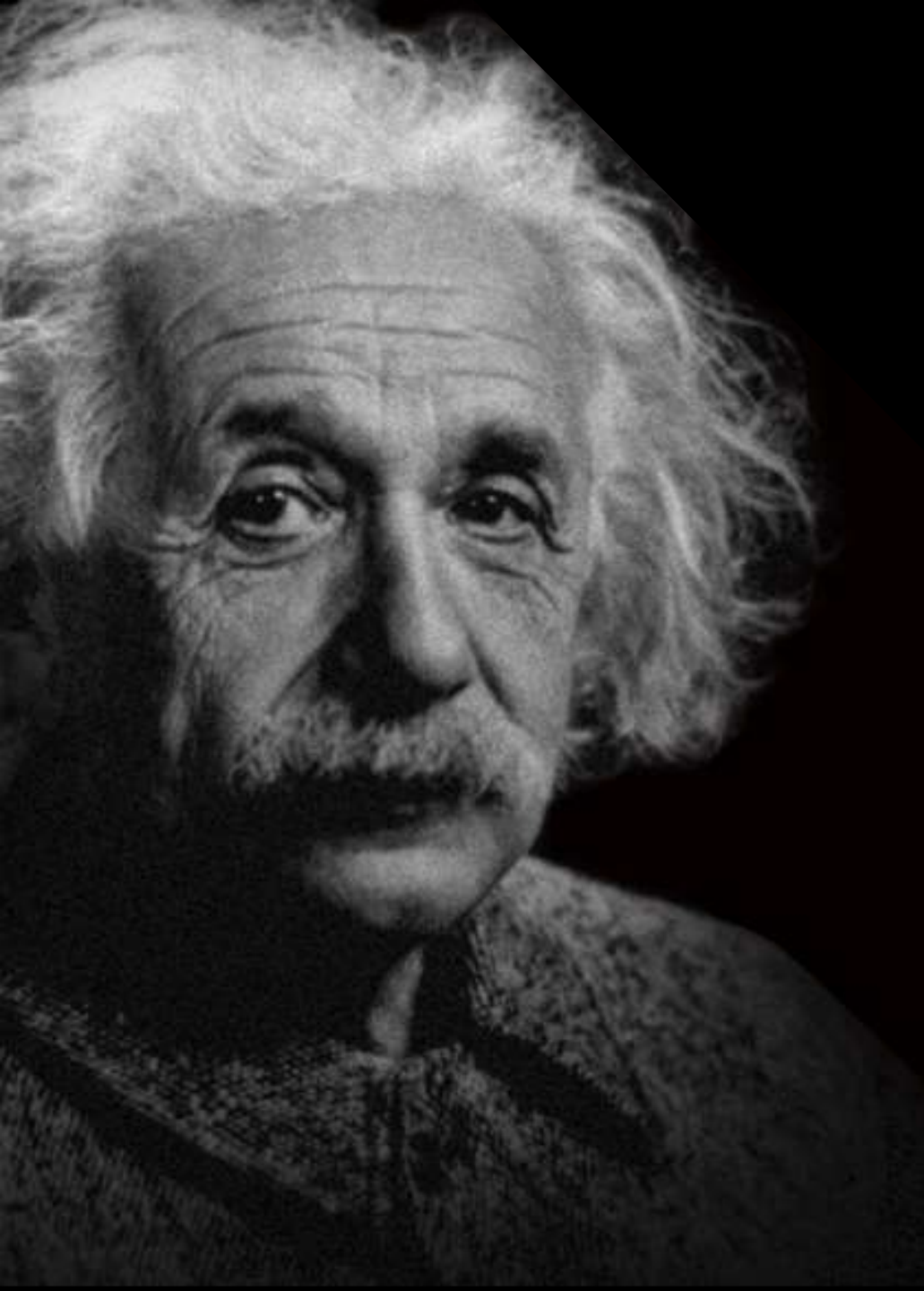




# Evolving Our Utilities

Nicki Pozos, PhD, PE





“We cannot solve our problems with the same thinking we used when we created them.”

- *Albert Einstein*

How is our thinking  
changing?



