

News

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Member Monday - FedEx

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Member Monday

Jennifer Schmiel, CCE, IOM, Senior Vice President of Member Services, recently spoke with Thomas Morganelli, Program Manager and Sales Support at FedEx on being a successful leader in a company.


What is your favorite thing about doing business in Dallas?

Dallas offers a positive business climate with a thriving economy. The city stays connected to business, culture, technology and talent; making it a desirable place for business professionals and many large global companies. I have personally experienced the local support and pro-business attitude. Since moving to the Dallas area, I have been heavily involved in the business

community. From working with local businesses through FedEx Office, to holding a vice chair position on the Top Investor Stewardship with the Dallas Regional Chamber of Commerce, we all seem to have the same goal. Everyone I've met shares core values that are focused on contribution and creating safe and healthy environments now and in the future.

How is the FedEx Office team involved in the Dallas Regional Chamber? What benefit do you find most useful for your company?

FedEx Office finds a benefit at each and every level of engagement, from our executives' involvement on the Board of Directors and Board of Advisors to our sales teams' engagement in some of the chamber's network events. FedEx Office is headquartered in Dallas, so what better way for our company to become connected to the local business community than to be a part of the Dallas Regional Chamber. The DRC gives us the benefit of a personalized connection to the community; we are able to attend events where we can meet our customers face-to-face and hear about the local business climate.

In your role at FedEx Office, what is one thing you have learned about yourself?

I quickly learned that I could seamlessly work in cross-functional team, which is a big departure from the competitive nature of working in the field. In 2011, I transitioned to the corporate office and I remember wondering how I would possibly keep myself busy. My passion for the more than 200 team

members that work under my program across the country quickly became a driving force for me. I have made significant inroads in a very short period of time by leveraging every available resource at my disposal.

What is one piece of advice you would give to others who lead teams or aspire to lead teams within their companies?

Individuals who are leaders in their company's or aspire to lead teams should always be thinking about their circle of influence. It can be easy to become sidetracked and worry about things that can't be controlled. By helping your team stay focused on their individual circle, they will be motivated to think and perform at a higher level.

Can you share FedEx Office's community involvement? What issues/initiatives are you involved with locally, nation-wide, globally?

FedEx Office is committed to being a great place to work, a thoughtful steward of the environment and a caring citizen in the communities where we live and work. Annually we participate in FedEx Cares Day where we come together as team members to give back to our communities through volunteer work and financial contribution. We are also passionate about sustainability. In fact, our standards of stewardship are embodied in a program we call EarthSmart. EarthSmart encourages new, sustainable ways of thinking and is designed to make businesses - and our world - more sustainable, both economically and environmentally. FedEx Office has many EarthSmart designated accomplishments, including the Paper Recycling program that is available to all centers in North America. Paper waste at FedEx Office is held in secure shredding bins until it is picked up by a third party vendor that transports to a secure facility for shredding and recycling.

How important is sustainability to your company? What processes do you have in place to be environmentally friendly?

Another important part of living up to our commitment to environmental sustainability is what we call Sustainable Office Solutions. These are a variety of solutions we employ to help positively address opportunities in environmental sustainability.

Here are a few examples:

- Digital services: Our digital network helps minimize the use of fossil fuels, paper and other natural resources, while reducing emissions and waste. Quite simply, we give customers the ability to electronically transmit information and have their projects produced closer to their destination.
- Sustainable energy commitment: We have invested in significant financial resources to support the research and development of renewable energy. In addition, the Environmental Protection Agency Green Power Partnership Program recognized our outstanding commitment in this area, ranking us among the top commercial printers and retailers for supporting renewable power.
- Diverse paper and printing options: Over 70 percent of our paper options for customers contain recycled material, including options made up entirely of recycled waste or alternative forms of fiber such as cotton and sugar cane (e.g., tree free options). It's also important to note that many of our paper offerings have been independently certified by the Forest Stewardship Council (FSC), which encourages responsible management of the world's forest. We also have the ability to perform FSC certified print work through our network of facilities. These actions helped earn FedEx Office the top

ranking on the “Green Grades” Office Supply Report Card.

- Alternate fuel vehicle fleet: FedEx Office has electric and hybrid vehicles within our local delivery fleet. [More info here.](#)

The Dallas Regional Chamber, like FedEx Office, works with many businesses large and small and within a variety of industry segments. I believe you have specific programs for Small Business. With Small Business Saturday approaching (November 30), how is the company supporting and/or recognizing Small Businesses on this day?

On Small Business Saturday, we want small business customers to be successful and profitable. One way we can do this is by making sure their store or business location is promoting its services. FedEx Office is printing posters free of charge for small business customers to support the AMEX Shop Small campaign. Customers can order up to two free posters through the AMEX Shop Small website. In addition, Chamber members can receive discounts of up to 26% on FedEx® shipping and office services through the FedEx Advantage® discount program.

What advice would you give to any company considering joining the Dallas Regional Chamber?

Prior to joining the chamber, I would advise any company to do their research and ensure they look into every possible avenue of participation. There are many great benefits at each membership level and a lot of your benefit depends on your organization's core values and the desired return on investment. The membership department is very knowledgeable and is open to discussing a road map to help you and your organization choose the appropriate level.

Favorite thing to do on the weekend?

The weekend gives me an opportunity to re-group from a long workweek. My family and I love having movie nights with the freshly popped popcorn. We also venture out to new towns, walk around antique shops, and try new places for lunch. My wife and I also love doing DIY projects around the house. We get these crazy ideas into our heads during the week and the next weekend we are getting supplies from a home improvement store. The weekends go by too fast, but we make the most of them!

What is the last book you read?

There are too many of them to list. I always read books related to business and I do it at a rapid rate. Typically, I start more than one at a time and finish them in my downtime. There is one book that I constantly recommend to sales professionals, which is Monday Morning Choices: 12 Powerful Ways to Go from Everyday to Extraordinary by David Cottrell. I find the techniques outlined in it to be inspiring and thought provoking. The book basically covers which action choices you need to make to continue on your path to success.

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