

## Something Extra EP 111 - Andrea Lampert

**Lisa Nichols:** Chromosomes, little strands of nucleic acids and proteins are the fundamental genetic instructions that tell us who we are at birth. Most people are born with 46 chromosomes but each year in the United States about 6,000 people are born with an extra chromosome, making them a person with Down's syndrome.

If you've ever encountered someone with Down's syndrome, you know that they are some of the kindest most joyful people you will ever meet. They truly have something extra. My name is Lisa Nichols and I have spent the last 24 years as both the CEO of Technology Partners and as the mother to Allie. Allie has something extra in every sense of the word.

I have been blessed to be by her side as she impacts everyone she meets. Through these two important roles as CEO and mother to Allie, I have witnessed countless life lessons that have fundamentally changed the way I look at the world. While you may not have an extra chromosome, every leader has something extra that defines who you are.

Join me as I explore this something extra in leaders from all walks of life and discover how that difference in each of them has made a difference in their companies, their families, their communities, and in themselves. I'm very excited to have Andrea Lampert on the show today. Andrea is the Vice President of People for Proficient. Andrea, thank you so much for making the time to be on the show today. I'm so excited about our conversation.

**Andrea:** I am really excited too. It's completely my honor. Happy to be here.

**Lisa:** You and I have known each other for-- I don't even know. I was thinking this morning, "How long have I known Andrea?" I think we initially met when we were on the executive leadership team for Go Red for Women.

**Andrea:** That's it. Exactly.







It's really the development of people, the recruitment of the right people in organizations. Let's face it really, Andrea, it's people.

Certainly, you've got to have other elements to make an organization successful but it's really about the people and putting the right teams together and that sort of thing. You probably really got into, even from your clinician side, the psychology of all of that. I think the neuroscience and the psychology of the people component is really fascinating, too.

**Andrea:** That's absolutely true. It's interesting too, having a career that's been primarily healthcare. Of course, I have pivoted now and it's not primarily healthcare today. It is all about people and it is understanding that in the healthcare business and really in the business I'm in today, which I can talk about for sure our product is our people.

I'm a vice president of people, in reality, it's really like a product owner and the product is the organization. The people are really ultimately the customers that we want to ensure have the most successful journey. I view my role as the one who helps to bring out the best in everyone who brings out the best for the organization.

**Lisa:** I love that. We're going to get into that because I know that you've started some employee resource groups and things like that where you are. It's bringing out the best in people as the key. After we have care, that's when you move to **[unintelligible 00:10:13]** Express Scripts, and you were an HR at the Express Scripts. You had a couple of different roles at the ESI I believe, right?

**Andrea:** When I was with RehabCare, that was when I made the conscious decision to what I call go wide in HR. I landed in HR, I looked back and thought, "Okay, this was a really interesting journey. Everything I've done up until now has been so instrumental and helping me land in HR. Now I want to really understand and appreciate what human resource is all about."









Then, how do we take that what I'd call to market? How do we utilize the power of social media and digital technology to help us share our story?

**Lisa:** Yes, it's so important. We say now with technology and with all the resources out there, employees, as well as your prospective clients, know more about you before you ever had that first meeting.

**Andrea:** Yes.

**Lisa:** They do. The talent out there is very savvy. They're all looking at, like you said, what does your digital footprint look like? Who are you as a company? If you do not have a strategy around that, you need a strategy around that because they're looking at all those, they're looking at your social media post, they're looking at things like glassdoor, Andria.

**Andrea:** Yes, every day, it's incredibly critical.

**Lisa:** Yes. If you think that you can just herbal along without having a strategy in those areas, you're probably not going to attract everybody that you would want to attract because that's where they're looking. I'll never forget, Andria, a few years ago being at our office in Charlotte. We had an office in Charlotte.

I recall having dinner and a gentleman said, "What do you do? I was telling him, he said, "My daughter works for a company like yours. Do you know how she went about deciding who she wanted to work for? She went to the top workplaces and she started down the list." People know more about you before you ever take that first meeting.

**Andrea:** That is very, very true. I appreciate top workplaces, too. Most of our offices across the US we are very focused on looking at how we participate in the communities not just as a top workplace as it relates to the job people are doing but really how people can bring their whole self to work. That's really important to us across the organization.



**Lisa:** I 100% agree with you, Andria. We are even going further, we're starting even earlier than that. We are saying, let's get kindergarteners excited about technology and goals. There are so many things out there. We're just going to pull it together and collaborate and I believe 100% we can move the needle on this. I really do. We had talked about women and technology.

I know one of the things that you have been doing since you've come into Perficient is now you have formed an employee resource group. I know you've done this because we didn't talk about this but after Express Scripts you went to BJC. You have been in a lot different organizations. For those HR professionals out there, tell us what an employee resource group is and how would they even go about maybe starting something like that.

**Andrea:** An employee resource group, frankly, I'll tell you. Having started them or being a part of starting them at Express Scripts as well as BJC, it's really an opportunity for like-minded individuals and diverse individuals. I said two different things: to be able to get together and connect. What I mean by that is if you think about from a women and technology perspective, the first thing you would logically think of is, "Okay, that's a group of women," but we have allies. Allies are those who support women.

How you identify with an employee resource group is in many different ways, but what it offers in the opportunity for people across an organization, across the globe to be able to connect, to be able to network, to be able to learn, to be able to grow, and our focus, of course, is definitely on career development and how we help women grow in technology. It's a really exciting story at Perficient. We had a grassroots group that started before I joined the organization for women in tech.

Of course, there's a lot of women in tech groups throughout the country, but at Perficient, a group of women started to get together and really worked off frankly a team side to be able to connect with one another. That's often how employee resource group start.





It's about developing habits that demonstrate who you are. It's also about recognizing that leadership it's a journey. It's important to never stop learning about how to be even better. I would say as it relates to being resourceful, enabling connections is really a gift that we have to give to others. We all know someone or something that may be able to help another person, so make that connection. People want to feel connected and everyone does have a story.

It's really important to just appreciate how we can help others, and how we can continue to inspire that connection and that belonging. I do reflect at the end of a day, how did I help someone today? That's really powerful for my own happiness and gratitude but it's also really powerful for others.

**Lisa:** I love it. I could tell some anecdotal stories but we don't have time for that right now. You guys have something coming up and I want you to have the opportunity to tell our listeners because you said we may be able to create a movement. There may be other listeners out there that want to get on board with what you're doing.

**Andrea:** Thank you, Lisa. This is super exciting. I'm really excited about something that we're stepping into at Perficient. It's been a challenging year for individuals, for communities across the world. Our job really at Perficient we feel is to pay it forward with kindness, so we have embarked on a Making a December Difference campaign.

This December each and every Perficient colleague, this is across the globe, received \$100 with instructions to spread kindness in their community by giving it away to someone in need or to a cause that's meaningful to them. In total, we'll have nearly \$500,000 donated across the world. It connects us globally. It empowers our colleagues to make a difference. It inspires them to involve their families. It inspires pride in who we are and what we do. Worldwide, nearly 4,500 employees will be participating. We're just huge believers of giving back to the communities where we live and where we work. We understand that making the world a better place really happens one person at a time.

