

# CTHRA'S Excellence in HR Awards

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## **CTHRA Names 2014 Excellence in HR Award Recipients**

**Honorees Hail From Charter Communications, Comcast Cable and Turner Broadcasting System, Inc.**

**NAPERVILLE, ILL., September 8, 2014**—CTHRA's Excellence in HR Awards were launched in 2007 to honor HR professionals within the cable and satellite industry whose outstanding achievement, leadership and innovation have positively impacted business results. Since the inception, the awards have been sponsored by *Multichannel News*. Today, the Cable and Telecommunications Human Resources Association (CTHRA) announced the 2014 recipients.

### **Team Innovator of the Year: Turner Broadcasting System, Inc.'s Global Technology and Operations Human Resources Team**

The Team Innovator of the Year recognizes a company that demonstrated innovative, creative problem solving that positively impacted business results. Composed of Caron Cone, director of HR;



Nicole Johnson, manager of HR; and Josephine Wong, HR generalist, Turner Broadcasting System's Global Technology and Operations (GTO) HR Team was selected as this year's recipient for successfully realigning the company's visual effects and animation division resulting in increased internal utilization of the division's services.

Working with Arthur David, vice president of effects, and three members of his leadership team, the GTO HR Team embarked on a Strategic Workforce Planning effort which included SWOT analysis, goal setting, and HR analytics. In doing so, the team determined that the growth and survival of the effects division depended heavily on its ability to ensure that the talent pool was more reflective of the external market. In addition, the team concluded that the peaks and troughs of the effects business required a more dynamic and non-traditional staffing approach.

"Despite the magnitude of the challenges we faced, our HR partners facilitated and pushed us every step of the way to leave no stone unturned, to be courageous and make tough decisions, and to balance that fortitude with a healthy dose of compassion for our staff," Arthur David wrote in his nomination. "My leadership team and I could not have asked for better partnership and expertise or more dedicated

effort as we took unprecedented actions to reshape our organization and position us for future success.”

As a result of that partnership and hard work, Turner Studios restructured the effects division to better align the group with the needs of the internal customer, implement a flexible, contemporarily skilled workforce capable of meeting the ebbs and flows of client demand, and realigning job roles to be reflective of current market dynamics. After implementing these changes, utilization of the effects staff has approached maximum levels in 2014, up 40 percent from the year prior.

### **Aspiring Leader Beth Biggs**



The Aspiring Leader award recognizes an emerging HR professional whose fresh perspective, inventive ideas and innovative approach have positively impacted the leadership and culture of the organization. CTHRA’s 2014 Aspiring Leader is Beth Biggs, senior director of benefits for Charter Communications. Since joining the company in 2010, Beth has been an invaluable resource with respect to driving quality programs, delivering results and ensuring Charter is competitive in its benefits offerings.

Faced with the compliance and regulatory requirements of the Affordable Care Act, Beth was faced with managing significant cost increases in health plans for Charter’s more than 22,000 employees. In presenting her proposal to keep benefit costs stable for employees, Beth created a compelling business case that recommended the company absorb the additional cost. She clearly outlined the cost-benefit analysis of her proposal, including competitiveness in the marketplace, employee morale and retention.

Last year, Beth’s scope of responsibility was expanded beyond benefits to include mergers and acquisitions, and Beth embraced the change while proving her versatility.

“Beth has demonstrated exceptional leadership as she positioned Charter for necessary changes including Health Care Reform. She brings innovation and an inventive approach to the programs she implements,” shared Abby Pfeiffer, senior vice president of HR for Charter Communications.

### **Leadership Excellence Award Winner Kerri St. Jean**



CTHRA’s Leadership Excellence Award recognizes an HR executive who has demonstrated extraordinary and visionary leadership in addressing a critical business issue, challenge or opportunity by enhancing the organization’s efficiency, performance, cost management or profitability. Kerri St. Jean, senior vice president of HR for Comcast Cable, Northeast Division, was selected as the 2014 recipient.

Kerri has more than 25 years of experience in the cable industry and has held positions at Cablevision, MediaOne and AT&T Broadband before joining Comcast in 2003. Throughout her career, Kerri has been a visionary leader whose influence extends nationally due to her natural ability to see the larger strategic opportunity and long-term view when presented with challenges. She is highly effective at

engaging and shepherding high-performance teams to drive implementation through collaboration and perseverance.

Her recent work leading a national team of HR senior executives has led to the development of Comcast's first change management strategy for high-impacting business initiatives. The product of this initiative is a detailed roadmap that outlines the steps and sequence needed to execute effective organizational change including change architecture, situations that derail change, a curriculum designed to teach and build the skills and most needed competencies, and consulting frameworks that underlie successful change and transition.

"To some extent this change management program is a part of the reorientation of HR at Comcast as a whole. Our focus on business issues as an HR team is now underpinned by our discipline and competency around change management," said, Bill Strahan, EVP Comcast Cable HR and Kerri's nominator. "Kerri's leadership and vision multiplied by her operational engagement and personal history is what made this a defining initiative for us rather than simply another good program that may or may not sustain."

#### **Awards Luncheon on October 14 in Philadelphia**

CTHRA's Excellence in HR Awards Luncheon which will take place during its *Insight & Impact Symposium* on October 14 in Philadelphia. To register, visit <http://www.cthra.com/symposium>.

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#### **ABOUT CTHRA**

The Cable and Telecommunications Human Resources Association (CTHRA) is the premier human capital resource for the industry and a growing nonprofit organization with more than 1,600 members spanning 80 companies. CTHRA provides an industry-specific forum and analytics for HR leaders to enable business success. For more information, visit [www.cthra.com](http://www.cthra.com).

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