Job of the Month: Enterprise Revenue Office (ERO)

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Participant Notes & Tips

- All lines will be muted until the Question & Answer portion.
- This call will be recorded.
- Press *0 to talk offline with the operator who will assist you with audio issues.
- Press *1 to ask a question. Please pick up handset when asking a question. This will ensure the best possible audio quality and volume.
The Enterprise Revenue Office (ERO) at U.S. Bank

- Introduced in late 2007 with the intent of generating distinctive organic growth through enterprise-wide initiatives
- Three key areas of focus:
  - Innovation
  - Strategy and Collaboration
  - Online and Mobile
- Recent projects include: Building Deeper Relationships (BDR), Client Advocacy, S.T.A.R.T., Ideas from US, US Book, US Place, Mobile Banking, Remote Deposit Capture, Mobile Photo Bill Pay
- Approximate Number of Employees in ERO: 109
- ERO team works out of various locations across the country
Amy Theuma

- Wholesale Strategy Manager
- Portland, Oregon
- Tenure with U.S. Bank: 16 years
- Tenure as a Wholesale Strategy Manager: 5 ½ years
- Best part of the job: Without hesitation, the best part of my job is working with a deep, diverse group of amazing people!
- Favorite quote: "Yesterday is a canceled check; tomorrow is a promissory note; today is the only cash you have - so spend it wisely."

- Kay Lyons
Amit Dhingra

- Corporate Strategy Executive
- Minneapolis, Minnesota
- Tenure with U.S. Bank: 2 ½ years
- Tenure in role: 2 ½ years
- Best part of the job: Multiple things that make the job a lot of fun.
  - Opportunity to work with different parts of the bank – in the past 2 years worked with wholesale, retail, wealth management, 24Hour Banking
  - Opportunity to work on different projects
  - Opportunity to work on the agenda of the leadership team which is always very challenging and interesting
- Favorite quote: “All that glitters is not gold.”
Chris Peper

- Mobile Channel Manager
- Minneapolis, Minnesota
- Tenure with U.S. Bank: 16 years
- Tenure as a Mobile Channel Manager: 5 years
- Best part of the job: Everything – in all seriousness! In the ERO, we get to work with all areas of the bank, and in Mobile we are helping to shape the fastest growing and most innovative part of the financial services industry. Every day is challenging and interesting.
- Favorite quote: “Alea iacta est” – Julius Caesar
  “The die is cast,” which to me means you evaluate your options, make a decision and move forward with no regrets.
Q&A with Panelists

- Do you have questions for today’s panelists?
  - Press *1 to ask a question. Please pick up handset when asking a question. This will ensure the best possible audio quality and volume.
  - Press *0 to converse offline with an operator who will assist you with audio issues.
Questions?

Thank You!

For questions on career development, contact Stacy Miller Bruzek
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Appendix

Career Development
Tools and Resources
Your Career is Here Site

- Link to this site by clicking “Career” from HR Connection

- Development tools focused on four key areas: explore, learn, plan, and network

- Features: U.S. Bank Career Exploration pages, Job of the Month teleconferences, development planning guidance, links to self-assessment tools and learning and networking resources
Take Time for Self-Reflection

- Start by accessing the Harvard Resources site from Your Career is Here > Find it Fast.

- Within Harvard’s Career Management module, you will find the following tools to help you frame up your career goals:
  - Discovery Log – a great tool to track and reflect on the elements of your job that give you satisfaction and help you identify those that do not.
  - Career Self-Assessment Worksheet – use this worksheet to identify your development goals and needs.
  - Rewards Worksheet – determine what really motivates you at work.
Career Exploration Pages

What’s in it for you?

- Learn more about jobs that interest you, based on the information you gathered from your self-assessment.
- Hear from employees currently working in these jobs.
- Identify the skills or experiences you’ll need to build your career with US.
MentorConnect

- All employees in good standing are eligible for the program; the system walks you through the easy steps to getting started.
- Connect with an advisor, a learner or a group of colleagues with the same goals.
- Gain a new perspective from employees in different lines of business and geographies.
- Keys to success: clear goals and open communication with your mentoring partner(s). Plan to meet at least once per month.
Learning Resources

- **U.S. Bank Learning Center / Internal Training Solutions** – Your training connection for required and supplemental courses provided by U.S. Bank.

- **External Training Solutions** – Our Educational Corporate Alliance Partners (currently Capella University, DeVry University, Rasmussen College, and the University of Phoenix) offer discounted rates for our employees. Additional learning opportunities include courses offered through AIB and the **Skillsoft eLearning Library** (see details on next slide).

- **Tuition Reimbursement** – Financial support for active, full-time employees who are taking qualified educational courses.

- **Leading US** – A dedicated USBnet site designed to enhance the leadership skills of U.S. Bank leaders.

- **Leader Forums** – A series of virtual development opportunities for leaders to connect, learn, share best practices, and collaborate with leaders across the company on a variety of leadership topics.

- **Harvard Resources** – Online toolkit of learning and development resources for all employees.
Skillsoft eLearning Library

- Thousands of courses, including Microsoft Office, Quickbooks, SharePoint, Project Management and much more.

- The library offers:
  - Self-paced learning to satisfy your unique learning style
  - CPE, CEU and college credits allowing you to grow professionally and personally
  - Real-time coaching available within each of the certification courses
Harvard Resources

- More than 40 topics areas ranging from writing and presentation skills to project and time management; from goal setting and developing employees to strategic thinking, innovation and creativity

- 200 learning activities and practice scenarios to expand your knowledge and build skills based on your interests and career development goals

- More than 500 tools and worksheets to access quickly and conveniently and apply on the job right away
Learning Within Your Current Job

Finding ways to grow in your current role is a powerful career development strategy. Some examples could include:

- volunteering to work on new projects or task forces
- seeking out assignments that will stretch you outside your comfort zone
- asking to shadow an individual or group whose work interests you
- volunteering to take on some of your manager’s tasks or duties

Find a diverse variety of learn-on-the-job activities from Your Career is Here > Development Planning > Development Planning Activities
Development Planning Resources for Leaders

**Develop**

Why it Matters

Development enables stretching and learning, not for its own sake, but in ways that help grow our people and our business. The best development happens on the job through projects, challenges and visibility that—at the same time—get the work done.

We know from the Tak to US survey that development is important to our employees and is a key driver of engagement. By supporting ongoing development you can:

- Improve performance and maximize contributions.
- Develop goals and action steps in preparation for future roles.
- Create stretch opportunities for learning and growth.
- Build an environment where people feel challenged and engaged.

**How to Do it**

There are different types of development activities and each is important. Some will help employees achieve short-term goals, some will have a longer-term career focus and some will be specific to the employee’s own personal development.

Follow the four-step development planning approach for leaders and use the tools associated with each step as you work with your employees to help build development plans.

1. Help your employees identify their development priorities.