Bridging Silos & Activating Resources Inside Your Organization

Heather Davis, PHR, SHRM-CP

KGO
What If We Changed the Dialogue?
The Client

Their Mission

Help find missing children, reduce child sexual exploitation & prevent child victimization.

Together, this organization has...

- Provided over **29,800** offers of assistance
- Assisted more than **877** families
- Trained over **359,413** professionals
The Opportunity

Reimagine Culture + Communications

Current State

Desired Future State
Silos We Encountered Along The Way
Build an Accountability System
Tips: for building an accountability system

- Project charters
- Joint agendas across teams
- Integrated Facilities & HR journey map
- Force multiplier mindset
- Educate yourself on the other core issues
- Initiate deeper, more meaningful conversations
Lead Crucial Conversations

1.0 ATTITUDES
Settled
Comfortable
Plateaued

2.0 ATTITUDES
Harmony
Unity
Efficiency

With leaders who are maintaining existing silos
Tips: for leading crucial conversations

- Take 100% personal responsibility
- Stay non-attached to the outcome
- Assume positive intentions
- Act with unconditional respect
- Remain fully engaged
Engineer Integrated
Content + Experiences

Newsletter Launch Announcement

Welcome to the new NCMEC monthly newsletter, "NCMEC in the Know." The purpose of the newsletter is to keep all employees informed about our new home and help foster the spirit of One NCMEC, One Mission, One Workforce.

One NCMEC

Message from John Clark

During recent months, I have been giving a lot of thought to what a "NCMEC 2.0" version might look like. One of the key things about to happen that will be part of the 2.0 version is our move to our new Headquarters building. I am confident that once we have moved, we will agree that it is better than the previous version... more light, more space, modern technology, a new and fresh look to go along with our rebranding efforts and, most of all, a unified Headquarters team! This type of dynamic change can be overwhelming at times, but the journey is worth the effort. Our move is more than just a symbolic "fresh start" and a new address. To me, it will be the springboard to propel us forward with other new beginnings as we build a NCMEC 2.0 that will become, in some ways, vastly different than our 1.0 version. Please stay tuned as we launch into summer and continue to create and

Empower teams to take ownership
Tips:

to engineer integrated content + experiences

• Include your diversity & inclusion agenda + initiatives
• Invite allies and resisters to the table
• Give all people the opportunity to be heard
• Establish a framework and cadence for a shared agenda
Develop + Deploy
Strategic Resistance Management

Welcome to NCMEC's new home!
We're celebrating with NCMEC Spirit Week and you!  Your team is sending you on a week-long scavenger hunt that will take you all around the building, with some fun stops and surprises along the way.

Tuesday-Friday, we'll take a snack break each day between 2:30-3:00 PM in a different part of the building hosted by your colleagues in that area. So plug into your ugly holiday gear, get ready to explore and check out all the ways you can participate in NCMEC Spirit Week!

Monday:
Begin Scavenger Hunt
Starbucks treats will be available in our new break room first thing in the morning!
Start your scavenger hunt with the grid on the back of this page.
Tip: There are some NCMEC swag being given out today only, so use the map or your bit to find those first!

Tuesday:
College/School Spirit Day
Show off your school spirit and wear your favorite piece of school swag!
Snack Break: 2nd Floor, President’s Office & Finance, Legal, HR

Wednesday:
Ugly/Holiday Outfit Day
Wear your best and ugliest holiday sweaters, hats, or shoes.
Snack Break: 2nd Floor
SAP, MCD, & Gulf Center

Thursday:
NCMEC Swag Day
Wear your NCMEC swag!
Snack Break: 3rd Floor, MCD, CAD & FAD

Friday:
Scavenger Hunt Cards Draw/Raffle
COB – Drop your completed scavenger hunt in the basket at the front desk in our main lobby and you could win a prize!
Snack Break: 3rd & 4th Floor, ECD & TD

Build bridges through co-creation
Tips: for tackling resistance

- Create an employee experience team
- Involve internal ERGs / affinity circles
- Align with your Diversity & Inclusion strategy OR
- Connect with HR on your interest in building one
- Expand or build awards & recognition programs
- Offer 1:1 coaching
Redefine the Idea of Improvement
Tips: for assessing systems vs reacting to problems

- Bring solutions to problems, not excuses or blame
- Approach complex issues with “what if?” thinking
- Act with a sense of urgency
- Own your growth vs. fixed mindset through self-awareness
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Subject Matter Expertise:
• Coach to FM teams
• FM leadership competency modeling
• FM portfolio + team strategic plans
• Organizational development
• Change management
• Human resources

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