

Up To Speed Live
Tuesday, October 8, 2024

>> HEY EVERYONE, HAPPY TUESDAY, THANKS FOR TUNING IN FOR UP TO SPEED.

WE'VE GOT A NICE ROUND OF APPLAUSE HERE AND FOR GOOD REASON, CHRISTINA SCHELLING IS JOINING US AS TODAY'S SPECIAL GUEST TO TALK ABOUT EXCITING CAREER RELATED UPDATES BUT BEFORE WE GET TO THAT HERE'S THE LATEST ON OUR HURRICANE RESPONSE.

SINCE HURRICANE HELENE'S IMPACT, OUR FRONTLINE RESPONSE TEAMS HAVE BEEN HARD AT WORK PROVIDING CONNECTIVITY TO DEVASTATED AREAS AND ASSISTING IN RECOVERY EFFORTS.

WE'LL DO THE SAME IN RESPONSE TO HURRICANE MILTON AND WE'VE ALREADY STAGED A FLEET OF PORTABLE NETWORK SOLUTIONS, INCLUDING SATELLITE-BASED PORTABLE NETWORK ASSETS TO ASSIST WITH CONNECTIVITY IN THE CASE OF COMMERCIAL POWER OUTAGES.

THERE ARE MANY PEOPLE INVOLVED IN MAKING SURE OUR CUSTOMERS AND COMMUNITIES ARE CARED FOR AND WE'VE BEEN SHARING THEIR STORIES ON UP TO SPEED FOR A COUPLE OF WEEKS.

INCLUDING THE STORY OF BRANDON JONES WHO YOU MAY REMEMBER AS A V TEAMER WHO HELPED HIS COMMUNITY IN HENDERSONVILLE, NORTH CAROLINA, CONNECT TO THE INTERNET TO PROCESS INSURANCE CLAIMS AND OTHER IMPORTANT THINGS.

WE RECENTLY CAUGHT UP WITH HIM TO LEARN MORE. TAKE A LOOK.

>> I LIVE IN FLAT ROCK, NORTH CAROLINA.

HIT PRETTY HARD BY HELENE.

WE GOT 22 INCHES OF RAIN IN A MATTER OF HOURS.

I LIVE OUT ON A BATTERED STREET TO TAKE YOU OUT TO THE LARGE AREA OF TOWN.

MAJORITY OF THE POLES HAVE BEEN SNAPPED.

OUTSIDE OF THIS COMMUNITY THERE HAVE BEEN SCHOOLS AND HOMES WASHED AWAY AND THERE IS YEARS OF WORK LEFT TO DO IN THE NOOKS AND CRANNIES OF THESE MOUNTAINS.

THE GOOD THING IS VERIZON HAS BEEN WORKING THE WHOLE TIME.

I HAD A BUSINESS GATEWAY NETWORK.

PEOPLE COMING OVER TO USE IT FOR FEMA AND INSURANCE CLAIMS.

FOR MOST PEOPLE THAT HAVE BEEN DOWN, BUT VERIZON'S BEEN UP.

I WAS RAISED IN MISSOURI, AND THAT'S JUST WHAT YOU DO.
YOU TAKE CARE OF YOUR COMMUNITY.
I KNOW IT'S PART OF OUR CREDO AND I HAVE ALWAYS BEEN VERY PROUD
THAT VERIZON HAS THAT IN THEIR CREDO AS WELL, JUST DOING WHAT YOU
SHOULD.
MY LEADERS, THEY CHECKED ON ME THROUGHOUT THIS.
I HAVE A GREAT COMMUNITY WITHIN WORK.
SLACK CHANNELS I POST HOW WE'RE DOING AND MY TEAM'S CALLED ME
FROM A CARE AND CONCERN PERSPECTIVE.
I COULDN'T ASK FOR BETTER LEADERS.
I LOVE OUR CRISIS RESPONSE TEAMS AND HOW THEY RUN TO THINGS.
HONESTLY, I'VE THOUGHT ABOUT JOINING THAT TEAM, THERE'S JUST A PROUD
MOMENT WHEN WE DROP WHATEVER WE'RE DOING TO SAY, YES, WE'LL COME.
AND IT'S RECEIVED SO WELL AND VERIZON IS THE MAINSTAY FOR THOSE
PEOPLE.
>> WOW, ALL I CAN SAY IS THANK YOU, BRANDON.
[APPLAUSE]
YES.
FOR MODELING SO MUCH COMPASSION
DURING THESE DIFFICULT TIMES.
FOR THOSE WHO WANT TO HELP LIKE
BRANDON BUT DON'T KNOW WHERE TO
START - PLEASE CONSIDER DONATING
TO VTOV OUR EMPLOYEE RELIEF
FUND.
HERE'S ATLANTIC SOUTH VICE
PRESIDENT, SHAWN ALEXANDER ON
HOW YOUR DONATION CAN HELP.
>> A, V TEAMERS, IT'S SHAWN ALEXANDER HERE.
I WANT TO THANK EVERYBODY FOR REACHING OUT TO SEE HOW OUR TEAM'S
BEEN AFTER HURRICANE HELENE.
MANY OF YOU HAVE REACHED OUT TO ME ASKING HOW YOU CAN HELP.
ONE OF THINGS YOU CAN DO IMMEDIATELY IS CONSIDER DONATING TO THE
VTOV FUND.
WE HAVE V TEAMERS WITH SEVERE IMPACT THAT WILL NEED OUR
ASSISTANCE AND HELP.
CONSIDER THAT DONATION.
YOU CAN MAKE MONTHLY ONES THROUGH YOUR PAYCHECKS AS WELL.
TEAMS, THIS SOMETHING THAT WE CAN ALL DO NOW.
>> YES, SHAWN IS ABSOLUTELY RIGHT, THIS IS SOMETHING THAT WE CAN ALL
DO AND WILL GO A LONG WAY.
I PERSONALLY SET UP RECURRING DONATIONS OUT OF MY PAYCHECK AND
THAT GOES A LONG WAY EACH MONTH.
THANK YOU, SHAWN, FOR SHARING THOSE DETAILS AND WE'LL ALSO LINK
MORE OF THAT IN TODAY'S STORY.
NOW LET'S TURN BACK TO OUR GUEST

