

## HIGHLIGHTS

### DISH Women's Network Volunteer Event: Girls Inc. Beautification Project

DISH Women's Network members organized a volunteer opportunity to beautify Girls Inc.'s Metro Denver location.

Some activities included:

- Weeding
- Mulching flower beds
- Trash pickup in outdoor play area
- Sweeping and weeding the outdoor common area to prepare for summer program
- Assemble picnic benches (purchased by Girls Inc.)
- Prepare garden area for summer program classrooms

Lily Barbo, of DISHLatino Marketing, attended the event and came back with this to say:

"Alongside other members of the Dish Women's Network, I got to spend Saturday morning in the sun, weeding and washing windows at the Girls Inc. facilities. The beautification project at Girls Inc. made a visible improvement on the grounds, and the girls who frequent the facility can do so knowing the community cares about their space."

About Girls Inc.: [Girls Inc.](#) inspires all girls to be strong, smart, and bold, providing more than 140,000 girls across the U.S. and Canada with life-changing experiences and solutions to the unique challenges girls face. The Girls Inc. Experience consists of people, an environment, and programming that, together, empower girls to succeed.

### DISH Women's Network Book Club:

Each quarter members are invited to participate in our book club. This month, the book club read [Knowing Your Value](#) by Mika Brzezinski. Mika is the co-host of Morning Joe on MSNBC and wrote about her journey to find equality and value in the workplace. She hosts a tour to encourage women to negotiation for what they deserve and to help women overcome career roadblocks.

Discussion highlights included:

- Knowing your value: Not only do you need to know your value, but you need to communicate it effectively.
- Over-apologizing: Women tend to self-deprecate, make other people feel comfortable, and worry about everyone being friends.
  - Women apologize for things that don't merit an apology.
  - Men tend to exaggerate and say more than what they can really do, and don't apologize as much.
  - People should also never apologize for asking a question.
- Asking for a raise: anyone asking for a raise, especially women, should back up their request with parameters and research.
  - Don't devalue yourself, otherwise you leave more money on the table.
  - You want to make sure you get the best deal and accept nothing less.
  - If you have other options (e.g. another job offer), you increase yourself confidence and have more power.

Keep an eye out for our next book club sign up and join in the discussion about women in business!

### Sipping and Painting Event Raised \$800 for Charity

The combined efforts of the DISH Women's Network and DISH Cares benefits [SafeHouse Denver](#). This will provide all of the following:

- 3 nights of safe shelter for one mom and her child at the Emergency Shelter
- 5 individual crisis management sessions for Mom, where she'll work with an Advocate to process the abuse and find access to resources that will help her as she starts her new, abuse-free life
- 5 support groups for Mom to talk with other women and realize that she's not alone
- Plus, 2 teens' participation in a "Healthy Relationship" group session where they'll learn the red flags of teen dating violence