Transactional



Relational



Our most  
engaged  
customers want  
a relationship;  
not a transaction



# Hierarchal



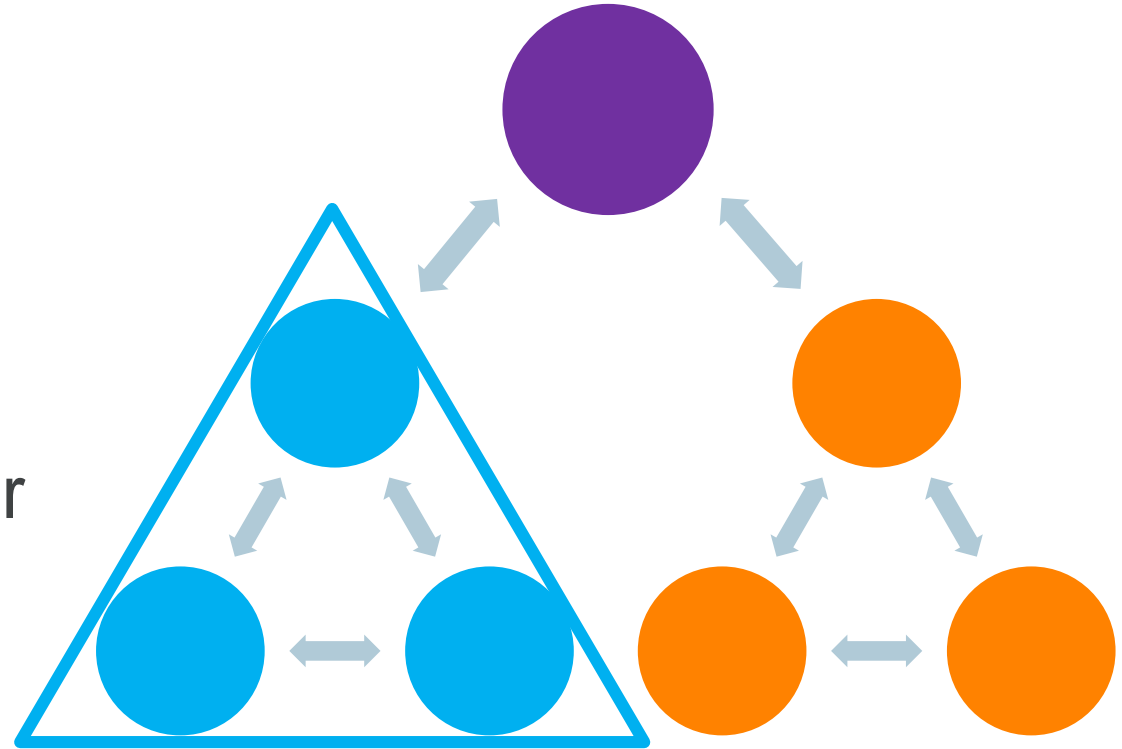
# Connective



How does this show up in our organizations?

Zone of Fire

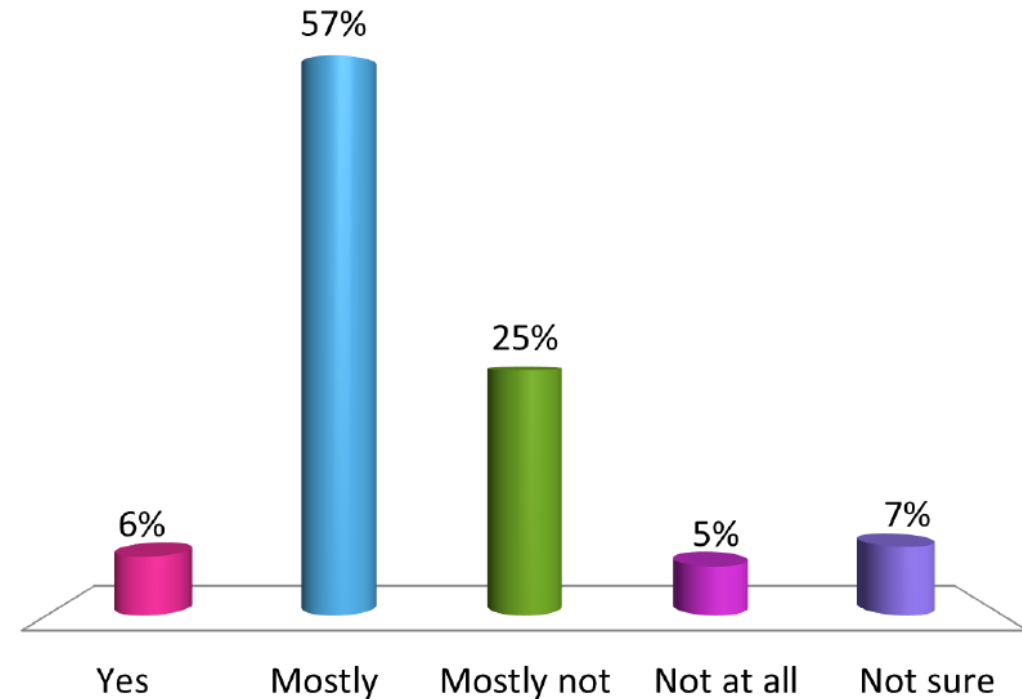
(also known as minding your own business)



