

## Women in Leadership Highlights February 19, 2010



**February 19: "International Assignments: Opportunities and Challenges for Women"** – featuring a panel of top UPS leaders: Amy Whitley, Lisa LaFave, & Anne Schwartz. Amy is VP of HR for the world's largest package delivery & supply chain solutions company, with over 420,000 employees in 200+ countries. Her many accomplishments and contributions include the first Women's Leadership Development Program at UPS. Lisa is VP of Global Customer Solutions, has a distinguished career in sales and international business, incl. responsibilities in Canada, Asia Pacific, Latin America and the Caribbean; Anne is Dir. of Learning & Development and oversees all such programs for the global enterprise. Her career began 23 years ago as a seasonal driver and progressed to head of HR for the Asia Pacific Region for Supply Chain Solutions. She's now back at UPS Headquarters.

**The panel was moderated by Susan Hitchcock. Each leader began by sharing her personal career story.**

Married with 2 children, **Amy Whitley** is a native of NY and received a degree in Business Administration in HR from Pace University. During her 26 yr career with UPS, she's held a variety of positions in Small Package Ops and HR, plus UPS Airline, UPS Capital, and Supply Chain Solutions. Today she oversees succession planning, organizational training and development, employee relations, workforce planning and diversity. She's a member of the Executive Networks Group, HRPS, and serves on the board of HRLF and BDN. She has been recognized often for her leadership and support of women in business.

(NOTE: Amy also shared how the UPS Woman's Leadership Development Program was begun and how it's been successfully expanded globally to unite women and provide opportunities for business leadership and community volunteerism. In 2006, the executive council asked the question: What's it like for women in operations? They looked at data in terms of retention and the pipeline and they clearly felt there was a business case for proceeding. The program was never about promotions but about opening up dialogue, improving work-life balance etc. The initial pilot program led to expansion across other regions in the U.S. and most recently, it was rolled out in Brussels. While the dynamics are different in Europe, it is nevertheless expected to be a successful initiative which focuses more on multiculturalism than gender.)

**Anne Schwartz** is also married with 2 children and her husband is a stay-at-home dad by choice which has been extremely helpful given their many moves as a family. She began her UPS career in Detroit as a seasonal delivery driver; has held multiple positions in Small Pkg. Ops and HR as well as mergers and acquisitions and corporate strategy; and has moved a minimum of 6 times including Hong Kong. While there, her responsibilities covered 22 countries with business units including logistics, brokerage, freight forwarding, import/export, vendor management, and warehousing. She "repatriated" from her Asia assignment in 2006 and accepted her current position in HR. Anne holds the SPHR certification from SHRM, is a member of HRLF and ASTD and serves on the board of Project GRAD.

**Lisa LaFave**, a native of Florida received a degree in Industrial Management from Georgia Tech and went to work for Ford Motor Co. as a District Zone Mgr in Pittsburgh, PA. Her UPS career began 21 yrs ago in ATL. Her career has spanned several management positions with increasing responsibility in sales, strategic accounts, corporate sales planning and performance as well as international business development. Lisa co-chairs the Women's Leadership Development Program for UPS, serves as an executive sponsor for CARE International, and is on the board for Big Brothers Big Sisters of ATL.

**Key takeaways re international assignments:**

- Outbound - take advantage of all the company offers in terms of preparation or do your own home work; talk with others who've worked there; talk with your family for their input and issues; take courses to familiarize yourself with the culture/customs; take a "look/see" visit with family if you can; expect that the amenities of your new home will likely not only be different but a lot less than what you're used to the U.S; prepare to be viewed differently as a working woman, e.g., may be asked "Why does your husband let you work?"; expect to feel a bit overwhelmed upon arrival; don't take a U.S. -centric attitude but instead be open to learn about the perspective of the people and country/countries you are in; plan to stay connected with the "home base" while you're overseas etc
- Re-entry – Be flexible; understand that things / organization will have changed; may not always be able to have a return strategy or guarantee of a specific position; recognize that you will have had more autonomy abroad than you will probably have upon your return; reconnect with peers, mentors and coaches if available