



## Transcript

### Learning Leader of the Year Acceptance Speech - Mike Dillon

So, Rhonda and I, Ronda Mullen, and I were talking yesterday, and I was telling her "I have no idea what I'm going to say tomorrow." And she reminded me about what was really important.

So, I'm at TCF Bank. Actually, we're closing with a merger with a bank of approximately the same size today, so I wasn't going to be here because there's a lot going on. But we were talking about it and she reminded me that the reason we were able to do some really amazing stuff in a year's time. We turned this boat, I mean, we really did. And this isn't just me. This is, you know, I'm looking around the room at you, Julia, and at you, Rhonda, and Tim. We have a fantastic team of people but the reason that we were able to do this is really the relationship piece. And I think Rhonda called it out in that nomination.

It sounds kind of trite and it sounds kind of cliché, but it's such a new thing for this company to come in and say "hey, tell me about your business." "What are your pain points?" We were able to identify stuff like, really quickly identify stuff like... we were turning away 30% of all part-time hires being put through the system. So, we interviewed them, we'd make them an offer, and then we'd have to turn them away because we didn't have a training solution for them. We just had to say "You're a great candidate, but too bad." 30%. Think about the cost of that. So we put our team on it and came out with this amazing self-paced program that has just gone gangbusters. It's amazing. It's been received unbelievably and we had been able to move from what I would call 1970s training to some pretty cutting edge stuff. And I think it's set us up really well for what we're going through right now with the merger and what we're going to have to do in the future. So I'm super excited and I'm so honored that you guys chose me for this, so, thanks.