# Women in Leadership Symposium Polling

Do you think your organization is equitable?

1. Yes
2. Mostly
3. Mostly not
4. Not at all
5. Not sure

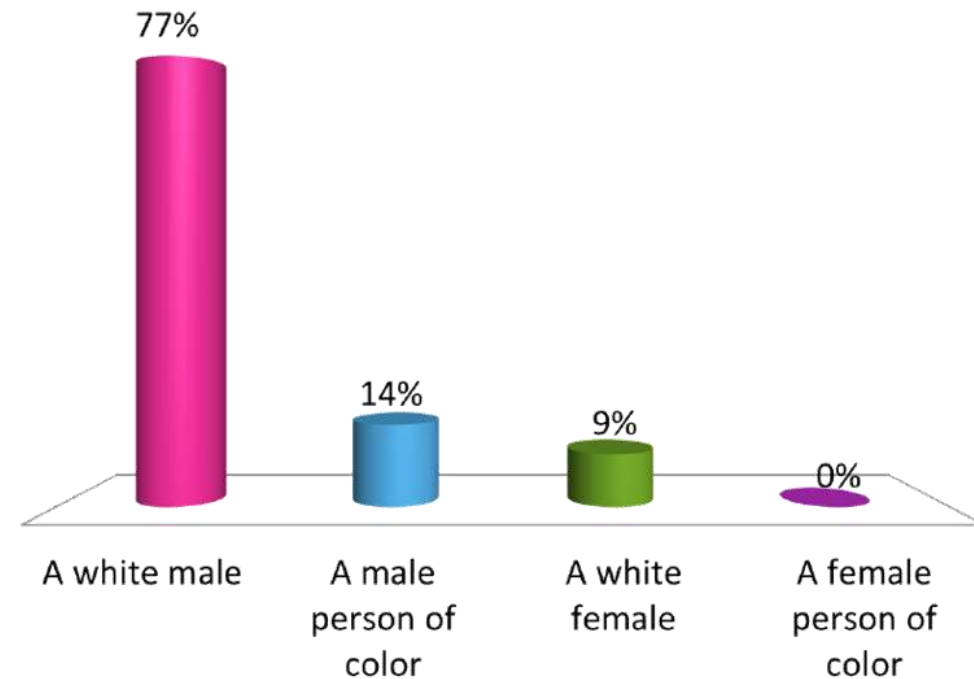




# Women in Leadership Symposium Polling

## The top leader at my organization is:

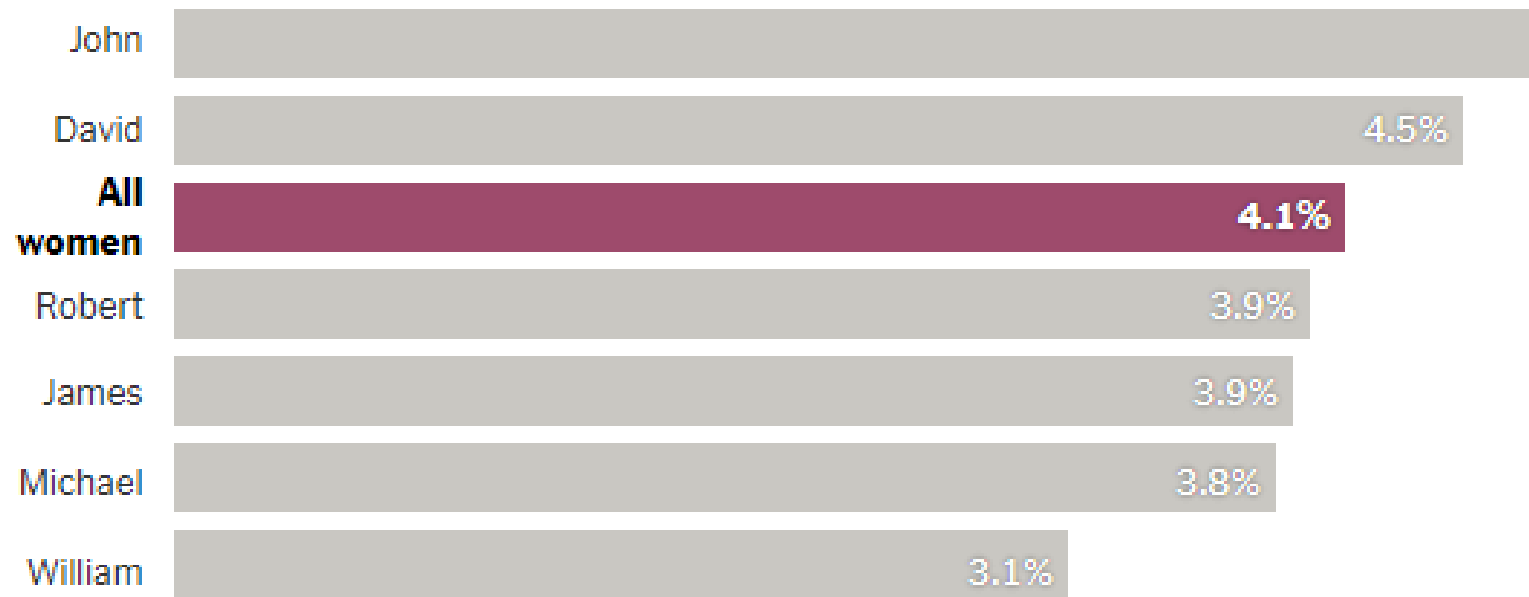
1. A white male
2. A male person of color
3. A white female
4. A female person of color