FOR THE DAY.

LET'S WELCOME CHRISTINA SCHELLING TO TALK ALL THINGS CAREERS.

THANKS FOR JOINING CHRISTINA.

>> I HEAR YOU HAVE A COUPLE OF EXCITING UPDATES FOR US TODAY, SO LET'S MAYBE START WITH WHAT'S HAPPENING IN THE JOURNEY FORWARD SPACE.

>> ABSOLUTELY.

AS WE CONTINUE TO EVOLVE ALL OF THE TOOLS AND THE SUITE OF CAREER RESOURCES, WE'RE REALLY EXCITED TO INTRODUCE CAREER HUB AS PART OF OUR JOURNEY FORWARD TOOLSET.

>> THAT IS SUPER EXCITING.

SO TELL US MORE ABOUT THE CAREER HUB.

SO CAREER HUB IS REALLY WHERE YOU HOUSE YOUR PROFILE.

IT INCLUDES YOUR UNIQUE SKILLS, YOUR EXPERIENCES THAT YOU HAVE IT ALSO OUTLINES THE THINGS THAT YOU MIGHT BE INTERESTED IN.

NOW AS WE KIND OF TURN IT ON AND INTRODUCE IT TO THE BROADER V TEAM, IT WILL SUGGEST DIFFERENT JOBS YOU MAY WANT TO TRY.

IT WILL SUGGEST DEVELOPMENT OPPORTUNITIES, AND THE REALLY COOL THING IS IT'S CURATED JUST FOR YOU AS AN INDIVIDUAL.

>> I LOVE THAT YOU CAN ADJUST IT TO YOUR INTEREST AND SKILLS.

I GOT A SNEAK PEEK.

I GOT TO SEE THE CAREER PATH BUILDER.

WHAT IS THAT LIKE?

>> IT BASICALLY HELPS YOU IMAGINE WHAT COULD BE POSSIBLE HERE FROM A CAREER PERSPECTIVE.

AND JUST AS IT ADJUSTS, IT CAN HELP YOU LAY OUT A PATH TO DIFFERENT CAREER DESTINATIONS.

SO YOU CAN ULTIMATELY TYPE IN DIFFERENT JOBS THAT YOU ASPIRATIONALLY WANT TO MOVE INTO AT SOME POINT, AND IT CAN HELP YOU WITH THE STEPS ALONG THE WAY.

SOME OF THOSE STEPS COULD BE JOBS ON THE WAY TO THAT FUTURE JOB, SOME OF THE STEPS COULD BE EXPERIENCES OR SKILLS THAT YOU NEED TO COLLECT.

AND THE REALLY COOL THING IS THAT YOU CAN DO THIS AS MANY TIMES AS YOU WANT.

YOU CAN DREAM DIFFERENT CAREER PATHS AND IMAGINE WHAT IF IN MULTIPLE DIFFERENT DIRECTIONS.

>> SO WITH THAT BEING SAID, WHAT WOULD YOU SAY YOUR CALL TO ACTION FOR V TEAMERS WOULD BE?

I IMAGINE HAVING YOUR CAREER PROFILE UPDATED REGULARLY IS A BIG PART OF THAT, RIGHT?

