

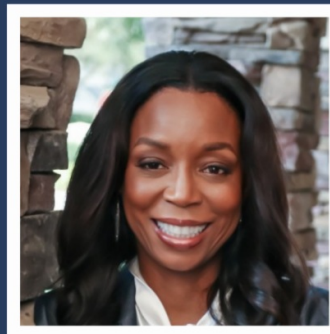
EXCEPTIONAL WOMEN AWARDEES NEWSLETTER

BY LARRAINE SEGIL

March 1, 2022

Featuring:

*Melanie Williams,
Senior Vice President,
Frontier Communications*



Here we are, already in March of 2022, with so much uncertainty continuing to govern our lives and the world. **Melanie Williams**, Senior Vice President at Frontier Communications, leads a team of over 1600 employees and knows well the responsibility, challenges, and opportunities of dealing with uncertainty and change.

In addition to her stellar career at Frontier and previously at Verizon, where she was the President of Verizon Florida, Melanie is an Exceptional Woman Awardee (EWA), designated by the Exceptional Woman Awardee Foundation (exceptionalwomenawardees.com). I started the EWA Foundation as a peer-to-peer community of women executives to support and mentor each other. My goal with this

newsletter is to showcase these phenomenal women and share their experiences and wisdom with you. Leaders like Melanie inspire me, and I know you'll feel the same!

Melanie has a philosophy that guides both her personal and professional life:

Live today, reflect tonight and start again tomorrow.

To accompany that philosophy, Melanie shares some key tenets that have kept her grounded, successful, and evolving.

Perseverance matters.

“To help support my family when I was 13, I went to Burger King and said to the manager, ‘Hi, I’m 13 years old. I’d like to work.’ And he gave me this crazy look like, are you kidding me? You’re just a kid. He said to come back next week. So next week I took the bus to Burger King and announced, ‘I’m back again, it’s next week.’ And he’s very surprised and said, ‘Well, come back in two weeks and we’ll see what happens at that point.’ Two weeks, I was back, and he just looked at me and said, ‘You’re not going away.’ And that was my first lesson that perseverance matters, because I did that for months.”

“Finally, he said to me, ‘Come back and talk to me when you turn 14.’ And guess where I was on my 14th birthday? I went into that Burger King, and I said, ‘I am 14 now and I’d like my job that you promised me.’ ”

“I learned at 14 to never accept no for an answer.”

Learn every day.

“No matter what job I have had, and I continue to do this, I find something to learn every day. If it means taking a class, going back to school, sitting with a technician, going to a call center, whatever it takes to learn more about the business.”

“Most recently, I’ve realized that I need to learn from all the others who are instrumental to the customer experience—not just the areas I’m responsible for. And my employees need to see me engaging in this active learning; I need to be the model.”

“It’s also important to ask questions every day. Ask why and what, and then ask the question ‘What am I **not** asking you that you believe I need to know?’ ”

“And it’s ok not to know all the answers; but it’s not ok not to go find them out.”

Realizing that change is a universal constant, let's keep Melanie's philosophy in mind to **learn from today and continue making progress tomorrow.**

Hear more great insights from Melanie by watching the full [EWA Live program](#) on our YouTube channel.

And don't miss our next LinkedIn Live program. I'd love for you to join us and ask lots of questions! I'll send details soon.

Until next time,

Lorraine

Founder, Chair, & CEO
Exceptional Women Awardees Foundation

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