# And all the Johns and Davids

## Guys Named John, and Gender Inequality

Share of C.E.O.s of S.&P. 1500 companies by C.E.O. name

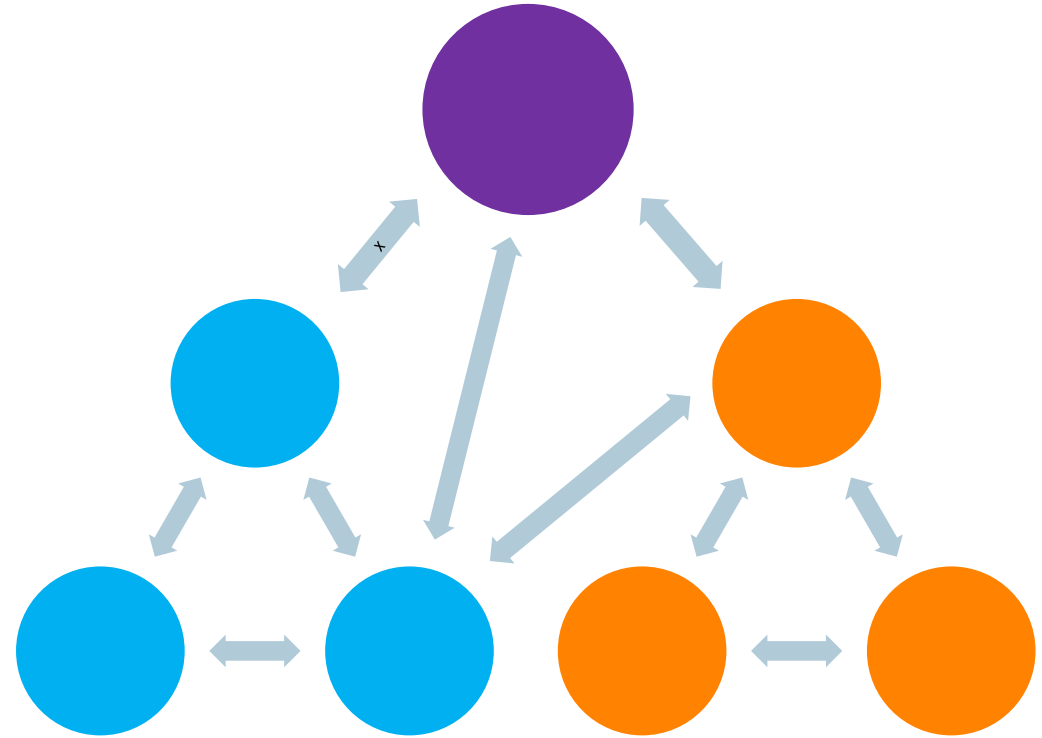


Source: Execucomp

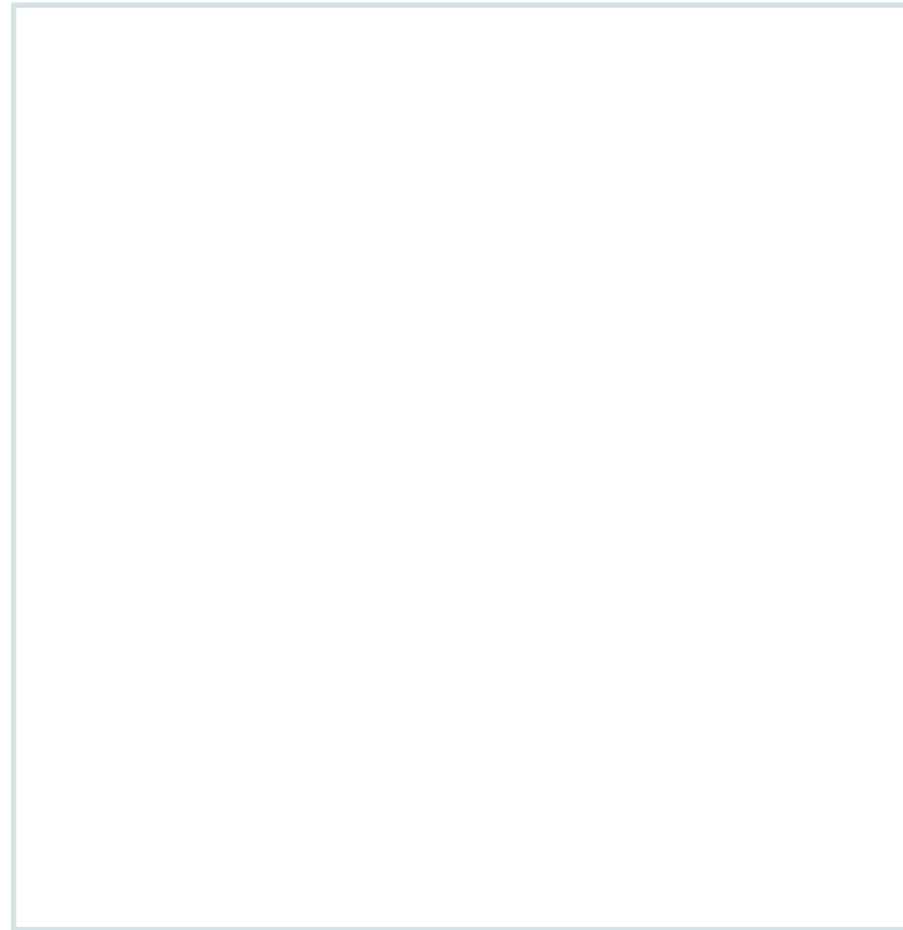
Don't just flip  
the switch!

