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SPEAKERS

Laury D'Olivera, Mark Agostinelli



Mark Agostinelli 00:00

I'm your host and as always, we are brought to you by the Davis Companies. Davis specializes in finding engineering it and manufacturing talent. Whether you are looking for your next job, or looking for your next hire contract or direct hire, give the folks at Davis a shout at www.daviscos.com That's D A V I S cos.com. Our guest today is Laury D'olivera, who is awesome. Oh my goodness, the energy in this conversation is palpable. It was a we had a phenomenal time, she explains really how she fell into the role which she loves. She's a perfect nonlinear career path, you know, individual to document and inspire others. But also, she's a person who really values world travel. And I think we had a lot of fun recording this podcast and there's a lot that you can get out of it. So check it out and let me know what you think. And welcome. Thank you, Laury D'Olivera to beers and careers.



Laury D'Olivera 01:08

Thank you very much. So nice to be here.



Mark Agostinelli 01:12

are pumped to have you in here and it was great to get to meet you through Mr. Eric Davis.



Laury D'Olivera 01:17

Mr. Davis, who I've known since birth.



Mark Agostinelli 01:21

No way. More on that to follow. This is perfect. I have all the good news. Oh, my goodness. We might have to record a separate podcast. Um, Laurie. We do a rapid fire generally just so the

audience can quickly get to know you with our time constraints. I must know as we drink our margaritas here on Cinco de Mayo. What is your favorite cocktail? Or libations? Since it is beers and careers? Anything that contains rum? Oh, okay.

M Mark Agostinelli 01:48
Yeah, anything like no preference?

L Laury D'Olivera 01:50
No preference. All right, cool. I dig that rums a happy liquor.

M Mark Agostinelli 01:55
Interesting. I'm in on that. I steer more towards the clear ones, but I mean,

L Laury D'Olivera 02:00
I get I get Caribbean it's warm weather.

M Mark Agostinelli 02:03
Oh, my God, especially on a day like today vacation.

L Laury D'Olivera 02:07
It is vacation in a bottle painkillers.

M Mark Agostinelli 02:10
God bless you painkillers. Do you have a favorite curse word? Yep. Can I guess it?

L Laury D'Olivera 02:17
Probably fuck. That's the one that

M Mark Agostinelli 02:20
is the perennial. That's the perennial favorite.



Laury D'Olivera 02:24

It is and I use it. Not sparingly. I use it a lot.



Mark Agostinelli 02:28

Well, you're in good company. use it a lot. I know. It's been the biggest challenge with a seven and five year old at home.



Laury D'Olivera 02:34

I haven't turned 32 and a 31 year old so I've gone through all



Mark Agostinelli 02:38

Yeah, even you're at a different stage.



Laury D'Olivera 02:40

I've gone through all of them. Yes. All of them. Call me later. We'll talk. Do



Mark Agostinelli 02:45

you? Are you a quote person? Do you have any favorite quotes or quotes that are in your mind that inspire?



Laury D'Olivera 02:50

love you more? I just I don't know if that's a quote, but I say it a lot. And I mean it.



Mark Agostinelli 03:00

I love how ready you were for that when you when you weren't ready as birth?



Laury D'Olivera 03:06

I mean, it was just gonna be



Mark Agostinelli 03:07

fun. How? I guess. Did you ever know when you were growing up? You're gonna be doing this?

L

Laury D'Olivera 03:15

Absolutely not. I wanted to be a lawyer.

M

Mark Agostinelli 03:19

You wanted to be a lawyer? Yes. Like how early on? Did you know you wanted to be a lawyer?

L

Laury D'Olivera 03:23

Probably first or second grade? Oh, wow.

M

Mark Agostinelli 03:26

You were like, so you were smart. You were like one of those people that knew what they were doing. Maybe? Yeah. Little salespeople we figured out much later in life. Do you? Can you share with us maybe Laurie's origin story like how you got to where you are today and then we can unpack it? Like you don't have to get you can give me the Reader's Digest version.

L

Laury D'Olivera 03:46

Yeah, because there's a lot to it. So obviously I'm not a lawyer. Yes. But I still love to argue like yes,

M

Mark Agostinelli 03:54

what is your what is your what is your effective title today?

L

Laury D'Olivera 03:57

I am director of workplace experience. Okay.

M

Mark Agostinelli 04:01

At work you met work human, and you want to give work human unplugged since we're here?

