

Microsoft Teams Chat from Lee Cockerell's Presentation on 12/8/21

[Wednesday 1:58 PM] Monninger, John  
Yes, the plan is to record it.  
(1 liked)

[Wednesday 2:00 PM] Day, Neil  
I like this guy's style. Reminds me of me.

[Wednesday 2:01 PM] Murray, Jenny  
There's only one you Neil Day!  
(4 liked)

[Wednesday 2:07 PM] Sanchez, Alfred  
AMEN!  
(3 liked)

[Wednesday 2:09 PM] Baca, Bernadette  
Be our "True Self".  
(1 liked)

[Wednesday 2:17 PM] Baca, Bernadette  
Can't fix it if you don't know it's broke.

[Wednesday 2:20 PM] Doyle, Matthew  
Jan 1985

[Wednesday 2:21 PM] Sanchez, Alfred  
Jan 1986

[Wednesday 2:21 PM] Simmons, Michelle  
That's awesome!  
(1 liked)

[Wednesday 2:25 PM] Morris, Scott  
Hope is not a good strategy  
(2 liked)

[Wednesday 2:26 PM] Fanner, Rodney  
Does Disney grow a diverse management team that reflects the diversity of visitors? If so, could you describe how this would work?  
(3 liked)

[Wednesday 2:27 PM] Alldredge, Casey  
The chapter on ARE was my favorite in the book  
(2 liked)

[Wednesday 2:27 PM] Miller, Geoffrey  
Mine too!  
(1 liked)

[Wednesday 2:28 PM] Smith, Leah

ARE - appreciation recognition encouragement  
(2 liked)

[Wednesday 2:30 PM] Smith, Leah  
The acronym Casey mentioned (ARE) stands for appreciation, recognition, and encouragement  
(2 liked)

[Wednesday 2:38 PM] Evans, Jonathan  
What is your approach to transparency in decision making? How has that transparency impacted company culture in your experience?  
(2 liked)

[Wednesday 2:40 PM] Hay, Michael  
That happened to me once too. Joined the Navy!!  
(1 liked)

[Wednesday 2:40 PM] Stuart, Revonna  
Hooah!!

[Wednesday 2:41 PM] Murray, Jenny  
Go Army!!!

[Wednesday 2:41 PM] Henderson, Christopher  
Go Navy Beat Army  
(5 liked)

[Wednesday 2:41 PM] Moore, Maurice  
He joined the Best Military Service  
(1 liked)

[Wednesday 2:42 PM] Baca, Bernadette  
That's a BIG One - Life Management.  
(2 liked)

[Wednesday 2:49 PM] Dodson, Douglas  
We'll do questions at the end.  
(1 liked)

[Wednesday 2:50 PM] Sanchez, Alfred  
Bad news doesn't get better with age!  
(4 liked)

[Wednesday 2:50 PM] Lee, Johnathan  
Werner, Greg I have three questions that I am tracking that I will come on and ask at the end. Then I'll ask if anyone else has questions.  
(1 liked)

[Wednesday 2:51 PM] Sanchez, Alfred  
No one has ever said, "I should not have worked out today"

[Wednesday 2:52 PM] Strittmatter, Henry

What is the scene above "the customer rules" in the office from? I recognize it but can't quite place it.

(1 liked)

[Wednesday 3:01 PM] Graves, Sam

Absolutely. Education or Epiphany...

[Wednesday 3:01 PM] Sanchez, Alfred

Lee, that is refreshing...

[Wednesday 3:02 PM] Moore, Maurice

You mentioned Autocratic Leadership, do you think that just because it worked at Disney. Is it a good idea in today's working industry?

(1 liked)

[Wednesday 3:05 PM] Dodson, Douglas

Please come on camera when Johnathan calls on you.

(1 liked)

[Wednesday 3:09 PM] Monninger, John

How should Leadership behaviors change in managing an organization in a virtual environment?

(2 liked)

[Wednesday 3:12 PM] Sanchez, Alfred

Outbursts are the worst!!!!!!

[Wednesday 3:13 PM] Hanson, Latischa

"Inclusion...there is the problem" - amen!

(5 liked)

[Wednesday 3:19 PM] Fanner, Rodney

Thanks, Mr. Cockerell, for your feedback and message. I appreciate your story, mission, and courage to make our society a better place.

(1 liked)

[Wednesday 3:19 PM] Hill, Carol

YAY, Scott's sending us to Disney!

(12 liked)

[Wednesday 3:21 PM] Hill, Carol

Trusting me to work from home and get the job done is great praise

(3 liked)

[Wednesday 3:21 PM] Hanson, Latischa

Amen! "A million ways to keep in touch with someone"

(5 liked)

[Wednesday 3:23 PM] Staub, Janet

Hill, Carol - Yay! I just renewed my annual pass to Disney. Let's go. (laugh)

[Wednesday 3:23 PM] Hanson, Latischa  
Bingo! You hit the nail on the head!  
(1 liked)

[Wednesday 3:25 PM] Hanson, Latischa  
Muessle, Mary, you were very good at this with me..."Hey Latischa, just checking in with you! Have a good day!" It was a life-saving line for me...thank you!  
(2 liked)

[Wednesday 3:25 PM] Stuart, Revonna  
I cherish the random notes and cards that I get from my coworkers.

[Wednesday 3:25 PM] Murray, Jenny  
Mary Muessle is not my supervisor but called every week just to check in and see if I needed anything.  
(1 liked)

[Wednesday 3:27 PM] Scott, Lynnette  
Mary is wonderful... She sees you and hears you. Such a joy to work with!

[Wednesday 3:29 PM] Lee, Johnathan  
If you have questions, I recommend raising your hand or typing your question into the chat.

