

The National Diversity Council presents

# PHILADELPHIA

## Women in Leadership Symposium



*Women in Leadership: Rising Above the Ordinary*

**Wednesday, March 21, 2012**

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*Welcome*



**Dennis Kennedy**  
*Founder & CEO, National Diversity Council*

Dear Participants,

We are excited to welcome you to the Philadelphia Women in Leadership Symposium hosted by the National Diversity Council. The Theme for today's symposium is "Women in Leadership: Rising Above the Ordinary."

The Symposium offers an opportunity for you to observe, learn, network and hear different perspectives. You will gather a wealth of knowledge, experience and expertise from some of the top female executives from the Greater Philadelphia area. I encourage you to take the initiative to meet new colleagues, talk openly about today's topics and exchange ideas. It is my hope that your experience today is rewarding and allows you to reflect on your own goals and status in an effort to help catapult you to the top.

We sincerely appreciate your attendance today in support of the Women in Leadership Symposium and the National Diversity Council. I would like to thank all of our corporate sponsors, planning committee members, program participants, and volunteers. Without each of you, this event would not be a success.

Sincerely,

**Dennis Kennedy**  
Founder & CEO  
National Diversity Council

## Panelists



**Eloise Young**  
Chief Information Officer, Philadelphia Gas Works

Eloise Young has been the Chief Information Officer of the Philadelphia Gas Works since August 2007. She brings more than 20 years of experience to the position. As CIO, Young is responsible for delivering IT capabilities to PGW's 1,700 employees.

Prior to her appointment, she served in a number of positions in PGW's Information Services Department including Director of Technical Strategy and Support, Manager of Systems Services, System Administrator in both the Unix and CICS environments, DBA, and applications developer.

A native Philadelphian, she loves her city and enjoys doing volunteer work for area community groups. In addition, Young belongs to the Network of Women in Computer Technology (NWCT), American Association of Blacks in Energy (AABE) and Non Profit Technology Network (NTEN) as well as the Society for Information Management (SIM). She is also a Leadership Philadelphia Core Class 2010 alumnus and is an active participant in the Green Grid's Utility Task Force. A lifetime member of the Black Data Processing Professionals (BDPA), Young sits on the Philadelphia chapter's Corporate Advisory Council.



**Lee Khatchadourian-Reese**  
Vice President of Business Services, Comcast

In her role as Vice President, Business Services Operations, Lee has responsibility for the overall development and implementation of an end to end operational strategy for Comcast Business Services. She seeks to maximize results by leveraging people, process and technology that create an outstanding customer experience while driving operational cost out of the business.

Prior to assuming this role in 2007 Lee served as Senior Director, New Product Operations where she led the implementation of various new video, voice, data and wireless products for Comcast's residential business. Before joining Comcast Lee managed Retail Operations for AT&T Wireless Services.

Lee holds a Bachelor's Degree from LaSalle University in Philadelphia, PA as well as a Masters of Organization Leadership from Cabrini College in Radnor, PA. She is a member and has served on the Board of Directors for Women in Cable Television (WICT) and is also a member of the Cable and Telecommunications Association for Marketing (CTAM). Lee currently resides in the Philadelphia, Pennsylvania area with her husband and two children.

## Panelists



**Mary Terese Hoeltzel**  
Vice President and Chief Accounting Officer, Cigna

Mary T. Hoeltzel is the vice president and chief accounting officer, of CIGNA Corporation. In this role, Hoeltzel is responsible for enterprise accounting, internal and external financial reporting, and related analysis.

A certified public accountant, Hoeltzel has served as CIGNA's deputy chief accounting officer since September 2007.

Prior to joining CIGNA, Hoeltzel served in a number of financial management positions at General Electric. She was the chief financial officer of the GE Trailer Fleet Services/Modular Space Division from 2005 to 2007. From 2002 to 2005, Hoeltzel was with GE Money Americas, where she was the chief financial officer of the retailer consumer finance business. From 1999 to 2002, Hoeltzel had full controllership responsibility for the retailer consumer finance business, including oversight of internal audit. Hoeltzel gained experience throughout her tenure at GE in restructuring, securitizations, internal and external reporting, internal compliance, and Six Sigma project design and implementation.