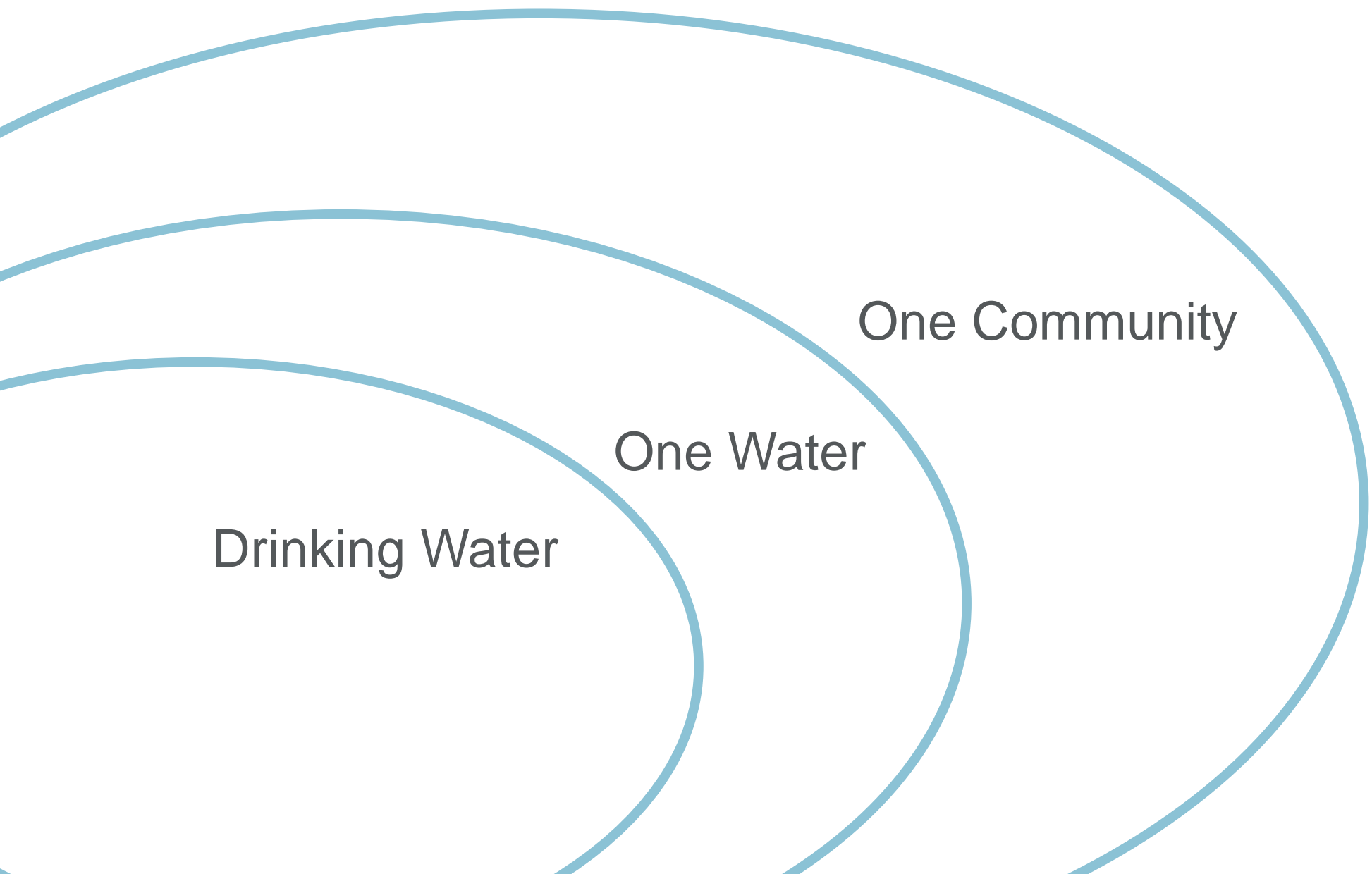


We need to evolve our hierarchies to integrate the relational approach



The shift away from hierarchy is also showing up as a fading of boundaries





Drinking Water

One Water

One Community

This is leading to a  
complex network of  
(soft power) partnerships



