

The Omaha Works—  
where quality  
products are  
manufactured with  
pride and skill.

## Employee Involvement

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# Policy Deployment Project Focuses on Leadership and Employee Involvement

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Just how are we doing here at the Omaha Works, in terms of communication, leadership and employee involvement?

Efforts are underway to take a look at these and other issues to see what we can do together to foster improvement.

The program is part of a policy deployment plant and focuses on leadership and employee involvement. The program is under the direction of **ANN HINDMAN** and assistant **KAY BARTEK**.

Ann says "We need employee input to find out how we're doing. Once we have a good idea of what employees think, we'll be able to take that input and recommend some changes."

Policy deployment creates a framework for communicating corporate goals and implementing them through specific projects and plans.

The basis for the Leadership and Employee Involvement policy deployment project is the input AT&T received on these issues in the fall of 1989 when the Stanek Survey was given to a random sampling of employees. The survey asked employees their opinions about a wide variety of quality, management and teamwork issues. These results were then compared with targets to provide a gap analysis, indicating where performance falls short of objectives.

Ann says "we're talking with members of focus groups that have been set up to see just what employees think about things like quality, communications, customer focus, supervision, performance appraisals and leadership."

The 155 members of these focus groups at the Omaha Works are divided into focus groups based on their jobs: engineers, section chiefs, professional administrative employees, trades people and hourly employees. Each focus group contains eight to 13 employees who meet in an hour-and-one-half session with their peers and colleagues to express their opinions about everything from quality to performance appraisals.

Ann says "we'll then take a look at what employees think and make recommendations based on that."

The results of the focus group discussions will be published in an upcoming issue of *Employee Involvement Today*.

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**Inside...** Outstanding training managers named, benefit changes for non-management employees and perfect attendance celebrations recognize over 400 employees for their records.



## Health Care Network begins July 1 for Non-Management Employees

An important change in AT&T non-management medical benefits goes into effect July 1, 1991.

The new program pays your current level of medical coverage if you use a special network of providers—doctors, hospitals, other medical facilities and services. What's more, when you go in-network, you control health care costs—both yours and AT&T's.

All network providers have agreed to provide services at predetermined rates which are generally lower than rates charged non-network patients.

Also, by using a network provider, the patient:

- doesn't have to pay upfront dollars for a doctor's visit
- doesn't have to file claim forms
- doesn't have to call HealthCheck prior to your hospital admission.

Over the coming weeks, you'll be receiving material at home about the health care network. Each piece of communication is an important step in understanding and enrolling in the network.

Enrollment is not automatic. You must enroll yourself and your dependents by Thursday, May 23, 1991 by sending in your health care network enrollment form.

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## Deadline nears for management benefit enrollment

Enrollment in Flex Benefits '91 closes Friday, May 17.  
Call BDEC now to order up your customized benefit package!  
1-800-662-8439.

## What's Cookin' with the Training Organization?

Skills training at the Omaha Works is on the increase. Trainer **LINDA MOORE** worked with new and experienced wirers from IBUs 581 and 597 to make sure everyone is attuned to new quality demands.

Truck Trainer **CID STINSON** says enrollment is up in his classes which provide an overview of truck technique and safety procedures. Why the increase? New employees and the movement of personnel means more people need instruction on new jobs.

Many of the fine people from EW&C are enthusiastic about their recent experience in the "Increasing Human Effectiveness" course facilitated by Trainer **JUDY MALLORY**. Lessons learned in the class help everyone both on the job and at home, too.

**CLIFF MINDRUP** instructed more than 150 team leaders for the Omaha Team Works Idea Process, Phase III. These sessions were a great success, thanks to fine employees eager to pick up on new process guidelines and tips on leading teams.

When was the last time you took a training course? Learning and enjoying is the name of the game! You might try a variety of in-house courses such as Basic Communications, Conflict Management or Customer Service in the Workplace.

See your supervisor for details.

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*Employee Involvement Today* is a publication of the Omaha Works public relations organization and is written by **LINDA ENTERLINE** and edited by **GENE SAAB**. We value your input on story ideas and request your suggestions and comments be directed to us by calling x3714.





*THE TOPS IN TRAINING include (left to right) **DICK CEFREY**, **GEORGE SCHABLOSKE** and **MACK CURBEAM**.*

## Second Annual Training Awards Given to Three Managers

The Training Organization has named the recipients of the Second Annual Excellence in Training Awards, given to the IBU/dept. manager providing outstanding training opportunities for the employees in their respective areas.

Winners are **DICK CEFREY** of the cabinet shop (30 bldg.), **GEORGE SCHABLOSKE** of the maintenance organization (support) and **MACK CURBEAM** of the cable shop.

These three managers put employee training at the top of their priority list. George says training improves on what we've already learned, saying "training is

the future—it's where we're headed. We have to continue to learn and to grow and the only way I know to do that is through continuous education."

Dick sees training "as the key to our long term success and continued viability as a telecommunications supplier."

Mack feels "training gives our employees a new perspective on what they're doing, both on the job and in their personal lives."

Winners of the first award, given in 1990, were Department Managers **LINDA DEMBOWSKI** (DIW and now an IBU manager in Atlanta) and **BOB WUS-TRACK** (central office).

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## Money Magazine rates AT&T Benefit Package Among Top 10 Nationwide

The following are excerpts from the May 1991 issue of *Money* magazine:

"Companies, faced with rising bills, are shifting more of the burden of health insurance to employees. You will have to do some work to make your benefits work for you. The first step is to make sure you

know every detail of your employer's offerings. To find the companies with the most generous benefit packages in America, *Money* magazine obtained nominations from specialists, who cited more than 40 well-known corporations. Of the 10 finalists, AT&T ranked sixth."



*Copper Apparatus SBU Manager **JIM LaFOLLETTE** was on hand at the celebration to congratulate **SHARON MILLER, 557**, on 17 years of perfect attendance.*



*Three employees have had perfect attendance for 16 years... (l. to r.) **RON YEARSLEY, 595-6**; **STEVE MARASCO, 553-1** and **CATHERINE KERN, 597-9**.*

**Photos by Roger Howard**

## Over 400 employees honored for perfect attendance records

Congratulations to the over 400 represented employees celebrating perfect attendance records! A perfect attendance celebration was held recently on each of three shifts to honor those with one year or more of perfect attendance.

Training Manager **SHANNON HITCHCOCK** says "I was amazed at how many employees have perfect attendance. It's a big accomplishment to be here every day for our customers. Arranging the celebrations was a lot of work but the appreciative comments from employees made it worthwhile."

The March celebration honored employees with perfect attendance from Dec. 1989-Dec. 1990, Jan. 1990-Jan. 1991 and Feb. 1990-Feb. 1991.

Perfect attendance celebrations are scheduled to be held quarterly. For example, the June celebration will honor employees with at least one year of perfect attendance from March, April and May of 1990 to 1991.

In recognition of the accomplishment, each employee is awarded a \$25 certificate for her/his choice of beef from Omaha Steaks International, merchandise at the

Pioneer store or dinner at one of several local restaurants. In addition, each employee received a special memento of the occasion: 1-5 years, acrylic desk clock; 6-11 years, a flashlight; 12-15 years, brass philharmonic clock; 16-20 years, Burlwood photo album and matching picture frame.

17 years  
**Sharon Miller**

16 years  
**Steve Marasco**  
**Catherine Kern**  
**Ronald Yearsley**

15 years  
**Maurice Jensen**  
**Joe Castro**

13 years  
**Linda Ferraguti**  
**Myra Krahmer**  
**Dale Wichman**

11 years  
**James Stanfield**  
**Edwin Palensky**