

Shane Newman's Leadership Philosophy

Trust. The bedrock of any successful team is trust. It is a two-way street paved with honesty, transparency, and reliability. I am committed to fostering an environment where trust thrives, built on open lines of communication where every voice is heard and valued. With mutual trust, our team's potential knows no bounds. Embrace trust in one another, in our processes, and in the values that define us as an organization. I genuinely believe my job is to work for the people on our team, not for those above me.

Respect. Respect is the cornerstone of our identity. It goes beyond the title and extends to the person behind the role. Each interaction with our colleagues and customers is an opportunity to model the respect we expect to receive. We must strive to understand before seeking to be understood, and to listen before we speak. In doing so, we honor our roles as mentors and cultivate a culture of respect and dignity. Our actions and words are powerful; let them shape how our customers and teammates remember their experience with us. Professionalism in our dealings is non-negotiable.

Strategic Alignment. Our decisions must be driven by a commitment to preserve unity and operational integrity. When we face disagreements and challenges, we must present a united front. To achieve this, I prioritize building clear, data-driven systems that outlast any individual, rather than relying on a "hero culture" to force results. I encourage open dialogue and trust your professionalism to bring challenges directly to me so we can resolve them proactively. As a team, it is imperative that we lift one another rather than create division.

Effort. My experience has shown that the level of effort a leader invests in their people directly shapes the effort received in return. I advocate for extreme ownership and challenge the notion that poor performance is solely attributable to an individual's shortcomings. Before drawing that conclusion, we owe it to our people to ask whether we have explored every avenue to set them up to succeed. We must find different ways to communicate our message and coach our team to win.

Maturity. Maintaining a high level of maturity in our interactions with teammates, partners, and customers is crucial. We will not always agree with every policy or decision, but our responses are expected to reflect our professionalism. I am open to pushing back on direction from senior leadership when the rationale is unclear or unjustified. That said, my approach is calculated and favors solutions that accommodate the request whenever feasible. This posture keeps us from being seen as unnecessarily confrontational or resistant, and it has proven effective in minimizing friction when we do have to decline.