[Wednesday 3:31 PM] Smith, Leah  
Question for Mr. Cockerell: You spoke at length about hiring the right people and removing those that do not fit the organization's culture/vision, etc. While that approach may work in the private sector, that isn't the HR approach in the federal government. Absent the ability to hire and fire at will, how do you recommend addressing culture challenges and/or poor performers within your organization? How do you shift the culture?  
(3 liked)

[Wednesday 3:33 PM] Staub, Janet  
Lee, Johnathan - Not a question but a comment. My daughter went through the lengthy interview process with Disney and was admitted to the Disney College program. Spent five years with Disney in a variety of great roles, e.g., opening Team for Star Wars and the new Coronado Resort. Disney gave her a great foundation for her future career with the Dorchester Collection of hotels. Also, thanks to Disney for paying for her last two years of college.  
(4 liked)

[Wednesday 3:35 PM] Smallwood, Anthony  
Leah, in my vast experience outside the NRC, people that do not fit in or conform culturally will usually leave on their own. This can also happen to a company when a bad cultural shift occurs. Many will leave on their own.  
(1 liked)

[Wednesday 3:38 PM] Smallwood, Anthony  
I definitely agree. Travel and Education are the keys to understanding one's self and others.  
(6 liked)

[Wednesday 3:39 PM] Dodson, Douglas  
Please raise your hand virtually if you have a question.

[Wednesday 3:42 PM] Muessle, Mary  
We can do hard things!!  
(1 liked)

[Wednesday 3:42 PM] Cook, Jackie  
Smallwood, Anthony: I haven't seen it happen at NRC in my 29 yrs...I'd say the majority doesn't, not even half.  
(2 liked)

[Wednesday 3:44 PM] Hanson, Latischa  
"The followship is no greater than the leadership" Great leadership matters!  
(3 liked)

[Wednesday 3:45 PM] Miller, Geoffrey  
Smallwood, Anthony: great point. Counter-intuitively, ignorance breeds overconfidence. The more you learn, the less certain about things you become. Travel and exposure to other cultures and traditions is a great way to provide perspective, leading to leading to openness to inclusion and new ways of doing things. (And I agree with Jackie about NRC)  
(2 liked)

[Wednesday 3:47 PM] Day, Neil  
Does the Disney ticket pricing promote/prevent inclusion? How did leadership determine this was/wasn't an issue?  
(4 liked)

[Wednesday 3:51 PM] Hanson, Latischa  
It is invaluable to have an advocate on your side who will stand up for you & believe in you no matter the naysaying that may try to be interjected  
(2 liked)

[Wednesday 3:52 PM] Muessle, Mary  
Hanson, Latischa: Advocates inside and outside work are critical to me. I am grateful for my mentors and mentees every day.

[Wednesday 3:52 PM] Kozal, Jason  
I was just there, Lee...I liked your pricing model much better  
(2 liked)

[Wednesday 3:53 PM] Groom, Jeremy  
+1 on Jason's comment.

[Wednesday 3:53 PM] Baca, Bernadette  
The Interior Dept often had "free" national park days to allow those with funding issues an opportunity to see the parks. To increase inclusion.  
(4 liked)

[Wednesday 3:54 PM] Groom, Jeremy  
National Parks, best value in U.S.  
(4 liked)

[Wednesday 3:55 PM] Baca, Bernadette  
Spectacular Family Achievements!!!

[Wednesday 3:57 PM] Staub, Janet  
We will be at the Dorchester in London next year. Yay!  
(2 liked)

[Wednesday 3:58 PM] Smallwood, Anthony  
Miller, Geoffrey: Spending 10 years traveling to Africa and the Middle East for work was enlightening for me.  
(2 liked)

[Wednesday 3:58 PM] Lantz, Ryan  
awesome!  
(1 liked)

[Wednesday 3:59 PM] Hanson, Latischa  
Thank you immensely Mr. Cockrell! Awesome informational session!  
(2 liked)

[Wednesday 3:59 PM] Moore, Maurice  
Thank You

[Wednesday 3:59 PM] Smallwood, Anthony  
Lee, I appreciate the candor!

[Wednesday 3:59 PM] Smith, Leah  
This was a fantastic discussion. Thank you, Mr. Cockerell, for your enlightening stories, and thank you to IPAT and the R4 leadership team for making this happen.  
(6 liked)

[Wednesday 3:59 PM] Groom, Jeremy  
Thank you, Mr. Cockerell, very inspiring.

[Wednesday 3:59 PM] Simmons, Michelle  
Thank you, Lee!

[Wednesday 3:59 PM] Dubay, Yvonne  
Thank you!

[Wednesday 3:59 PM] Greene, Natasha  
Thanks, this was great!  
(3 liked)

[Wednesday 4:00 PM] Murray, Jenny  
It was an honor and pleasure meeting you today Mr. Cockerell!

[Wednesday 4:00 PM] Stuart, Revonna  
This was great!

[Wednesday 4:00 PM] Nute-Blackshear, Lora  
Thank you, Lee!

[Wednesday 4:00 PM] Hanson, Latischa  
Have a great evening all!

[Wednesday 4:00 PM] Scott, Lynnette  
Good Life Lesson Mr. Cockrell! Thank you

[Wednesday 4:00 PM] Miller, Geoffrey  
Thank you!!

[Wednesday 4:00 PM] Greene, Natasha  
Your next book should be called, "Leading with Honesty"  
(1 liked)

[Wednesday 4:01 PM] Stuart, Revonna  
You were open and so honest.  
(1 liked)

[Wednesday 4:01 PM] Wynar, Curtis  
Thank you for the presentation! I really enjoyed it! My sister is also currently in the Disney college program she will be jealous!  
(1 liked)