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Human Resources

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Charter Communications, Cox, Discovery and Mediacom Earn Excellence in Human Resources Awards

NAPERVILLE, ILL., September 30, 2019 —The 2019 Excellence in Human Resources Awards Luncheon at the [C2HR Conference](#) on October 17 in Philadelphia will honor recipients from Charter Communications, Cox Communications, Discovery and Mediacom Communications. The awards will be presented by Content & Connectivity Human Resources (C2HR), the human resources association for the technology, media and entertainment industry, and media partner Cablefax.

“The 2019 Excellence in HR award recipients continue a legacy of outstanding achievement. We look forward to recognizing the winners in Philadelphia,” said Pamela Williams, CAE, executive director of C2HR.

Social Impact Award: Charter Communications

As an increasing number of employers embrace corporate social responsibility, C2HR was compelled to create an award to recognize an outstanding social impact initiative within our industry. The first recipient of the Social Impact Award is Charter Communications’ Spectrum Housing Assist.

Charter
COMMUNICATIONS

Charter Communications understands the importance of a safe and healthy home. Through the company’s national philanthropic initiative, [Spectrum Housing Assist](#), employee volunteers roll up their sleeves to provide critical home repairs to residents in need in communities across the U.S. Over the past five years, 7,477 Charter employees have donated 45,610 volunteer hours to improve 34,448 homes across the U.S., and Charter has set an impressive goal to improve 50,000 homes by the year 2020. To increase its impact, Spectrum Housing Assist also partners with Rebuilding Together to distribute

Safe & Healthy Home Kits featuring critical home maintenance materials to the neighbors of each home project.

As an extension of the Spectrum Housing Assist program, in 2018 Charter made a \$350,000 contribution to national nonprofit Rebuilding Together to assist with home repairs and renovations needed in areas impacted by Hurricane Florence. The company also offered \$1 million in public service announcements to air at no cost to assist organizations with fundraising and awareness for hurricane disaster relief efforts. Charter's ongoing efforts have earned the company the distinguished status of being the first recipient of C2HR's Social Impact Award.

"Charter is committed to improving local communities where our customers and employees live and work, and we are honored to have been selected for C2HR's Social Impact Award recognizing outstanding social impact initiative within the cable industry," said Paul Marchand executive vice president, chief human resources officer for Charter Communications. "We would like to thank the hundreds of community and employee volunteers who have generously devoted countless hours to help transform lives and build a better future for the communities we serve."

Aspiring Leader: Mediacom's Jennifer Znaniecki



Awarded annually since 2012, the Aspiring Leader honor recognizes an emerging human resources professional whose fresh perspective, inventive ideas and innovative strategies have positively impacted an organization. The 2019 Aspiring Leader is Jennifer Znaniecki (picture at left).

After climbing the ranks within Mediacom, in April 2018 Jennifer Znaniecki was named senior director of learning and development. In this role overseeing training activities in 22 states and the corporate headquarters, Jennifer has led a drive on Mediacom's diversity and workplace behavior efforts. She was instrumental in building the company's RESPECT program that focuses on: Recognizing that every opinion matters; Engaging people/groups that you normally wouldn't to get a different perspective; Supporting one another so we can do our best work; Participating in your development in building relationships; being mindful that the Environment we create feeds our productivity and morale; Embracing Change so we can ensure the success and growth of our business and culture and; Being Thoughtful of how our personal and work-based influences impact us and those around us. The RESPECT program was so well received that employees from all functions within the company eagerly awaited their turn to participate.

Jennifer also developed an in-house business ethics course, a workplace violence and prevention program and the revision of the company's harassment training. During the implementation of the workplace violence training, the topic of domestic violence frequently surfaced. In response, Jennifer created a confidential training session on Intimate Partner Violence and the Workplace which has helped employees who may not have otherwise sought assistance. She has driven her team of trainers to create and deliver top-notch homegrown training opportunities and always looks to improve the effectiveness and operational efficiencies within Mediacom.

“Jennifer is without a doubt a proven leader in driving enterprise -wide learning initiatives and strategic projects related to learning and development. She is truly an Aspiring Leader,” said Judy Mills, group vice president of human resources for Mediacom.

Team Innovator (Connectivity Provider): Cox Communications



This award recognizes one content delivery provider and one content developer for a forward-thinking HR strategy that positively impacted company culture or business results. The 2019 Team Innovators are Cox Communications’ HR Service Delivery Team and Discovery’s Global Transformation Team.

In early 2019, Cox Communications created the HR Service Delivery Team to deliver a strategic value proposition, realize synergies and act as the main conduit to human resources’ internal clients. The group consists of team members from the HR Business Partners and the Employee Service Center (pictured left to right): Michelle Castleman, Ashleigh-Joi Silas, Michael White, Jana Broadie, Keondra Bray, Michele Parks, Leslie Spurka, Stacy Fenn and Jason Smith. In a matter of months, the group made a significant business impact. First, the group migrated transactional work related to organizational transformations and severance processing to the Employee Service Center which freed up time for the HR Business Partners to focus on work directly supporting their internal clients’ business goals. The HR Service Delivery Group also created the HR Business Review to align HR goals with business goals and institute quarterly reviews to evaluate results to plan.

“The HR Business Partners and Employee Service Center (ESC) came together as one team and really listened to each other to better understand how we could realize the strategic value proposition of working together as one team and ultimately deliver better results for our internal clients. I could not be prouder of the team,” said Michele Parks, vice president of HR service delivery for Cox Communications.

Team Innovator (Content Developer): Discovery

Discovery’s People & Culture team were key leaders in innovation as the company embarked on a dynamic global organizational transformation. Discovery approached the acquisition of Scripps to not just integrate the two companies but to effectively create a new blueprint - redesigning the business from all angles. A new set of Guiding Principles set a tone for a global, collaborative, creative and consumer-obsessed culture – designed by business leads and infused into the



organization with help of a fleet of highly engaged influencers across the company – the ‘Culture Champions’.

Concurrently with their work across business transformation, the People & Culture team partnered with Discovery’s Global Technology & Operations team to transform themselves - reimagining ways of work with a focus on people, process and technology. With employees at

the heart of design, the team collaborated with individuals across the company to build an agile, digital work environment to empower employees, streamline processes and enhance experiences within the People & Culture ecosystem.

In 2019, People & Culture delivered a first wave of enhancements - launching new wellness centers, a digital wellbeing app, two 'people operations' centers, a mobile-enabled feedback and org chart tool, dynamic goals, tool to store and share achievements, live support chat and new 'people' portal. The team continues to work alongside employees to actively build the next wave of consumer grade products to launch in 2020.

"The transformation of Discovery gave the People & Culture team the opportunity to develop upgraded products and offerings to nurture our employees, support our business and create initiatives that make Discovery an even greater place to work." said Adria Alpert Romm, chief people and culture officer at Discovery.

C2HR looks forward to celebrating the achievements of the 2019 Excellence in Human Resources Award recipients on October 17. Event details and online registration are available at <https://www.c2hrcon.org/>.

ABOUT C2HR

Content & Connectivity Human Resources (C2HR) is a professional association serving 4,300 members from nearly 50 companies spanning the telecommunications, technology, media and entertainment sectors. C2HR provides industry-specific analytics, information and resources, as well as networking and educational opportunities. Its groundbreaking initiatives include its Annual Compensation Surveys and HR Symposium. For more information, visit www.C2HR.org.

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