

Executive/Manager – Small Company Category	
Nominee	
Name:	Kim Eaton
Title:	SVP & GM NCR Hospitality
Organization:	NCR Corporations
Nominator	
Name:	Bill Tiszai
Organization:	NCR Corporation

Give up to three examples of how this person demonstrates Integrity:

When you ask others about Kim Eaton, the most common response is “incredible integrity.” Kim demonstrates integrity through everything she does, but one of the most noticeable and unusual ways is in her travel habits. In an environment of tighter spending restrictions, Kim takes the responsibility of being more cost-conscious and leads by example to her team. For instance; she carefully considers the importance of each business trip, often books coach airline tickets instead of 1st class, uses video or teleconference whenever possible instead of flying in for meetings, and drives to/from the airport instead of booking a car service. Even though an executive at her level is eligible for these upgrades, she only takes advantage of them in certain circumstances, serving as an example to her team that the little things you do every day can add up to a significant savings.

Kim has a reputation for also standing up for what is right. As a GM, she often has to balance the long term goals with short term targets. Customer relationships, service quality and team development often require investments now to realize the benefits in the future. Kim has defended investments when cutting now would help realize a short term target. Such a position requires an ability to defend against criticism or pressure. Kim has been able to do so successfully while maintaining confidence in her ability to continue leading and guiding the business. Kim's team knows she backs them up every day and will do what is right even when it's not popular.

Give up to three examples of how this person demonstrates Respect:

Kim treats everyone as an equal, no matter their role or level of responsibility. Whether it be a CEO or a receptionist, she speaks to people on a personal and respectful level, always making one feel important and at ease. Everyone comments on her personable and friendly nature, and this level of respect is happily reciprocated in every way by her staff – people are more than willing to go the extra mile for Kim. She is very giving of her schedule, always making time for anyone who needs it, whether it's over lunch, breakfast, or even before/after normal working hours.

Kim was an executive at Radiant when the company was acquired by NCR almost two years ago. Kim was involved in several integration meetings, and it was clear to all from the beginning that Kim was something special. She emanated a quiet strength, a quick smile, and a comfortable grace that made everyone immediately at ease. Acquisitions are difficult to say the least and require an extreme amount of change and effort: tempers can flare, battle trenches can be dug, and exhaustive meetings held repeatedly on the same topic without resolution. Throughout these challenges, I have watched Kim resolve issues and put people at ease in her own unique way. Often with acquisitions, the acquiring company “takes over” and the acquired staff is not the most desired place to be. Due to Kim’s influence, however, key employees were excited to move to the acquired company for the opportunity to learn from Kim. Kim recently said "one of the most important things I can do as a leader is to energize and motivate people - a leader should bring sunshine to their teams not storm clouds". Kim truly knows how to pull the best out of all of us.

Give up to three examples of how this person demonstrates Responsibility:

As many of us began working with Kim during the Radiant acquisition integration, it became obvious why their Executive team had such high levels of trust and confidence in her ability to get things done. Kim led many initiatives during the integration, but it was her support of things not directly under her responsibility that stood out. There were many issues that fell between official projects or areas of stewardship but were important to ensure continuity of service to the customers. Kim often recognized this need and would take the lead to connect the right people for a solution. She would go a step further though and truly dive in to understand the issues at a very granular level and would keep the work moving forward for a viable solution. It was wonderful to work with someone who not only got things done but was so pleasant in the process.

Kim has also demonstrated a high level of responsibility as she was promoted to SVP & GM of NCR Hospitality during 2012. She created a plan to understand the most granular details of every aspect of the business ... spending hours with her leadership team, reading through spreadsheets and metrics representing all facets of the business; she questioned and discussed the details, not allowing folks to rest on the way things had been. At the same time, she never lost sight of the need to stay connected – and to connect the team – to our high-level business strategy. She formulated a strategic communication plan and has been in continual execution mode, ensuring that the team and our stakeholders understand what drives our business and how we will grow.

Please relate an incident or tell a story that shows how this person demonstrates Leadership Character. Examples may include professional or community involvement:

Kim is also known for her commitment to helping others. She is very active in the Atlanta Professional Women’s Association Executive Roundtable. Kim and her family also volunteer

together at numerous community charities that provide food and necessities to those less fortunate. I remember calling Kim one Saturday morning to learn that she and her son were on their way to help clean stables for horses that were used for helping others. One of Kim's most recent and visible endeavors was for the NCR Sprint for Cancer fundraiser.

Kim has been active in our annual Sprint for Cancer fundraiser since its inception and this year served as our Executive Sponsor. Kim had a great influence on the event, choosing to be very hands-on. She attended every committee meeting possible and always reminded the team to keep our core cause at the forefront of decisions – to benefit the patients and families of Children's Healthcare of Atlanta. Kim supported every event we held office-wide to raise funds, from cookbooks to BBQ lunches to silent auctions, always sending heartfelt communications to employees encouraging them to come out and participate in the effort. She showed her own personal support by making a generous donation and encouraging her executive team to follow suit. On race day, Kim didn't just show up to present awards on-stage; she was busy passing out t-shirts and bottled water to race participants, and was one of the last to leave following the site clean-up. Following the event she made sure that each volunteer was recognized for their efforts. Kim didn't just "phone in" her Executive Sponsor role – she lived and breathed this event alongside the other dedicated team members to ensure a successful fundraising year and to provide a significant contribution to our beneficiary.