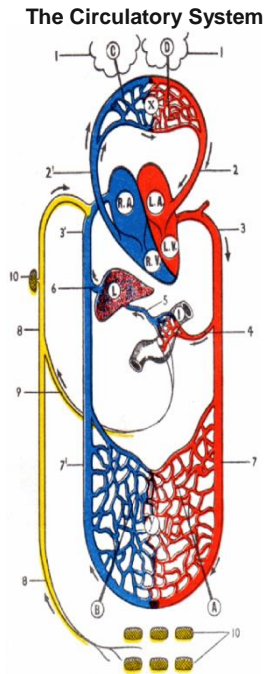
SOCIAL AWARENESS

Who are all these other people?

RELATIONSHIP MANAGEMENT

How do I work effectively with others?

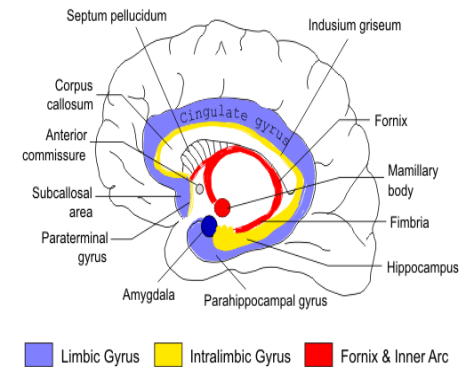
The Open Loop



**Self
Regulating**

- Connections with Other People
- Attitudes are Contagious
- Emotions Can Be Altered By Others
- Positive Energy Leads To Positive Response
- Tones & Body Language Can Shift Moods
- A Cohesive Group Has Strong Emotional Bonds

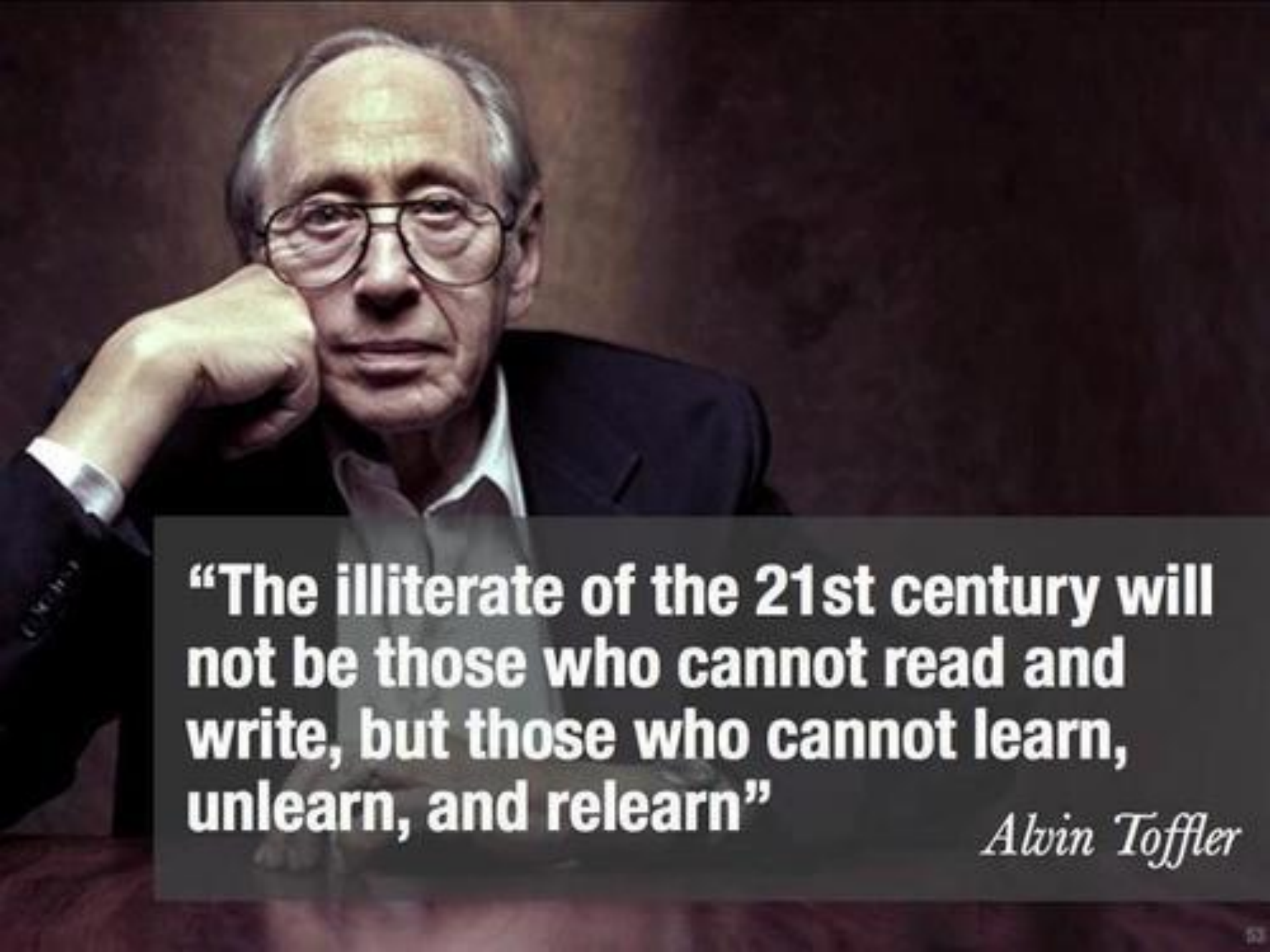
The Limbic System



**Requires External
Sources**

A rectangular sign with a blue border and a white background is mounted on a dark metal post. The sign is tilted slightly to the right. The text on the sign is in bold, black, sans-serif capital letters. The background is a sandy, light-brown ground. A small red object is visible on the post above the sign.

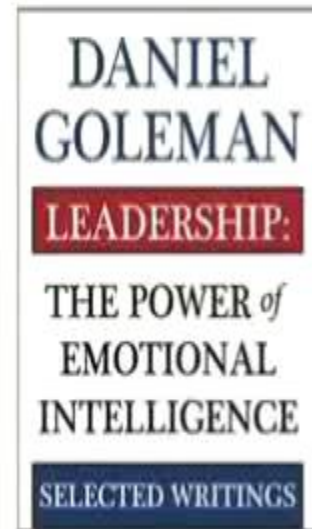
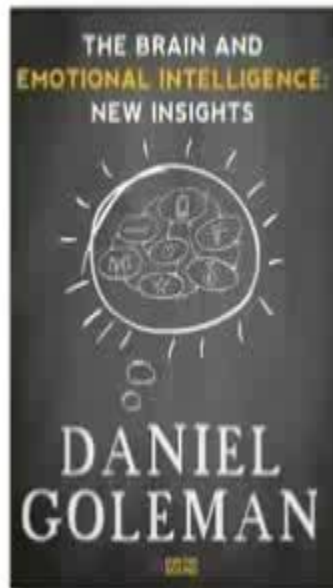
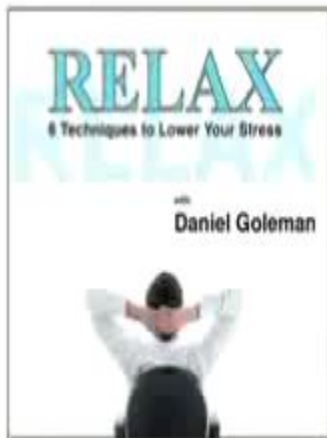
**CROCODILES
DO NOT SWIM HERE**



“The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn”

Alvin Toffler







Gap Inc.

Q & A