>> ABSOLUTELY.

I WANT EVERYONE TO GO INTO CAREER HUB AND MAKE SURE YOUR PROFILE SUPPORT TO DATE A COUPLE TIMES A YEAR.

JUST GOOD HOUSEKEEPING AND PRACTICE TO MAKE SURE IT ACCURATELY AND MOST CURRENTLY REFLECTS YOU.

>> AWESOME.

OKAY.

WE GOT THROUGH ANNOUNCEMENT ONE, REALLY SETTING UPDATES WITH THE CAREER HUB.

>> YES.

>> SO TELL US ABOUT ANNOUNCEMENT NUMBER 2.

>> ANNOUNCEMENT NUMBER 2, SO BUILDING ON THE MOMENTUM OF OUR REFRESH BRAND, OUR NEW PURPOSE, WE ARE LAUNCHING AN EXTENSION OF THAT.

A SUPER EXCITING OPPORTUNITY TO REFLECT CURRENT AND FUTURE V TEAMERS.

I'M EXCITED TO INTRODUCE OUR FIRST-EVER EMPLOYER BRAND, THE V TEAM LIFE, OF COURSE.

>> I LOVE THAT, THE V TEAM LIFE.

[APPLAUSE]

>> THAT SOUNDS AMAZING.

SO YOU SAY EMPLOYER BRAND.

>> YEAH.

>> WHAT'S THE DIFFERENCE BETWEEN OUR COMPANY BRAND?

>> THERE'S NO DIFFERENCE, IT'S MORE JUST A CONNECTION AND A FURTHER EXTENSION OF OUR BRAND THAT IS MOST UNIQUE TO THE V TEAMERS WHO WORK HERE.

AND ALSO UNIQUE TO THE V TEAMERS WE HOPE WILL WANT TO JOIN US.

IT'S HOW WE EMPOWER OUR EMPLOYEES TO SHARE THEIR CAREER STORIES AND THE REASONS WHY THEY'RE PROUD TO BE HERE.

WE KNOW THAT THE BEST WAY TO TELL PEOPLE HOW AMAZING IT IS TO BE PART OF VERIZON IS TO BE UNIQUE AND AUTHENTIC AND HAVE OUR EMPLOYEES SHARE VERY TRANSPARENTLY, VERY DIRECTLY HOW THEY EXPERIENCE CONNECTION AND WELL-BEING AND IMPACT AND TRUST AND COMMUNITY AND ALL THE AMAZING THINGS WE KNOW TO BE TRUE ABOUT WHAT IT'S LIKE CULTURALLY TO BE PART OF THE V TEAM.

>> THAT'S AWESOME.

AND I'M GOING TO ASSUME THAT THE AWESOME RED PHOTOS, THE RED CHAIR PHOTOS THAT WE'RE SEEING HERE HAVE SOMETHING DO WITH THAT. TELL US ABOUT IT.

>> THE RED CHAIR IS OUR ICON FOR THE V TEAM LIFE.

IT OFFERS A SPOTLIGHT MOMENT WHERE EMPLOYEES CAN COME, TAKE A SEAT, TELL US ABOUT THEIR UNIQUE CAREER STORY.

BECAUSE THE UNIQUE STORIES ARE REALLY WHAT MAKE US VERIZON AND MAKE US A DIFFERENTIATED PLACE TO WORK.

IT ALSO SERVES AS A VISUAL REPRESENTATION FOR CANDIDATES AND POTENTIAL V TEAMERS TO LET THEM KNOW THAT THERE'S ALWAYS A SEAT OPEN FOR THEM IN THE V TEAM LIFE TOO.

I PERSONALLY THINK IT LOOKS LIKE A RED V, BUT MAYBE A HEART WHICH IS --
>> DEPENDING ON THE DAY, YOU KNOW, MIGHT BE IN THE HEART MOOD.

>> AND PEOPLE DO COME TO LIFE, I HAVE TO SAY, WHEN YOU SIT IN IT YOU JUST KIND OF GLOW AND REALLY GET INTO THE V TEAM LIFE SPIRIT. IT'S A LOT OF FUN.

>> ALWAYS GOOD TO HAVE SOMETHING TO BRING OUT THE PERSONALITIES OF PEOPLE.

>> ABSOLUTELY.

>> I'M SURE EVERYONE IS EXCITED THEY WANT TO SEE THE RED CHAIR OR KNOW HOW THEY CAN GET INVOLVED.

WHAT CAN THEY DO?

>> THERE'S TWO THINGS.

FIRST THEY CAN GO TO THE NEWEST RESOURCES RESOURCE PAGE, SHARE YOUR VERIZON STORY AND BECOME PART OF OUR V TEAM LIFE ADVOCACY GROUP.

