



***FORWARD  
IN FOCUS***

# **Breaking the Silos: How HR, Sales & Operations Win Together**

S e p t e m b e r 1 4 , 2 0 2 6



## Panelists:

**Lori Ouellette, CHO**

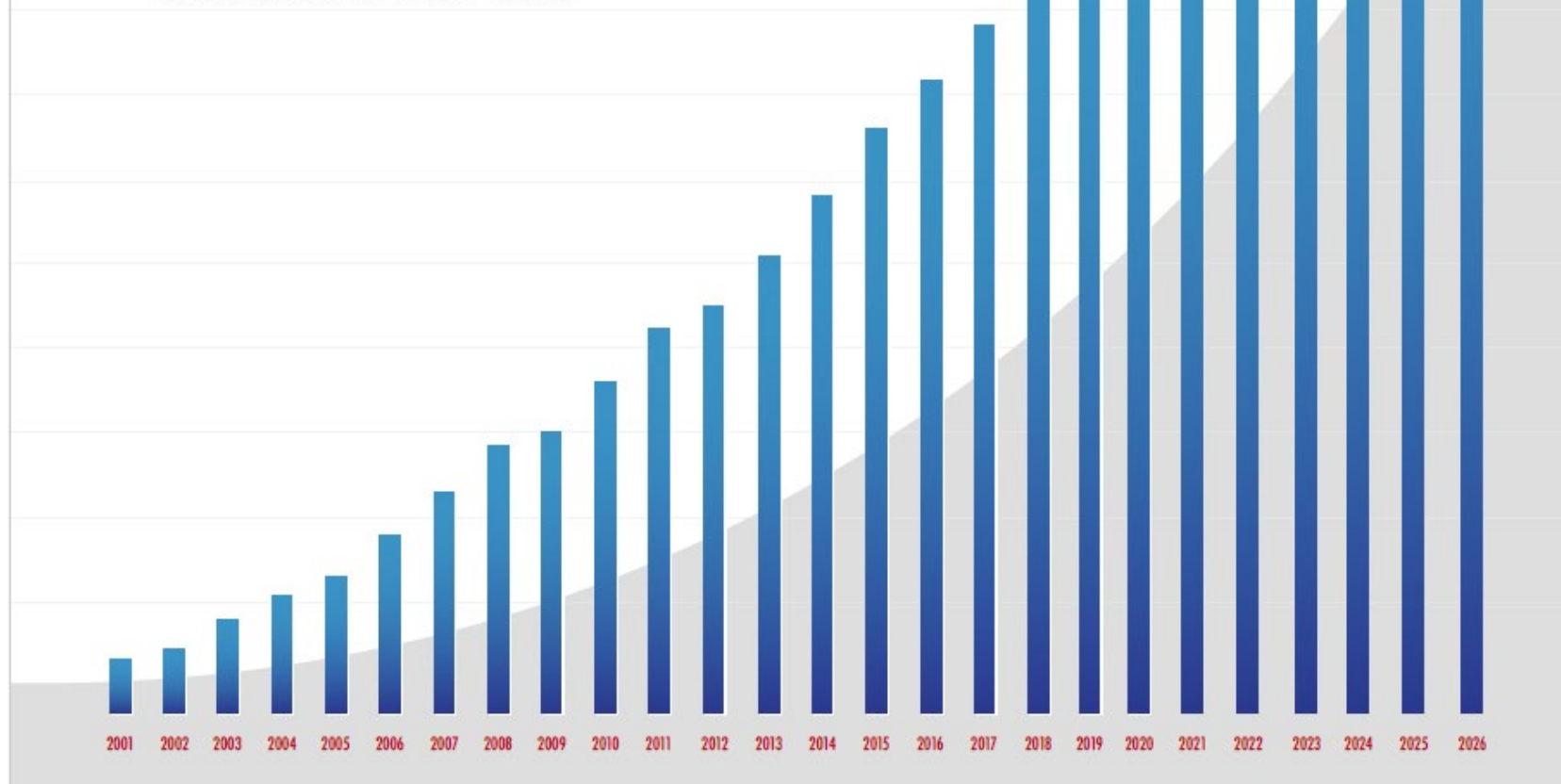
**Matt Cuskelly, Vice President of Supply Chain**

**Katie Kendrick, District Sales Manager**

**Thomas White, Director of Transportation**



## SALES GROWTH 2001 - 2026





# WHERE TO START?

What did you see as the biggest opportunity – or challenge – for the organization?



# BREAKING SILOS THROUGH SHARED INFORMATION

How does understanding what's happening in the Supply Chain and Transportation help serve the customer differently?





# FROM COMMUNICATION TO UNDERSTANDING

How have you kept employees tied with the culture, goals  
and values?



# RECRUITING AS AN ORGANIZATIONAL RESPONSIBILITY

**What changes when recruiting becomes and organizational responsibility instead of an HR responsibility?**

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# HIRING ISN'T THE WIN – RETENTION & OWNERSHIP IS

What has contributed to the reduction in employee turnover?

# SHARE • CONNECT • DEVELOP • OWN

## SHARE

Share information across functional boundaries.

## CONNECT

Build relationships before you need them—with coworkers, other departments and future employees.

## DEVELOP

Crosstrain and develop people for where the organization is going, not simply for the job they're doing today.

## OWN

Create shared responsibility for the organization's results. Help people see how their individual decisions affect coworkers, customers and company performance.

# Q&A