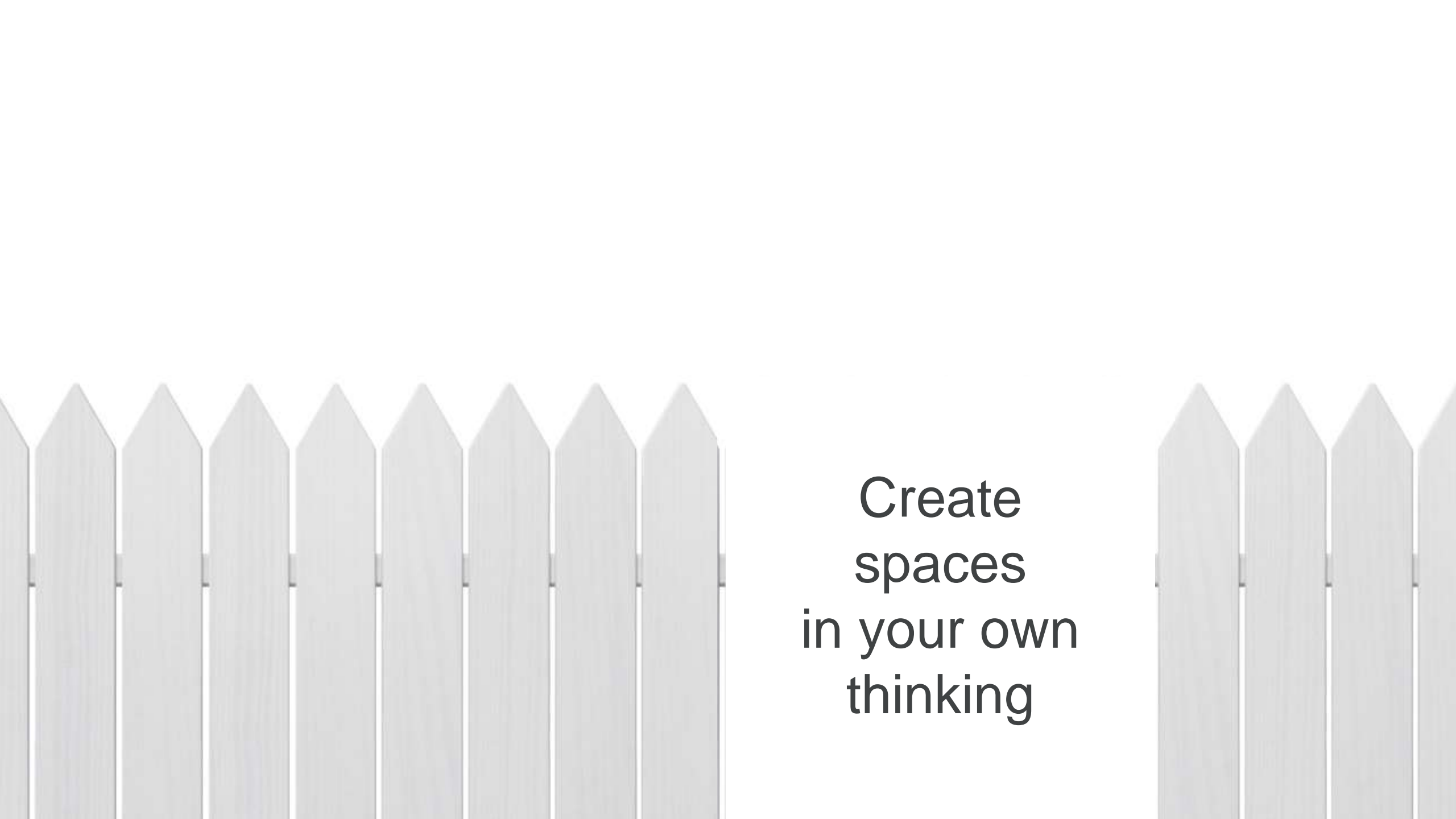
There is also a  
countercurrent  
around identity





accept, reject  
accept, reject





Create  
spaces  
in your own  
thinking

How are you going  
to evolve?



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[WomenLeadingWater.org](http://WomenLeadingWater.org)