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Christine Bailey  
Executive Director of Sales (National)  
L'Fant Plaza U.S. Postal Headquarters

Dear Christine Bailey,

I am writing you out of concern for several members of the Northern Illinois Sales Team. This unit has been dysfunctional for years now and the environment continues to digress despite the infusion of new sales team members. The attached work place environment survey was completed and provided to the Area Sales Manager, Shavon Keys in September of 2015. Since that time there has been no improvement in the work place environment. I have personally interviewed several sales team members. Some were there when the survey was conducted, others have come into the unit since that time. The members have expressed that there exists a lack of professionalism, a disregard of protocol and less than ethical behaviors in the unit, that are known and accepted by the current and past district sales managers. Because Area Sales Manager Keys has been made aware of this situation and yet the conditions continue to become more degraded, even after the completion of the survey by then A/Manager, Field Sales Support Penny Fleury, the time has come to elevate the concerns of the unit.

The results of the last employee engagement survey indicate that some positive action, beyond the creation of an action plan alone, needs to be taken. Employees

describe their work environment as "Toxic" and stated that they do not like their workplace, some to the extent that they dread or fear coming to work. They are threatened with success improvement plans, disciplinary action and blockage of career development opportunities by their superiors. When asked, several of the team members stated that they would not feel comfortable inviting clients to their office because of the lack of professionalism displayed there. Team members also indicated that the tools they are provided to perform their job are adequate, but far below the industry standards for the type and level of business they are asked to generate.

Ms. Bailey, my hope in sending you this letter is that at your level, we will find someone who will address the need to help improve the work environment in Northern Illinois, providing sound organizational change management and leadership, for the entire team. The opportunity for this unit is great, there are very talented people here with a mix of experience that provides the diversity that we are always seeking to foster. This is a real opportunity for a success story under the application of proper change management.

Thank you for your time and attention to this matter, please feel free to contact me with any questions you may have or as a resource if you see fit.

Sincerely,



Ricky Hilliard

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