L

Laury D'Olivera 04:05

Yes, one of the most fantastic companies ever. I love working for them. The people that we

res, one of the most fantastic companies ever. I love working for them. The people that we bring to the company are people who are so passionate about what we do peer to peer social recognition. I have never met a more lovely group of people in my entire life. Very cool, just deep down good hearted people.

M Mark Agostinelli 04:32

And you've been there for a little while. I've

L Laury D'Olivera 04:33

been there for nine years.

M Mark Agostinelli 04:34

Awesome. Awesome. So how did you get to work human very interesting story.

M Mark Agostinelli 04:39

Okay, yeah, that's what we're here for. All buckle up. I as I said my mom.

L Laury D'Olivera 04:45

So left college after my first semester. Okay, yeah. said you know what, this isn't for me. Ended up having to fantastic fabulous human beings. Name Daniel and Jordan. Yes. got divorced, okay, and said, Okay, time to make my path. Right? Not depending on anyone. No love it. I'm not here for anybody else. How old are Daniel and Jordan at 31 or 32 now but the other one, so they were nine and 10 Okay, when I got divorced I worked for I'm going to age myself a little bit right now. Digital, yeah, deck deck. That career lasted about 15 years.

M Mark Agostinelli 05:30

Okay. What were you doing a deck?

L Laury D'Olivera 05:32

I was a technician. Okay, actually made hard drives for computers. And the shoes very play. I love it. Right. That job went overseas to Japan. Okay. Which afforded me a trip to Japan. Yes. Which was fabulous. I can imagine so. Interesting. Country. Yes. Interesting culture. As a black woman, right. First

M Mark Agostinelli 05:57

 Mark Agostinelli 05:57
time out of the country for you at that point. Yes. Yeah. Yeah. And real culture shock.

 Laury D'Olivera 06:03
Real culture shock.

 Mark Agostinelli 06:04
Yeah.

 Laury D'Olivera 06:05
Yeah. But embraced it. Yeah. Hey, very cool. different people, different places. I'm here for it. Started my lifelong passion for travel.

 Mark Agostinelli 06:13
Okay, that was the inspiration. Was it? Yes. How long were you in Japan?

 Laury D'Olivera 06:18
Two different trips. One, two weeks, one one week.

 Mark Agostinelli 06:21
And were you there to train?

 Laury D'Olivera 06:22
I was there to train them to basically take my job. Yeah. So here you go.

 Mark Agostinelli 06:27
It's all good in America.

 Laury D'Olivera 06:31
However, it afforded me the opportunity to get training through the government because my job went overseas. Okay. So then I became a computer technician. Yes. And so this is gonna be a little twist. Yeah, here. Yeah. So was hired by a gentleman as a computer technician, who is

now my husband. Ah, yes. So went from computer technician to his office manager. Yes. And then said, You know what, sweetie, I love you so much, but 24/7 is a lot of time together. Yes. I gotta go. Yeah, I gotta do something. Gotta do something else.

M Mark Agostinelli 07:14
How long were you there?

L Laury D'Olivera 07:16
I was probably with him for three or four years. Okay. Yeah, yeah. And then got a job right up the street here. Buyers engineering as their office manager. Okay. Was there for eight years? Yes. This branch was closing. They were out of Atlanta, Georgia. Okay. And I had four admins that were working underneath me. And I said to my husband, can I just please take the summer off? Regroup? I'll start looking for a job in the fall. Yeah. And I was helping them find jobs. And I came across this one posting for an accounts payable, accounts receivable and payroll person. And I said, I'm just gonna throw my resume at it. See what happens. And it's where I am right now.

M Mark Agostinelli 08:00
No way she started working human and APR. I

L Laury D'Olivera 08:03
did. I started in finance at work human, can you? Can you

M Mark Agostinelli 08:07
share how the interview went when you came in? And they were like, We want someone for the APR. And you were like, well, I've done some of it, I guess an office manager. You had.

