



Message from Our President...

Get Involved!

It's has been proven that what you gain from CITE-CA depends on your participation. Get involved! Volunteer for some responsibility, however large or small, and join the CITE CA board. Joining the board will allow you to have a more direct input to CITE-CA activities, its direction and its growth. If you are interested in supporting CITE CA with your time and talents, the 2007 Nominations committee is looking for **YOU**.



Currently the following positions are open for election or appointments.

Elected Positions

- Vice President – Internal
- Vice President – External
- Parliamentarian

Appointed Positions

- Membership Chair
- Ways and Means Chair
- Literacy Chair
- Public Policy
- Public Relations
- Nominations Chair
- Scholarship Chair
- Professional Development Chair
- Inter-Organizational Chair
- Historian

Do any of these strike your fancy? Would you like to meet more people, gain new leadership skills, and get more involved? If the answer is yes please do not hesitate submit your nomination today. The last day to submit your nomination is Friday, September 21, 2007, at midnight. To obtain a nominations package and more information please contact CITE CA's nomination chair Chris Joseph @ 562 903 7996 or christopher.a.joseph @verizon.com

Monica D. Felton
CITE California – President

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Editorial Staff

Monica Felton
Antonio Gaskin
Sandra Kimble
Kelly Melton
Phyllis Williams

Verizon Taps Senior FBI Leader as New Chief Security Officer

Verizon today named Michael A. Mason, currently the executive assistant director of the Federal Bureau of Investigation, to be the company's new Chief Security Officer ("CSO"). In his current position at the FBI, Mr. Mason is in charge of the Bureau's Criminal, Cyber, Response and Services Branch – the largest unit in the FBI.

The appointment will be effective in January following Mason's planned retirement from the FBI. He will replace Jim Trainor who announced his intention to retire at the end of this year.

Mason will report directly to Executive Vice President and General Counsel Bill Barr and will work closely with the senior management team. As CSO, he will oversee and coordinate global security efforts throughout Verizon and all its business units, including enterprisewide security strategy and programs, physical security, cyber security, and law-enforcement security matters.

"Mike brings to Verizon more than 20 years' experience in all aspects of law enforcement and security," Barr said. "He has distinguished himself as a supervisor in FBI field operations and as an executive proficient at developing strategies to address critical criminal and security issues. We're delighted that he will be joining Verizon, and I look forward to working closely with him."

Mason began his career with the FBI in 1985. He served in numerous management and executive management positions including assistant director in charge of the Washington field office -- the Bureau's second largest office, and acting-executive assistant director of headquarters administration. Most recently, he supervised the Criminal and Cyber Divisions, the Office of International Operations (which includes 59 overseas offices), the FBI's critical Incident Response Group and the Office of Law Enforcement Coordination.

Mason also served from 1980 – 1985 in the United States Marine Corps where he achieved the rank of captain. He holds a bachelor's degree in Accounting from Illinois Wesleyan University and in 2004 received the Presidential Rank Award for Meritorious Executive Service at the FBI.

Upon assuming his office in January 2008, he will be based in Basking Ridge, N.J.

Be sure to Visit Our
New Website
www.citecalifornia.org

From VZ News....Competitive Update

Summer is over and it's time to focus on year-end results. Verizon Telecom Human Resources offers you the following tools to sharpen your skills, expand your resources and bring your "A" game to win.

Competitive EDGE

Lunchtime Learning Series – "Building Trust to Strengthen Our Culture"

The next Lunch and Learn WebClass, "Building Trust to Strengthen Our Culture," begins Thursday, Sept. 6 through Thursday, Sept. 27. Limited seats are available for the live WebClasses and a recorded session will be available in October. ([read more](#))

HR Toolkits – "How the style of the leader impacts the work environment—and results." ([read more](#))

Books24x7

Read what the experts are saying...that's thinking smarter!

Read what the experts have to say in these recommended books:



Books24x7 (formerly NetBooks) is an online collection of business and technology books from leading industry publishers. Access Books24x7 from your desktop at <http://books24x7.com>. ([read more](#))

Sharpen your WRITING Skills! Bring your Ideas to Life!

Workforce Development presents two courses designed specifically to enhance your core communication skills:

Winning Business Communications (course code SM11003)

Presentation Advantage Workshop (course code SM30214)

Courses are being offered beginning in September and seats are still available. ([read more](#))

60 Seconds On ...Privacy Calling Features

Need a little privacy? The Non-Listed Service feature will omit a user's number from our telephone directory. However, the number will still be given out by our directory assistance (411) database.