# Just So You Know

## Mother's Day

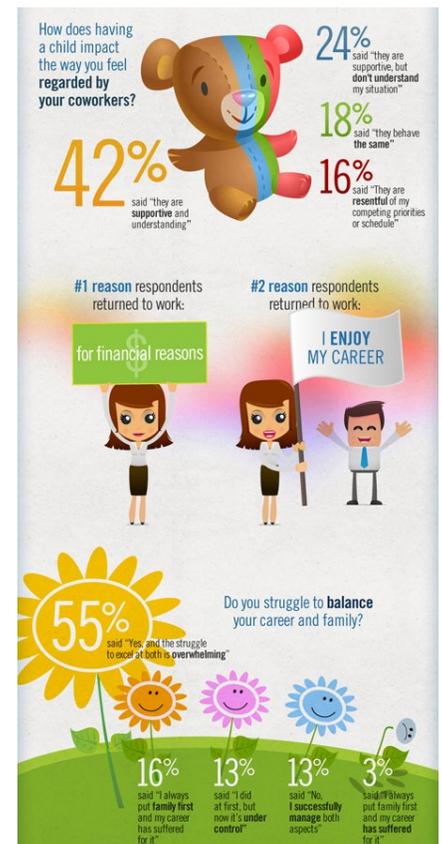
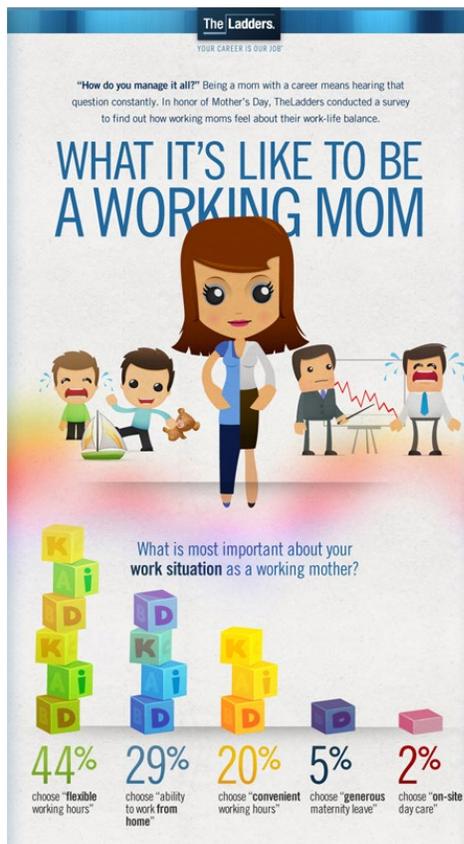
Every May, we celebrate Mother's Day. Moms do all sorts of tasks that can be considered an additional job for one person. Mother's cook, clean, drive, care for cuts and bruises, just to name a few. The Bureau of Labor Statistics and Insure.com created a chart that highlights the tasks that mother's do every day and the time they spend doing those tasks. The chart below shows how much a mother would make if she were considered in the position of the Bureau of Labor Statistics earning the average wage. In 2016, if being a mom were an actual profession, mom's would make \$65K!

### Mother's Day Job Values Index

Mother's job description	BLS Occupation Title	Hours Per Year	2016 median hourly wage	Mom's 2016 annual earnings
Taking care of the kids	Childcare worker	2080	\$10.75	\$22,360.00
Summer activity planner	Social director	480	\$18.20	\$8,736.00
Helping with homework	Teacher/ instructor	400	\$20.43	\$8,170.00
Cooking	Cook	728	\$10.00	\$7,280.00
Driving	Taxi driver/ chauffeur	468	\$14.63	\$6,844.50
Cleaning up	Maid/ housekeeping cleaner	520	\$10.18	\$5,291.00
Shopping for the family	Personal assistant	156	\$11.03	\$1,719.90
Planning parties	Meeting, convention and event planner	64	\$21.00	\$1,344.00
Fixing up the house	Designer	40	\$23.48	\$939.20
Finding out what the kids are up to	Private detective	40	\$21.08	\$843.00
Family finances	Accountant/auditor	26	\$24.70	\$642.20
Yard work	Grounds maintenance worker	52	\$11.73	\$609.70
Nursing wounds	Licensed nurse	24	\$18.43	\$442.20
Hair stylist	Hairstylist and cosmetologist	26	\$11.58	\$300.95

Mom's total earnings: \$65,522.65

TheLadders released a survey revealing working mothers care more about having flexible hours than any other benefit an employer can offer. The infographic below shows what working mothers want, how they are regarded by co-workers and their biggest challenge: Work/Life Balance. [Read Article.](#)





## INTERVIEW OF THE MONTH

### Sara Grabowski – Director, Billing and Credit Central Operations



#### 1. What do you do as Director of Billing and Credit?

I manage the central operations for Billing & Credit. This includes a variety of teams including all customer payment operations, bad debt, consumer collections, payment vendor relationships, broadband and telco support, employee programming, customer damage claims, IHS 3rd party payments, box retrieval, and a finance team. We are about 73 strong and work hard to ensure we are protecting the DISH bank account to the best of our ability by accounting for money going in and out the door in our respective areas.

