As of this writing, the 15th Leadership Academy class is in session. Each class consists of 30 NALC members, two from each of the NALC’s 15 regions. Selected by the NALC president, these students receive lessons on labor contracts, negotiation techniques, union finances, postal economics, public speaking and other related subjects. I presented the class with a Customer Connect program overview, and tasked the students with ensuring that some of the protocols of the program were being adhered to in their home office.

Specifically, they were assigned to:

• Acquire and submit two customer leads from their home stations. If this is not possible, provide proof of leads from other carriers in their offices.
• Provide a copy of the “Individual Carrier Report,” which shows entry/follow-up of their lead.
• Provide a copy of the “Station Summary Report.”

Below is a list of the leads they reported:

<table>
<thead>
<tr>
<th>Class 15</th>
<th>Lead</th>
<th>Lead</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region 11</td>
<td>Jacqueline Mitchell</td>
<td>104.9 The River</td>
</tr>
<tr>
<td>Region 13</td>
<td>Jerry Kerner Jr.</td>
<td>Medtronics</td>
</tr>
<tr>
<td></td>
<td>Michael Turpin</td>
<td></td>
</tr>
<tr>
<td>Region 14</td>
<td>George Hatem</td>
<td>Oscar Nails</td>
</tr>
<tr>
<td>Region 15</td>
<td>John Cruz</td>
<td>My Phone Dr.</td>
</tr>
</tbody>
</table>

Here are some of the comments/concerns from the students:

- Have the Customer Connect coordinators been given access to the related computer programs so they can enter leads and print reports?
  - The determination of which station coordinator enters the leads and generates the related reports is made locally. If the local decision is inefficient, the issue should be escalated to the branch president and national business agent.

- Management does not/has not allowed the two prior NALC coordinators time.
  - M-1621 and M-1742 are contractually enforceable. If management does not permit an NALC coordinator to participate as described in those memoranda, a grievance should be filed. The branch president and national business agent also should be made aware.

- Our NALC coordinator has requested training. Is there a formal training course?
  - While there is no formal training course, regional and branch training is available. NALC will provide a PowerPoint presentation to any branch that requests a copy.

- Management isn’t promoting Customer Connect at the local level, so many carriers don’t know enough about the program.
  - That’s where the NALC comes in. The local union representatives need to make the program part of the culture. Branch leaders need to make it part of the discussion at branch meetings and in local publications. The protocols of the program need to be enforced as aggressively as any other provision of the contract.

- The two leads I turned in were not entered into the system for more than two weeks.
  - Leads are to be entered within 24 hours. We’re just as responsible for a failure if we let it linger. The NALC station coordinator is responsible for monitoring timely processing of a lead. The shop steward should be notified if management is unable/unwilling to properly advance the lead.

May 2013