

Understanding the DOE Customer

Briefing to WM 2009 Symposia

Federal Government Contact Capture Workshop

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Agenda

- ◆ “Connecting” with DOE
- ◆ The Headquarters environment
- ◆ The Field Office environment
- ◆ Contractor Discriminators

“Connecting” on Various Levels

- ◆ The work itself
- ◆ The work environment
 - Management
 - Labor
 - Regulatory
 - Political
 - Social
 - Financial
 - Budget Process
 - Oversight
 - Safety
 - Corporate role and responsibility
- ◆ Communications

The Headquarters Environment

- ◆ Pressures
- ◆ Sensitivities
- ◆ Rewards
- ◆ Staff role / Information flow
- ◆ Media -- Perception vs Reality
- ◆ Congress, OMB, States, Special Interests
- ◆ Program vs Staff offices
- ◆ Funding
- ◆ Expectation Management

The Field Office Environment

- ◆ The public trust -- integrity and accountability
- ◆ Who's in charge? How many bosses?
- ◆ Priorities and why
- ◆ Master juggling
- ◆ Expectation management
- ◆ Degrees of freedom
- ◆ Managing the contract vs managing contractor personnel
- ◆ Regulators, Regulators, Tribes, Community
- ◆ Lions, Tigers and Bears oh my!

The Contractor Discriminators

- ◆ Making DOE's life easier vs harder
- ◆ Managing the work
- ◆ Managing expectations
- ◆ Managing perceptions of the work
- ◆ Feedback and improvement
 - Is it the right work?
 - Can it be done better?
 - What would it take to do it better?
- ◆ Leadership without overshadowing or overstepping
- ◆ Helping your DOE customer be successful and get recognized as such

Thank You

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