#### 2. Tell us about your career path at DISH.

I started here almost right out of high school as a CSR in the Thornton Call center (1999). I quickly felt like I belonged here at DISH and was focused on learning as much as possible and moving up and/or around the organization. I was only on the phones for about six months before I moved over to a back office team called Customer Care. From there, I transferred to Riverfront and helped get the Dish Support Team started but eventually moved back to Thornton. I decided that I wanted to do something different and moved to the Training Department where I helped get the Transition Pod up and running with a long time peer Annicka Stevens. This is was the final week of new hire training in the CSC where the agents were operating in a realistic but still more protected environment before being released to their full time positions. Once again, I wanted to do something new so I was a trainer for a while and really enjoyed that job but again after a year or so I got restless. I then decided at the wise age of 24 that I was ready to be a Manager so I applied for a spot in Riverfront and was promoted. However, my path of constant movement continued and I quickly moved back to the training world where I ran the Career Path for the Riverfront CSC. In 2006 I felt like I wanted a completely different challenge and asked to be moved to Corporate. I became a Regional Training Manager and was in charge of training operations on the Corporate side for the West Region call centers. That job involved a lot of travel and I finally had decided to go to college and wanted a role that was more stationary. I was hired onto the B&C team in July of 2007 and stayed there until 2014 when I transitioned to start the Project Management Office (PMO) in IHS. I was happy to be accepted back into the B&C family this year as a Director.

#### 3. What has been a challenging part of your career and how have you overcome it?

I have encountered many challenges over the years so it is difficult to think of just one. I think my biggest challenge over all those years and roles was that I was attempting to go to school full time and manage new teams and facing new challenges here every day. I was able to finish undergrad and get my MBA while working but figuring out how to be give 100% to both areas of my life was certainly something that challenged me on a daily basis.

#### 4. Is there an interesting fact that most people wouldn't know about you?

There are so many things I could share! Just kidding. People already know so much about me. I would say something people may not know about me is that I was on Good Morning America when I was 12. I volunteered to work at a food stand for McDonalds when the Pope was in Denver and the news crew pulled people out of the crowd to sit next to Joan Lunden. I sat right next to her and was on camera the entire segment – probably a full 3 minutes. What was more exciting was that a friend who was on vacation with her family actually saw me on TV! Pretty exciting at the age of 12.

#### 5. How do you give and receive feedback?

I TRY to give feedback in real time as much as possible – both constructive and positive. I prefer not to wait to address something in an effort to ensure it is fresh in everyone's mind. I like to receive feedback in the same way but generally just want the constructive portion. I like to know how I can be better and appreciate people helping me be better with direct feedback.

#### 6. How do you motivate yourself and your team?

My team is actually what motivates me. I know that in some way they depend on me to support them and help them where I can and that keeps me going every day. I am not sure I can say how I motivate my team exactly. I try to approach each team and person a bit differently in an effort to motivate them in the way that works for them. I do my best to be there for them and give them what they need and hopefully that keeps them motivated. My team is still relatively new to me so I am sure I have some room for improvement in this area as I am still getting to know everyone.

#### 7. Tell me about a project or accomplishment that you consider to be the most significant in your career.

Oh gosh, there really have been so many things I have been proud of in my career so it is hard for me to pinpoint just one item. I think one that has always stood out to me was when we were able to launch the equipment return process into our third party payment system. It was a project that was initially started long before I was in the picture of that team but that we were able to get over the finish line after a couple years despite being told it wouldn't be possible. It was a great effort between my team and IT and we improved the process by increasing accuracy and automating the whole thing and removing all manual efforts. I think I was in the office for nearly 36 straight hours and slept for two of them under my desk...but it worked out and was a huge accomplishment for the entire group.

#### 8. What woman inspires you and why?

Abigail Adams. She was an amazing woman who was way ahead of her time. She was known for being feisty, opinionated, a supporter of equality for all, and was not afraid to say what she thought was right despite how people viewed her. I have always admired people that can eloquently and responsibly speak their mind, make a point, and have an impact. She definitely did all of those things.

