

WHAT'S GOING ON-UPCOMING EVENTS

- [DISH Women's Network and DISH Cares presents: Networking for a Cause:](#) A networking event that supports SafeHouse Denver. Please join your fellow DISH Women's Network members and DISH Cares for an evening of networking and creativity featuring an instructor lead painting class on Friday, April 29th from 6:00PM – 8:00PM.
- [Book Club:](#) *Knowing Your Value: Women, Money, and Getting What You're Worth* by Mika Brzezinski – May 13, 2016 from 9:00AM to 10:30AM

#LADYBOSS

- Please email womensnetwork@dish.com to nominate or recognize women who have been promoted or who have worked on a project and tell us why you think they should be recognized on our [blog](#).

Did You Know?

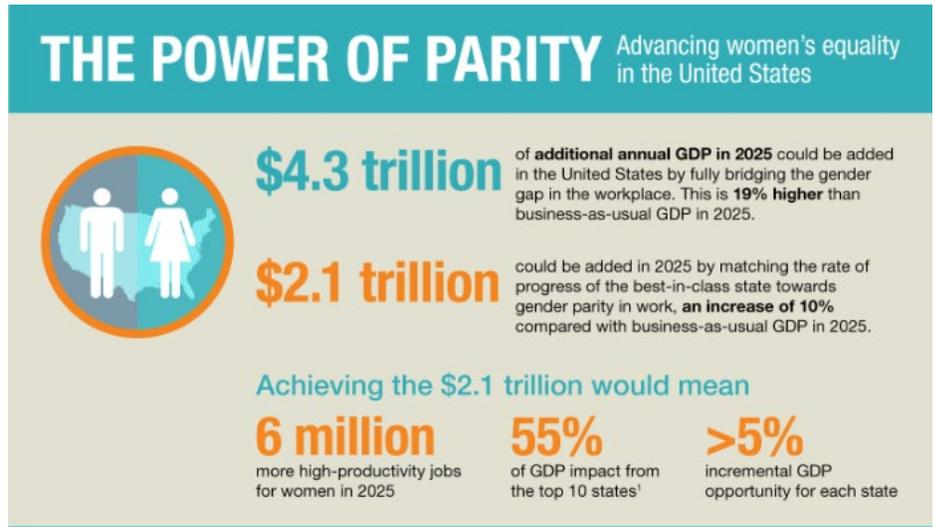
- You can watch videos of our past leadership series talks [here](#).

HIGHLIGHTS

- The DISH Women's Network Leadership team has grown. With nine new positions on the team we look forward to growing and serving the women of DISH. You can learn more about our expansion [here](#).
- Hillary Clinton's campaign chairman John Podesta said the candidate would consider a female running mate
 - An all-female presidential ticket would be a historic first in a presidential election full of surprises as Clinton competes to be the first female president of the United States.
 - [Read Article](#)

JUST SO YOU KNOW

- The United States is viewed as one of the most advanced countries in the world on gender parity. Indeed, women make up 46 percent of the labor force. But on closer inspection, significant inequality still remains. Consider that there are just 66 women for every 100 men in leading business positions. Women still do around double the unpaid care work including household chores and caring for children and the elderly as men do. To find out more about advancing women's equality in the United States, read more [here](#).



April 12 was Equal Pay Day

- April 12 symbolizes how far into 2016 a woman must work to earn the same amount that a man earned in 2015. Equal Pay Day was established as a public awareness event to illustrate the gap between men's and women's wages by the [National Committee on Pay Equity](#) in 1996.
- Read more about how to reduce the gender pay gap [here](#) and [here](#).

Top Female Soccer Players Accuse U.S. Soccer of Wage Discrimination

- U.S. Soccer pays the members of the men's and women's national teams who represent the United States in international competitions. The women's team has won three World Cup championships and four Olympic championships, yet the men's team has only reached the semi-finals of the World Cup once. The women's team earn about a quarter of what the men earn.
- The [Equal Employment Opportunity Commission](#), which is responsible for enforcing federal laws that make it illegal to discriminate against a job applicant or an employee because of the person's race, color, religion, sex, national origin, age, disability, or genetic information, will conduct an investigation and determine if its findings warrant compensation to the U.S. women's team.
- Read more about this [here](#) and [here](#).



INTERVIEW OF THE MONTH

Kathy Schneider – SVP of Customer Service



1. What do you do as the SVP of Customer Service?

I have two primary missions, one is proactive and one is reactive. On the proactive side, my team and I work to remove the pain points that cause customers to call DISH. These pain points are driven by every part of the business, from marketing to sales to programming to engineering and down the line. It's a lot of collaboration to figure out and fix these things and we've made some good progress in reducing calls as a team. The reactive part of my job involves handling calls really well when customers do need to contact us. That's about having agents with the right skills, tools and confidence to help customers when they need us.

2. What are the most important decisions you make that affect our customers?

The decisions that have the greatest impact on customers are decisions we make affecting the frontline agent population. Making sure that our employees feel taken care of has the greatest impact on our customers.

3. How did you decide to pursue your career path? What was a pivotal moment?

I chose to pursue a career in finance because it was something that I really enjoyed in school. After college, I went into the airline industry, which was a great starting point for someone with my background – decisions there were usually made with some analysis behind it and there were opportunities for people with my skill set across the business. In airlines, people routinely move all over the business – I spent time in finance, but I also spent time in marketing and sales. That airline mindset of moving across business disciplines was key in that it made me more flexible in considering different potential career paths long term. When approached with the opportunity in customer service here at DISH, not necessarily an obvious choice for a finance person, I was open to it.

4. How do you foster creative and innovative thinking within your team? How are ideas shared and implemented?

We have a daily forum where we talk about what's happening in our business and with our teams. It's essential – so many things change and it's great to touch base at least once a day as a team. While there is generally some structure to it, there is also room to just brainstorm and bond as a team.

5. What are the most useful resources that you would recommend to someone looking to gain a better perspective into becoming a leader?

What's worked for me is to look at other leaders to see how they manage and interact in different situations. Certainly, you can find those examples in your boss and other leaders a level or two above you. But one of the great things about working in a large people organization like CSC is that you see examples of great people management everywhere. Some of the best leaders I've met in my career work for me and I learn from them every day.

6. How do you motivate yourself and your team?

What motivates me is learning new things and thinking about new ways of approaching problems. In terms of motivating people on my team, I think it's about hiring smart people and giving them a bit of direction, but then letting them take the lead from there. It's always good to remember to provide positive feedback for both the big and the little things.

7. What do you do to ensure your growth and development as a leader?

I think you need to put yourself in a position where you are continually learning new things – sometimes that involves taking risks and not letting yourself get too comfortable where you are. When you don't feel that you're learning new things any longer in your position, it's generally time to move on to something else.

8. What woman inspires you and why?

I can think of so many examples of accomplished, famous women that are really inspiring because they were pioneers and pushed themselves to do things that hadn't been done before. And then sometimes you see women in everyday situations that inspire you – last weekend, a woman in front of me in the TSA lines was traveling with three young children and schlepping all the stuff and managing through it very well and I thought that was pretty amazing. People can generally accomplish a lot and much more than they think they can and I see all sorts of examples that encourage me to keep pushing forward harder.

