

Lumen Diversity Champion a Featured Speaker at Global Leadership Conference



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Job satisfaction in the technology sector is a trending topic, with companies all over the world looking to explore how to change this equation. Lumen Diversity, Inclusion and Belonging Program Manager Karen Perham-Lippman offered attendees at a global leadership conference ways to blunt "toxic leadership" and encourage job satisfaction instead.

Perham-Lippman said, "It was so exciting that my presentation kicked off the conference in Geneva. What makes my work so meaningful is that it is focused on creating an environment where humans can connect, feel included and experience being their authentic selves."



Perham-Lippman was selected as a featured presenter during the [International Leadership Association's](#) 23rd Annual Global Conference October 20-26, 2021. Her research as an Eastern University PhD. candidate focuses specifically on the technology sector and how destructive behavior, commonly referred to as "toxic leadership," creates a work environment that promotes rapid turnover and employee dissatisfaction.

Perham-Lippman said building empathy and a culture of wellbeing along with the following key actions and work philosophy have contributed to Lumen's improved employee experiences of meaningful work, job satisfaction and perceptions of the industry. At Lumen we:

- Hold organizational leaders accountable for growing and developing their employees.
- Make time to connect with employees.
- Make mentorship part of the organizational culture.
- Give employees ownership.
- Be honest and transparent.
- Show employees you trust them.

Creating an environment in which diversity and inclusion and social responsibility strategies are collaborative and integrated broadens perspectives, fosters social inclusion, and deepens employee connections. “At Lumen we empower our employees to be good neighbors and a positive influence in the world by encouraging their engagement in both volunteering and employee resource groups,” said Perham-Lippman.

Perham-Lippman has been recognized as a passionate champion of diversity, inclusion and belonging. In October 2021, Perham-Lippman was appointed by [Colorado Governor Jared Polis](#) to the state of Colorado’s [Business Experiential-Learning \(BEL\) Commission](#), which develops, evaluates and implements systemic solutions for integrated work-based education and training to meet the needs of Colorado’s economy. In partnership with the Colorado Workforce Development Council and public and nonprofit entities the Commission helps build Colorado’s talent pipeline.

Perham-Lippman’s commitment also extends to women and girls for which she serves on the STEM and Scholarship advisory councils with [Girls Inc. of Metro Denver](#). She is also a co-author of a forthcoming publication entitled *Employee Workload and Retention in an Environment of Unpaid Labor: Acknowledging and Supporting “Women’s Work”* which will be available through [SAGE Publishing](#) in early 2022.

“I strive each day to inspire and foster a diverse and inclusive culture for thousands of global employees by helping to develop and implement our diversity, inclusion and belonging strategies in coordination with [Lumen’s 11 employee resource groups](#). I firmly believe one of Lumen’s strengths is the diversity of its people and our company’s commitment to further human progress through technology,” said Perham-Lippman,

The theme of the conference was [“Reimagining Leadership Together”](#) and focused on leadership for a safer, more just, more inclusive world. Perham-Lippman was one of 200 selected by the conference review committee to present their research out of 700 global submissions.

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