L Laury D'Olivera 08:17
I had the background. So it was great. So I actually started interviewing over the phone because I was away. Yeah, for the initial interview. And they asked me to come into the office and I interviewed with their head of h x, we call it HX. At work, human human experience. Oh, wow. As opposed to remedy resource. Where we're asking others to follow us. I like that. And with the head of finance and legal, and I remember walking out of the interview and calling my husband and he said so how did it go? And I said, I think in what unwell but I will tell you, I've made a lifelong friend in the head of HX. It was one of the best interviews I've ever had. And we laughed through it. And we shared experiences, and it was just wonderful. And then they offered me the job. And I took it and we were growing so quickly. I was employee number 88 in the US. Okay, so we have co headquarters, we have a headquarters in Dublin. Okay, the

company actually originated and then my job organically morphed into their first office manager. Ah, you know, I was a little bit older than most of the population. So people would naturally start to ask me questions. How do we do this? How do we do that? And I would say, I don't know, but I'll find out. I love that. And then my manager came and said to me one day or my manager now my present manager said would you like to come work under the HX umbrella? I was like, Who doesn't want to work under the umbrella and I've been doing events. I've been doing office moves. I've been training people

M Mark Agostinelli 10:07
have, you have a very multifaceted job

L Laury D'Olivera 10:09
I do all the things is what I tell whatever needs to be done, is what I do.

M Mark Agostinelli 10:16
Could you ever imagine yourself as a lawyer at this point?

L Laury D'Olivera 10:19
I probably could. Because I still do like to argue a little bit, especially when I think I'm right.

M Mark Agostinelli 10:24
Do you like to read that much?

L Laury D'Olivera 10:25
I do. Read. Yeah, I

M Mark Agostinelli 10:26
like to read. There's a lot of reading. I

L Laury D'Olivera 10:29
know, I know. But the arguing part is really interesting to me. I just find I'll try to get a point across

M Mark Agostinelli 10:35
true and validate it. Yes. Do you? When I'm thinking about like office management roles, and I don't know it intimately? Okay. Right. But I've, we have them internally at Davis. And then in my role in staffing, connecting with people, a lot of times HR gets run through the office manager, right? Did you ever imagine like, those office management skills of being so multifaceted in a million different things actually preparing you for your job today? Because you have a job that like, probably pretty hard to put a job description together for it's very hard to put a job right, like when Laura, if Laurie was to leave, what would they post? Right? Like, do everything backfill for Laurie? Yeah, right, like right,

L Laury D'Olivera 11:21
backfill for Mama, because that's everybody.

M Mark Agostinelli 11:24
That's phenomenal. But like, what are your main objectives at work?

L Laury D'Olivera 11:29
So, right now, like I told you, we're doing a build out. So yes, I'm focused on making sure that our build out represents exactly what is needed to make our humans comfortable. In the workspace,

M Mark Agostinelli 11:44
how many humans are over there.

L Laury D'Olivera 11:46
So we will have about 350 in the US. Same amount 350 400 in Dublin,

M Mark Agostinelli 11:55
and how many of them are here?

L Laury D'Olivera 11:57
About 60? Around the country? Okay, so the rest majority are here. Okay, cool. Yeah. Not everyone's back to the office yet. We're still trying to figure out the whole hybrid office thing. And right now, we've been hiring so quickly, we can't fit everybody. Oh, back into the office. So

it's a great problem to have.

M Mark Agostinelli 12:15

It is. We are in the we're in the same boat. It is it is a good thing. It's like one of those weird logistical nightmares that you can't like fix easily, which is frustrating as an opera person. Hello? Yes. Yes.

L Laury D'Olivera 12:27

It's often OCD, right? Yes. Nightmares. Be in the same person. With those things going?

M Mark Agostinelli 12:35

Yes. Right. Seems like where the people are gonna sit. And I'm like, Oh, I that is not like, flip the switch solution

L Laury D'Olivera 12:42

does not happen. It does not stack up on top of each other and different teams. We have so many different teams, and they have different ways of working or how they want to work. Yes, we have a lot of collaboration between teams, so are within teams also. So trying to figure out all of that.

M Mark Agostinelli 13:00

Yeah. Yes, that's a that's a real challenge. The modern workspace Exactly. It's becoming more of a challenge to it is how do you when you think about all those people, you have like, Why do you think you guys are winning the war on talent, so to speak, right? Like it's an intimate topic to us. We understand people are constantly fighting for talent. We're in a weird place, right? labor participation is low. The amount of job openings is high. People are struggling to find people you're hiring like gangbusters. Why is work human winning?

L Laury D'Olivera 13:32

We're winning because of our culture. I love that we've had people who have left and come back. Boomerang I boomerang. Yeah. And it is because we value our culture so much. When even when we hire, it's not just about a skill set, match. You have to be a culture fit. Also, to work with us. How

M Mark Agostinelli 13:54

do you how do you assess that?

