

P4: People, Purpose, Passion, Pittsburgh!



Featured Guest:

Rachelle Nickols
Thermo Fisher Scientific

Build Bridges to Drive Efficiency

In this episode Rachelle will discuss bringing the "5Ps Approach" - perspective, problem-solving, partnering, purpose, and people —to everything she does.

Slaying Silos

Rachelle breaks down silos and removes the divisions between people or groups in her environment. This process takes more work and effort on the front end and may alter both tangible and intangible barriers creating intersections and connections leveraging one another.

We all need to recognize we get farther together than we do separately. We can't get hung up in our role, our lane, our leader, our goals, and we need to see how these all intersect together.

HR Tend

Returning to the office and how to get people back to work. Globally we were all faced with this experience at the same time, we are all sharing and learning together.

The challenge now becomes the hybrid transitional phase and balancing our schedules in the office and remote schedules. There is a lot of value gained from being in the office due to the ad hoc water cooler conversations that can eliminate extra meetings. Reflecting and listening to both those in the room and remote is now becoming the problem.

Feedback in a Hybrid world.

Cameras on, this helps to build a connection. It's not just a voice that someone hears, expressions can be realized, and you know when someone is truly listening and present. Be intentional and build connections where you can.

Professional Guidance

Don't "Boil the ocean", the phrase suggests that you should keep the scope of your problem-solving narrow, focus on smaller bits at a time rather than the whole, and not get too wrapped up in details across a broad array of considerations. Everything can't be done at the same time and done well. And you can't bring everyone along at the same pace if you're jumping from step 1 to step 20. Think about what most practical (now) verses where you're trying to go and how to build that in time.

How do you build a foundation of trust and respect.

You need to be vulnerable, authentic, and humble. You can do this by sharing your story and things that you are personally and professionally still working on. We can all continue to learn from one another.

Give yourself a little bit of grace, we can learn from other people, and we don't have to be so hard on ourselves. We all want to show up and do well, but we shouldn't be afraid of the mistakes we make along the way. We learn from our mistakes, and this helps us to navigate our careers. Mistakes are not all created equal.

Book Recommendation

[Human \(Kind\)](#), by [Ashlee Eiland](#)

Advice to Younger Self

Laugh more! Take a step back and realize it doesn't always have to be tense and so serious.

Desk Toy

Squishy Skoosh Ball. Silly very colorful and a nice distraction to look at when you need to refocus!

Key Take-a-ways

- Silos laying is real!
- Slice through solutions to avoid boiling the ocean.
- Remind ourselves that together we can get a lot of things done.
- Build bridges to drive efficiency.
- Always bring the vulnerability, humility, and authenticity to every conversation.
- Mistakes are OK!
- It's all right to not have everything figured and to not be perfect all the time.

More about Rachelle

Rachelle is a big-picture thinker and consensus-building silo-slayer. She is technical, analytical, has the innate ability to get in the weeds—but she also loves to get out from behind the desk and work alongside leaders and staff in a way that fosters teamwork and buy-in of all involved. She's passionate about helping people tackle and tame problems, dissecting technical systems,

and she revels in the challenges of surmounting the insurmountable. Rachelle asks the right questions, thinks fast on her feet, and gets it done. She brings a "5Ps" — perspective, problem-solving, partnering, purpose, and people — approach to everything she does.

Rachelle has provided employee relations, talent management, organizational development, executive coaching to leaders since 2003. She has also provided human resource related consulting services to various small to medium-sized non-profit organizations since 2016. In 2019, Rachelle joined the Board of Directors for the Lighthouse Foundation and her role expanded in 2020 to include President Chairperson.

Rachelle has demonstrated her ability to be agile and effective when designing, developing, and deploying organizational strategies while maintaining a high-performing team environment. She brings a spirit of resilience and confidence that allows organizations large and small to have confidence in their key responsibilities trusting the human resources initiatives to Rachelle completely. Big picture problems can be daunting, but the disciplined, solutions-oriented mindset that Rachelle possesses makes even the insurmountable problems, big or small, to be resolved in practical ways that leave everyone refreshed and confident as they move forward.

No matter the size of the mission, she turns things on its head, thinks down new avenues, pokes holes in each theory—and does it all quickly—with the goal of ensuring the output is in alignment with the overall goals. "You can always learn from the mistakes of others to avoid missteps of your own" is her motto.

Rachelle sees stakeholders as partners and engages them in the process. She sees value in sharing ideas and resources. She's passionate about motivating her team to partner across locations to learn from one another, leverage each other's skills to achieve greater success with their business partners in their respective locations.

Rachelle holds a Bachelor of Arts from Geneva College in Human Resources Management and a Master of Arts from Liberty University in Executive Leadership. Rachelle has achieved a Lean Six Sigma greenbelt and Prosci Change Management Certification. She is a member of the United Way Women's Leadership Council, Professional Human Resources Association (PHRA) and Society for Human Resources Management (SHRM).