WE'RE GOING TO CONTINUE TO SEEK OUT THESE AUTHENTIC STORIES, WE'RE GOING TO CONTINUE TO BRING THIS BRAND TO LIFE THROUGH THE VOICES OF OUR EMPLOYEES, AND WE'RE GOING TO CONTINUE TO SHOW WHY IT'S SUCH A GREAT PLACE TO WORK.

>> THAT'S AWESOME.

WE'RE GOING TO HAVE ALL OF THAT LINKED IN TODAY'S STORY FOR EVERYONE SO THAT YOU CAN EASILY FIND IT AND START SHARING YOUR OWN STORIES.

SO OKAY, CHRISTINA, WE DID ANNOUNCEMENT 1, ANNOUNCEMENT 2, NOW WE'RE READY FOR ANNOUNCEMENT 3.

>> OKAY.

>> I HEARD THAT THERE IS ERG MERCH AVAILABLE FINALLY, THE PEOPLE HAVE BEEN ASKING.

IT'S FINALLY HERE.

>> I FEEL LIKE WE NEED A DRUM ROLL FOR THIS, BECAUSE PEOPLE ARE SO EXCITED ABOUT -- ABOUT THIS MERCH AND ESPECIALLY WILL REPRESENTING THEIR ERGS WITH OUR NEW BRAND.

I WAS LUCKY ENOUGH TO GET A SHIRT MANY ADVANCE OF OUR HISPANIC HERITAGE MONTH LAST WEEK, AND IT REALLY DOES REFLECT US.

IT'S FRESH, IT'S WARM, IT'S VIBRANT, AND IT FEELS PRETTY COOL TOO.

I WILL SAY MY KIDS WANT TO STEAL MY CLOTHES AGAIN, SO THERE'S SOME COOL POINTS FOR THAT AS WELL.

>> YES, DEFINITELY NICE.

THE BRAND REFRESH LITERALLY REFRESHING ALL OF US.

>> ABSOLUTELY.

>> AND EVERYONE'S EXCITED ABOUT THAT.

WELL, OKAY.

THIS WAS A LOT, I'VE GOT AN AFTERNOON NOW I NEED TO ORDER MY MERCH.

>> YEP.

>> I NEED TO UPDATE MY CAREER HUB, AND I'M GOING TO MAKE SURE THAT I GET EXCITED ABOUT THE V TEAM LIFE.

MAYBE I'LL TAKE A PHOTO OVER THERE.

>> YOU ABSOLUTELY SHOULD, YES.

>> ANYTHING ELSE YOU WANT TO LEAVE US WITH?

>> I THINK YOU NAILED IT.

YOU NEED TO MAKE SURE YOU'RE UPDATING YOUR PROFILES.

CHECK OUT CAREER HUB ON V TEAM CENTRAL, AND THEN ALSO STAY TUNED AND PAY ATTENTION, KEEP A LOOK OUT FOR THAT RED CHAIR.

IT COULD JUST WELL BE AT A WORK FORWARD ENGAGEMENT HUB SITE, IT COULD BE SOME OF OUR INTERNATIONAL LOCATIONS, POPPING UP IN LOTS OF DIFFERENT PLACES FOR US TO HEAR THE STORIES OF OUR V TEAMERS.

>> THAT IS EXCITING.

I CAN'T WAIT TO SEE ALL OF THE PHOTOS COMING OUT OF THAT.

>> THANK YOU.

>> ALL RIGHT.

THANK YOU SO MUCH, CHRISTINA.

>> THANK YOU.

[APPLAUSE]

>> ALL RIGHT, FOLKS, BEFORE I GO, IT'S CUSTOMER SERVICE APPRECIATION WEEK, THANK YOU TO ALL OF OUR DEDICATED V TEAMERS WHO WORK DIRECTLY WITH OUR CUSTOMERS BRINGING OUR STANDARD OF EXCELLENCE TO EVERY INTERACTION.

NOW, IF YOU WANT TO SHARE YOUR APPRECIATION, HEAD OVER TO TODAY'S STORY WHERE WE'LL HAVE A LINK TO SLACK WHERE YOU CAN SHARE YOUR THANKS TO EACH V TEAMER.

AND LASTLY, HEAD OVER TO INSIDE VERIZON ON SOCIAL FOR A COUPLE COOL THINGS WE HAVE GOING ON, LIKE OUR INSIDE OUT GIVEAWAY, WANT TO CHECK THAT OUT.

AND OUR INVOLVEMENT WITH CULTURE CON.

A CONFERENCE CREATED TO LEARN AND GROW TOGETHER.

ALL RIGHT, FOLKS, THAT'S ALL WE HAVE FOR TODAY.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.