

# CSCRL SPRING SYMPOSIUM

HELP WANTED: LEADING, ENGAGING, AND NURTURING YOUR WORKFORCE TO KEEP YOUR  
SUPPLY CHAIN MOVING  
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ABSTRACT

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## LEADING YOUR WORKFORCE IN A CHANGING BUSINESS ENVIRONMENT

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The supply chain industry faced unprecedented demand from consumers and shippers, a persistent driver shortage, and political uncertainty that continues to create problems across the globe. As we look toward the supply chain of the future, we can expect continued disruptions stemming from materials shortages, production volatility, and port congestion; boosted volumes and rates due to robust job growth, strong consumer finances; and businesses working to rebuild inventory gaps from supply chain disruptions to meet demand.

The world of disruption is now a mainstay and standard way of life and well managed, agile supply chains are more crucial to business success than ever. There is a demand for increased speed and flexibility with a desire to implement immediate solutions for complex problems. Technology is moving from the back of the house to the front of the house and big data is driving big decisions. While the transportation outlook might be one of 'stabilization', certainly volatility is still prevalent and a strong foundation to support this environment is critical to success in a dynamic environment.

This changing business environment requires a strong workforce to be able to navigate and remain resilient. The future of the workforce and leading in the workplace means having key skills for success and can be broken down into 6 key focus areas: Emotional Intelligence, Building Relationships, Crucial Conversations, Ownership & Accountability, Being Uncomfortable and Do Something Different to Get Different Results. While no formula is fool proof, a focus on these attributes will create an environment to successfully navigate through the complex network that is the end-to-end global supply chain.