Need even more privacy? Verizon's Non-Published Service will omit the user's telephone number from both our published telephone directory and our directory assistance database.

Choose when to make calls private. Per Call Blocking allows users to prevent their name and number from appearing on Caller ID displays. The call will be identified as "Private" or "Anonymous."

For more details and pricing information about these products in your area, visit <http://www22.verizon.com/Residential/Phone/Calling+Features/Calling+Features.htm>.

Don't forget! Some of these products are Sell One More eligible when purchased with Freedom Calling Plans. To make a referral, call 1-800-SELL-ONE, or go to <http://sellonemore.verizon.com>.

2007 Strategic Imperative: 2007 Strategic Imperative: Gain Share

Visit http://myedms.verizon.com/telecom/reg_ops/html/60_seconds/60_seconds.shtml to get a version of 60 Seconds On ... suitable for printing September 2007

Professional Development Corner...

Own It . . .

How YOU Can Drive Revenue Growth and Help Verizon Win in the West Coast Region

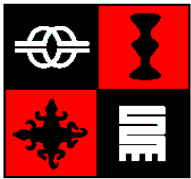
Manhattan Beach, Calif.: *Totally Tubular!* Paddle out to Verizon's Manhattan Beach kiosk at the Manhattan Village Mall, 3220 Sepulveda Blvd. You can scope out all of Verizon's most awesome products and services, Mon. through Fri. from 10 a.m. to 9 p.m.; Sat. from 10 a.m. to 8 p.m. and Sun. from 11 a.m. to 6 p.m.

"Show Me The V:" *Be a Verizon Customer.* The best way to support our company is to use our products and services. Don't give one more penny to one of our competitors. To purchase FiOS, DSL and other Verizon products, click on: http://eweb.verizon.com/bpage/bridge_discounts.shtml

West Coast Region: *Check out the Competition!* Learn more about what cable is up to in our markets. Go to the West Coast Region Competitive Intelligence War Room at: <http://westcoastregion.verizon.com/warroom/>

This publication is prepared for Verizon employees located in the West Coast Region by Verizon Public Affairs and Marketing. Dates and times of events are subject to change. Contact Jeff Lee at jeff.l.lee@verizon.com with questions or comments.

The Adinkra symbols



Used in the CITE quilt includes the

* Wisdom knot



For intelligence and ingenuity

* Talking drum



For communication, united action and goodwill

* Two-headed crocodile



For unity in diversity and oneness of the human family despite cultural differences

* Twisting



For selfless devotion to service, adaptability and ability to withstand and overcome hardships

CITE CA Professional Development WebClass

"Straight Talk"

Facilitator: Rahman Karriem~ Director - Human Resources

Monday, September 24, 2007 ~12:00 PM – 1:00 PM PST

This webclass "Straight Talk and Creating Winning Relationships" will provide you with the dynamics of straight talk and its impact on relationships; it will build and strengthen the direct report/supervisor relationship by engaging in "straight talk" and key topics that support effective leadership and employee development. It will also help you understand your role in making straight talk happen, including the responsibility to give and receive straight talk. All participants are encouraged to ask questions, speak up, share their experiences, and actively participate!

For more information please contact Meschelle Mitchell @ 818-321-7604

Acing the Behavioral Interview

By *Jeanne Knight*

"The most accurate predictor of future performance is past performance in a similar situation." This is the premise behind behavioral interviewing, an interviewing technique created in the 1970's by industrial psychologists that's becoming popular with employers. For those of you unfamiliar with this interviewing style, a behavioral interview can be a challenging experience.

Unlike traditional interviewing which requires opinion-based answers to questions (Tell me about yourself. What are your strengths and weaknesses? Why do you want to work for this company?), behavioral interviewing requires job candidates to relate stories about their past employment behaviors. These stories are prompted by questions directly related to the skill sets the company has determined are required for a position.

So, if a particular job requires strong communication and team-building skills, then, in a behavioral interview, candidates would be asked to recount past accomplishments in those areas. Behavioral interview questions often start with phrases like, "Tell me about a time when..." or "Describe a situation in which..." or "Give me an example of..."

The challenge with the behavioral interviewing style is that, while your skills and experiences could be a perfect match for a position you are seeking, an interviewer could discount your candidacy if you are unprepared for, or struggle with, the behavioral interview format.