L Laury D'Oliveira 13:55

I'm usually the person during the interviews that did that. Does the culture assessments, okay, for you know, for HX? And yeah, you know, when people asked me, Can you please be on our interview team, we'd love for you to come in and you know, assess whether they are. I am so interested in people. I love people and I love to hear people's stories. So when I interview the first thing I say to I don't do a normal interview. I've seen your resume. Yes, you have great skills. Yes, you can do the job, right. I want to know about you, right. I want to know what drives you what makes you happy what what gets you up in the morning?

M Mark Agostinelli 14:32

I love that. So it's got Feel free. It's got field it's how they articulate that experience and what's going on. Yeah, how do you how does work human think about maintaining and evolving their culture. These are the coaches are weird, right? Like not not weird in the sense that they are, like, actually weird, weird in the sense that they're always evolving, right? And every time you add someone to it, the culture does change a little bit so they're very like living Breathing.

L Laury D'Oliveira 15:00

Exactly. Yeah, like little

M Mark Agostinelli 15:01

organism they are they absolutely. How do you how do you guys think about? Did you talk about

L Laury D'Oliveira 15:05

it? We talk about it all the time. That's how we made Yeah. Okay. It's a constant conversation. It's not something like, Okay, we have this award winning culture, we're gonna put it up here on the shelf. Right? We are discussing it all the time. And how do we improve it? And what do our humans need? And we're asking our humans all the time. Interesting. What do you need? What can we do to make it better? What do you think about this? What do you think about that? Because if you're if they're not happy, then none of it matters.

M Mark Agostinelli 15:36

Right? They won't. It's just, they won't work hard, right? It's just work. We

L Laury D'Oliveira 15:39

have a tagline. Without the humans, it's just work. So we want people to come to the office and bring their whole selves with them. We understand that people have lives outside of work. Love, love, love, a work life balance. Yes. So important. So we promote it. And we want to walk the walk and talk the talk. Right? So it's very important for our people, leaders, or managers to understand that yes, and we have meetings, we have like, meetings with our people, leaders all the time. Constant training, we have a fabulous training and development team. Always, always learning always

M Mark Agostinelli 16:25

supporting what's going on. You think about like, you've been there for almost a decent nine years, nine years, what has changed about the culture, and nine years?

L Laury D'Olivera 16:36

I'm not sure anything's really changed about it. I think we have learned things along the way that we may have tweaked and incorporate. Yeah, and just said, Okay, I think we I think we need to expand on this or a little bit less of that. As we grow. It's hard to keep a culture intact as you grow quickly.

M Mark Agostinelli 16:59

Yes. Oh, man. Great point. Okay.

L Laury D'Olivera 17:03

Sometimes could get lost in the shuffle. Because you're just trying to add bodies and get people solve a problem, do this and do this. We do a fabulous onboarding, at work human.

M Mark Agostinelli 17:14

And it's very particular sounds

L Laury D'Olivera 17:16

very particular. Yeah. And if you can't leave our onboarding, without knowing about our culture, and the company history, and why we are, who we are and how we got there, doesn't you won't have an appreciation of where we're trying to go? Yes. And how we want to keep our culture with us along the journey

M Mark Agostinelli 17:39

and maintained. So you condition it from day one, day one, do you like if someone's listening,

and they either run a company or they're part of a company that has a good culture, but maybe doesn't have a formal onboarding process, any, any tips, like quick tips you give for people and like, this is the things you have to do during onboarding?

L

Laury D'Olivera 17:57

Yes, I you have to let new hires meet managers in different departments. If new hires don't understand what your company does, on every level, it's really, really hard for them to become incorporated into your company. I like that, you know, tell new hires to ask all of the questions. We encourage that so much, right? There aren't any dumb questions. Also, we've been doing things a certain way. And we're in it every day, you may come in as a new hire and look at a process or a practice that we're doing and say, You know what, we may be able to streamline that, what do you think about this? Welcome.

M

Mark Agostinelli 18:47

Yes. Okay. Well, I'm gonna lay that table during onboarding, definitely to our setup table. Wow. Okay. Very cool. So onboarding is how you started it culture started for you guys. Day one. And then you're managing it through conversations, whether they're formal or formal, and like a one on one setting, or do you have like town halls you have big

L

Laury D'Olivera 19:07

we have all of the things so. So through our platform, right. Okay. I have one on ones with my direct reports every week. Okay. Yes. Same here. Yes. Right. Sit down, have a conversation, see what's going on. Don't wait a year from now and say, Oh, you were having a problem. Something wasn't working for you. I didn't know. Right. Do you have continuous conversations with your employees? You can gauge where they are? what's working, what's not working? build that trust? Yes. With them. I'm here for you. I'm here to try to help you manage your career. Yes. See a sounding board

M

Mark Agostinelli 19:49

a lot of psychological safety and the bn Absolutely, right. Just absolutely. It's a hard thing for new managers to get right though.

