

Leads from articles for employee communications

From a feature about an employee who drew some lessons in leadership from participating in Revolutionary War re-enactments.

Bayonets. A solid line of them. Flint-colored daggers thrusting out from gun barrels and charging. Closing rapidly until all the eyes see is a single razor point aimed chest high, a small black hole at the mouth of the gun and the larger black hole of the soldier's mouth, screaming as he lunges for the kill.

“That’s when a lot of people turn and run,” chuckles Al Imhoff.

From a profile of two Bell Atlantic account executives who serve the large financial firms in New York City

The Wall Street district in Manhattan contains the greatest concentration of financial power in the world. Within its six square miles, the major brokerage houses are making minute-by-minute trades that total trillions of dollars a day.

In a climate where time can mean huge sums of money and there’s no room for error, reliable, high quality, high-speed voice and data service is essential. To fill this critical need, many of the largest brokerage houses rely on Bell Atlantic.

From a feature about Verizon’s service to the police and media as a sniper stalked the Washington, D.C. area.

It wasn’t a bad dream that jarred Mike Dehaut from sleep at 4 a.m. on a Sunday morning. It was another episode in the very real nightmare the entire Washington, D.C. area had been living through for a week.

He grabbed the ringing phone in the dark and wasn’t surprised to find his contact from the Montgomery County government on the other end. The FBI needed an additional 50 lines for the sniper task force as quickly as possible.

...It was just the first in a flood of emergency requests Verizon’s team in Maryland would handle before the crisis had ended. Ultimately, our

employees would deliver a combined 400 voice and data lines, plus two high-capacity T1 lines, for the task force and the horde of media that eventually gathered to cover the tragic and compelling story.

Throughout the crisis, Verizon employees filled every request for service in a day's time or less – by anticipating needs, moving fast and being on-call around the clock.

From an article about the expansion of Verizon's fiber-to-the-home service outside the major metropolitan markets.

The Eastern Shore is a world apart from the metropolitan areas on the opposite side of the Chesapeake Bay, a place where life moves to the gentle rhythm of small towns and tidal rivers.

But in the months ahead, the Shore no longer will be a separate world in terms of communications. Verizon is completing projects that will make the region part of the fiber-optic revolution.

From a profile of two managers who – in the wake of devastating ice storms in New York – devised a streamlined method for processing service orders.

It was a few days after Christmas, the afterglow of the holiday still toasty, anticipation of the New Year's celebration building, when Spencer Johnson got the urgent call.

With the Bell Atlantic merger on the doorstep, NYNEX was taking stock. A backlog of service orders lurked like a monster in the cellar. But no one knew its dimensions; only that it was big and menacing – and growing.