

# HDI® 2018

## CONFERENCE & EXPO

CONNECTING  
THE  
WORLD  
OF SERVICE &  
SUPPORT

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*Breakfast Briefing 3*

## Be the Boss *You* Want to Work For

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*Johns Hopkins University Applied Physics Laboratory*

  
JOHNS HOPKINS  
APPLIED PHYSICS LABORATORY

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## About APL

- APL, a division of The Johns Hopkins University, is the nation's largest university-affiliated research center
  - Focused on providing sponsors with innovative solutions to their most complex challenges.
- Organization size
  - ~6000 internal customers
  - ~65 desktop support staff members

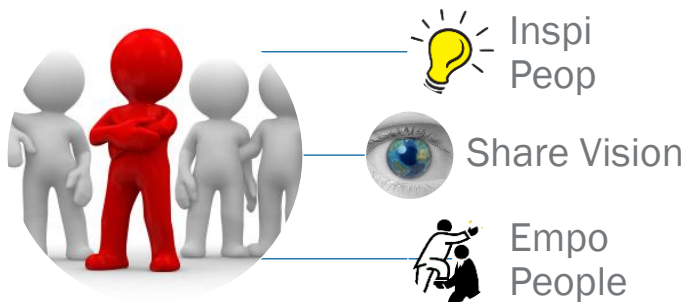


- A great boss is a **leader**, not just a manager
- **Trust** is earned
- **Communication** is key
- Without a **vision**, no one can see where you're going



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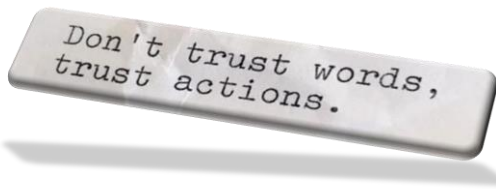
- Managers make it through the day. Leaders change the future!
- Empower staff to make decisions.
- If you take care of your staff, your staff will take care of you. If you **don't** take care of your staff, your staff will take care of you!



Managers deal with the work; leaders work with the people.

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- Building trust through transparency
- Teaching how to interview (25%+ turnover rate)



- Value the conversation
- Gather feedback
- Praise the good, mentor the bad



- “I have to believe it to follow you.”
- Show the vision:
  - To the company
  - To teams
  - To individuals



Leadership is being bold enough  
to have vision and humble  
enough to recognize achieving it  
will take the efforts of many ....

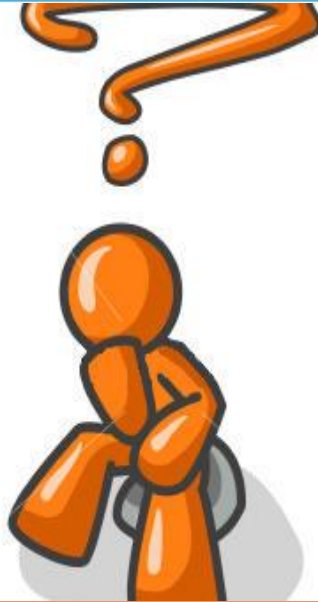
Kathy Heasley, founder and president, Heasley & Partners

talent acq

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- Would I work for me?
  - Would I want to be on the same ship as me?
  - What does that really mean?
- At the end of the day, how do I know I made a difference?
- It’s all about the people, the customers, and the organization.

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