Earlier in her career, Hoeltzel held a number of senior level finance roles with the Melville Corporation and with KPMG, where she progressed to senior management.

Hoeltzel attended Marymount College and the Pace University Graduate School of Business.

## Pennsylvania Diversity Council Members



# Save The Date



## Schedule of Events

- 8:30 a.m. WELCOME, INTRODUCTION OF PANELISTS, RECOGNITION OF SPONSORS
- 8:50 a.m. -9:20 a.m. **YOUR PERSONAL BOARD OF DIRECTORS: HOW TO MAXIMIZE MENTORS**  
**Lee Khatchadourian-Reese, Vice President of Business Services, Comcast**  
 No woman is an island – even at work. Research shows that mentoring is essential to career success. Hence, individuals seeking to move up the corporate ladder must seek out mentors and create what is called a “Personal Board of Directors.” In addition to mentors, it is equally important to build a strong network and build strategic relationships within your organization as well as externally. You do not want to mitigate the significance of a strong network and strong relationships.  
*Discussion Questions:*  
 1. How does one identify and make the “ask” for a mentor? What should I be looking for in a mentor? How did your mentor relationship in your early career differ from one in your later career?  
 2. What is the best way to build a relationship? How does one initiate strategic relationships and why are they important?  
 3. What are some good ways to build a network and how should it be utilized?
- 9:20 a.m. -9:45 a.m. **PURSUING LEADERSHIP EXCELLENCE**  
**Mary Terese Hoeltzel, Vice President and Chief Accounting Officer, Cigna**  
 Leaders in today’s corporate setting need to have certain emotional and intellectual qualities in order to engage their supporters and achieve extraordinary results. As women strive to achieve leadership excellence, there are still barriers that limit women to reach their full capacity.  
*Discussion Questions:*  
 1. What makes a good leader in today’s environment?  
 2. What are the qualities and skills a positive leader must have to rally support of his or her fellow employees and achieve extraordinary results?  
 3. What are the aspects of women’s leadership style that can benefit an organization?
- 9:45 a.m. -10:00 a.m. **QUESTIONS AND ANSWERS SESSION**
- 10:00 a.m. -10:15 a.m. **BREAK**
- 10:15 a.m. -10:45 a.m. **BREAKING THROUGH MIDDLE MANAGEMENT**  
**Eloise Young, Chief Information Officer, Philadelphia Gas Works**  
 Have you ever wondered how to energize your career and break through the middle-management ranks? We will hear from our panelists who have successfully navigated this process and learn what strategies they utilized to make it happen.  
*Discussion Questions:*  
 1. What skill sets are truly needed in order to sit in the C-Suites?  
 2. How would you describe your transition from middle management to senior management? What was your strategy?  
 3. As one is climbing up the ladder, what are some common pitfalls and how can they be avoided?
- 10:45 a.m. -11:00 a.m. **QUESTIONS AND ANSWERS SESSION**
- 11:00 a.m. -11:15 a.m. **RECOGNITION OF TITLE SPONSORS**
- 11:15 a.m. **CLOSING REMARKS**

## 2012 Pennsylvania Diversity Council Agenda

Events	Pittsburgh	Philadelphia
<u>Women In Leadership Symposiums</u>	March 1, 2012	March 21, 2012
<u>Talent Summit</u>	April 12, 2012	April 13, 2012
<u>Diversity Best Practice Meeting</u>	May 10, 2012	May 11, 2012
<u>3rd Annual Diversity and Leadership Conference</u>	September 13, 2012	September 14, 2012
<u>College Diversity Summit</u>	October 25, 2012	October 26, 2012

Find more information, go to  
[www.padiversitycouncil.org](http://www.padiversitycouncil.org)  
 or contact Shaprie Jackson at [Shaprie.jackson@nationaldiversitycouncil.org](mailto:Shaprie.jackson@nationaldiversitycouncil.org)

# Join the Pennsylvania Diversity Council today



We are committed to diversity and the transformation of our workplace and community into environments where people are valued for their uniqueness and are secure in their knowledge that their efforts make a difference.



Please contact  
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