So, how do you prepare for a behavioral interview? First, you'll want to put yourself in the shoes of the potential employer and imagine what the ideal candidate for the position you are considering would look like from their perspective. Then, take time to thoroughly review the job posting and job description and research the company and its culture. Look for cues as to which skills are necessary for the job and which are highly valued by the organization. Then, based on your research, identify what skills the successful candidate would have and which behavioral-based questions would correlate to those skills and might be asked in an interview.

Examples of skill sets and some associated behavioral-based questions include:

DECISION MAKING AND PROBLEM SOLVING

- Describe a situation in which you used good judgment and logic in solving a problem.
- Give me an example of a time when you had to be quick in coming to a decision.

LEADERSHIP

- Have you ever had trouble getting others to agree with your ideas? How did you deal with the situation and were you successful?
- Describe the most challenging group from which you've had to gain cooperation.

MOTIVATION

- Tell me about a time when you went above and beyond the call of duty.
- Give me an example of a situation in which you positively influenced the actions of others.

COMMUNICATION

- Describe a situation in which you were able to successfully communicate with another individual who did not personally like you (or vice versa).
- Give me an example of a time you had to use written communication to convey an important argument or idea.

INTERPERSONAL SKILLS

- Give me examples of what you've done in the past to contribute to a teamwork environment.
- Give an example of an unpopular decision you've made, what the result was, and how you managed it.

PLANNING AND ORGANIZATION

- When scheduling your time, what is your method for deciding which items are priorities?
- Describe how you've handled a sudden interruption to your schedule.

Once you've determined which behavioral-based questions you might be asked during an interview, look back on your past experiences and develop stories to answer those questions. Your stories should be detailed, yet succinct, and should always include the following three elements:

- A description of a specific, real-life situation or challenge you encountered.
- A description of the tasks and actions you took to overcome that challenge.
- A summary of the results of those actions. (Try to quantify these results whenever possible.)

Here is a sample answer to a behavioral interview question that incorporates each of these elements:

Question: Give an example of a goal you reached and tell me how you achieved it.

"Due to cuts in funding to our adult continuing education program, we faced the daunting goal of drastically reducing our promotional budget without sacrificing our media presence in the community. As Program Director, I researched alternatives to the effective yet costly course brochure the program produced and distributed biannually to an average of 60,000 residents in our service region. I was able to successfully negotiate with two local newspapers to produce and distribute a new course brochure that increased distribution by 33% to 80,000 residents and decreased costs by 50%."

Familiarizing yourself with the behavioral interview style, crafting and practicing your stories, and doing some homework on the position you are seeking will ensure that you won't be caught off guard should you encounter a behavioral interview.

GET INVOLVED... Upcoming CITE Events!!!

- **09/28/07 - Annual Golf Tournament & Awards Dinner** ♦ Skylinks Golf Course ♦ 4800 Wardlow Road, Long Beach ♦ For Sponsorship or Registration information contact Sam Caesar at 562-972-9527 or Gino McGowens at 213-337-1817
- **10/20/07 – Professional Development & Leadership Symposium** ♦ Raddison Hotel, LAX ♦ More Info To Follow
- **11/03/07 – 2008-2009 Election Meeting** ♦ Location TBD
- **12/08/07 – Annual Holiday Celebration** ♦ Westin LAX

Happy Birthday...



LaVonne Cooper

Selena Parker

Aleshia Washington

Carmen Davis

Teri Green

Dennis Hays

Diedra Henderson

April Lloyd

We Will Miss You...

Christian Duncan has accepted a position with the Video Network Services organization based in Basking Ridge, NJ. Christian will be a Sr. Network Planner with responsibilities for new VHO implementation and Video Technology Life-Cycle management.

Christian began his Verizon career in 2004 as a switch engineer in Manteca, Ca. Christian currently is a central office planner with responsibility for over 70 wire centers in Southern California.

Christian received a Bachelor's of Science in Electrical Engineering from UCLA. He also obtained a Certificate of Business Administration with Honors from UC Berkeley Extension. Christian is a proud member of the Consortium of Information and Telecommunications Executives (CITE), a Verizon Employee Resource Group (ERG) where he is the current literacy chair. He was the lead technical workshop facilitator at the 2007 National Society of Black Engineer's National Convention in Columbus, Ohio.

CITE-CA family, please join me in congratulating Christian on his new position and wish him well on his new endeavor.

Want Your Info In The Next Bulletin?

We are looking for articles, Verizon News and personal accomplishments by our members as well as birthday information. We encourage you to provide your information or articles by the close of business on the **20TH** of each month. Send to: Kelly.melton@verizon.com.