

# JEFF HILEMAN

WILL DELIVER EXCELLENCE THROUGH  
TRANSFORMATIONAL CHANGE

## Career at a Glance

2005 - 2010	2010 - 2013	2013 - 2015	2015 - 2018	2018 -
ITLS Supervisor Managed Service depot and helpdesk	Global Service Mgr. Managed Global End-user services	Sr. Mgr. IT Delivery Created IT Service Delivery	Director, BRM Married Business with Technology	Director, eCommerce / Product Digital Experience, Sales, PM

## Leadership Insights

What are the most valuable traits in an employee?

**Q** A: Identifying the ideal candidate for a position can be challenging. You're trying to map knowledge and transferrable skills to the job requirements, while evaluating for cultural fit. However, I believe there should be a focused effort to discover two traits – **persistency** and **curiosity**. A persistent employee will not back down in the face of adversity and will welcome a challenge. Solving complex business problems often means failing numerous times before succeeding. A good employee shouldn't fear failure, yet embrace it. Curiosity is about asking 'why' to almost anything. A curious employee will try things that may seem silly to others. Employees that lack curiosity will maintain the status quo. Google's ex-CEO Eric Schmidt agrees as he explained in a 2017 interview.

**Q** How do you describe your leadership style?

**Q** A: I am a **results-driven** person and expect the same from my teams. I set clear goals and success criteria for my staff, then provide them with the support and tools they need to achieve them. I expect a high degree of **autonomy**, as I prefer to spend my time developing employees so that they can achieve their career goals. I am a **transformational leader** in that I lead by motivating others to follow me by appealing to their values. Transformational leadership requires strong relationships with customers, staff, peers, and executive management. Transformational change requires support from the entire organization and this is made possible through strong **relationships** built on trust.

**Q** How has international experience influenced you?

**Q** A: First-hand experience with other cultures is second to none. It prepared me to manage teams globally. Spending time with my staff in-person allowed me to make connections that could not be established over the phone. Employees will have a hard time following their leader if they are unable to **relate**. Taking the team out on the weekend for **team building** presents them with the opportunity to build that relationship. Being able to understand **cultural differences** is mandatory when working through personnel issues on a diverse team. Most importantly, I've learned how employees **develop** differently across the world; what works in the United States may not work in India or Romania.

## Creating Business Value



## Me in a Word Cloud



## How I Typically Allocate my Time as a Leader

### Supervising



10%

### Training



10%

### Performance Management



20%

### Professional Development



25%

### Support



35%