L

Laury D'Olivera 19:56

It is but that's why we have training Yeah. Oh

M

Mark Agostinelli 19:58

my god, it ain't Man, and then we have a thing internally we call flight school, you have to first thing we started to talk about is like in your one on ones the building of psychological trust was

seems like such a clinical way of saying it, but it's necessary. It is. It is. And you know, great leaders do it naturally. Absolutely. It can be a learned skill for



Laury D'Olivera 20:17

sure. It can be Yeah, because not everybody has it in them.



Mark Agostinelli 20:21

So your or your training programs, just for leadership, or for everyone, like you talked about that we're very supportive



Laury D'Olivera 20:27

LinkedIn learning, we'd like run the gamut of whatever you want to be trained on, really, we can look for it, you know, I'm always encouraging my direct reports, please get on there and see if there's courses you want to take, I want you to develop in to whatever you want to be. You know, I've had some EAS who have moved into different areas of the of the company, because they just didn't want to be in that position anymore. Yes. I'm here to say, Okay, let's look and see what we can find for you, right? I don't want to lose you as a work human employee, because you're fabulous. But if this particular position is not fulfilling you anymore, then let's find some.



Mark Agostinelli 21:10

That makes a lot of sense. So it sounds like you. You guys have where would Where did the culture start? Like, what? How mature was the company? When you started with it? Was it still pretty new or



Laury D'Olivera 21:21

so the company is only 22 years old? Okay. So still, right? Yeah. So it started as a gift giving company. Okay, yeah, there was a situation where one of the founders was going to a wedding in Japan didn't have the currency, and was trying to figure out a global way to give gifts. So it was way Yeah. Right. And now here we are, with the power thank say thank you to employee right,



Mark Agostinelli 21:45

just solving just solving a simple problem solving a simple problem, okay. That's why I love that I love the training and development and the onboarding and the culture stuff. I think culture is, we were doing a

M Mark Agostinelli 21:59
SWOT analysis at work this week, last week, and culture was listed as one of the strengths and it's so funny when you're in it. I'm so critical of it. I'm like, what could be still could be so much better. And it's like, you gotta like, stand back and look at it from afar. Do you ever do find yourself in that situation where it's like, you know, you work at a great place. But you're

L Laury D'Olivera 22:19
I worked at the best place. I don't work at a great,

M Mark Agostinelli 22:21
exactly. That's fair. That's fair. Well, I must feel the same way too, because I'm going on 13 year, so I'm with you. But I think as someone who's responsible for culture, I it's it's so hard to not be cynical.

L Laury D'Olivera 22:35
Well, I don't use the word cynical. I'm always thinking, what can we do? What What more can we do? Yes, fair. Right. Fair. What else do what else is needed? Especially in our new ways of working? What can we do to make the experience better for our humans?

M Mark Agostinelli 22:52
And you said it earlier that, what else do you need? Right? As an often missed question, right? Because we assume we know what people want, or what they need, right? And I feel like when you ask questions like that, it helps you evolve in a very unstructured time, when people are still figuring out where they want to work and how they want to work and all that. All that important stuff. Also, it's

L Laury D'Olivera 23:14
very important. Wow. So

M Mark Agostinelli 23:16
it's from a lawyer to a just, you're, I mean, you're like a cultural champion.

L Laury D'Olivera 23:21
I was the first cultural Energizer in our US office. That makes sense.

M Mark Agostinelli 23:25
You also embody that you have like a love that.

L Laury D'Olivera 23:29
I wore that with like a it's like a badge of honor and I tell everybody that I possibly can

M Mark Agostinelli 23:34
your aura is excellent. You're one of those people that you meet them and you're like, man, their LinkedIn profile should be a video of them. So that you can get a sense of the energy they bring. Don't tell me that is that a possible I don't think it is. It is possible thing. Okay. Find your profile. Okay. That's our executive producer Andrea chiming in that we

L Laury D'Olivera 23:55
Thank you Andrea, that she's already

M Mark Agostinelli 23:56
smart. There's certain people You mean like Man, this picture. It just you look like everyone else. When in reality you bring energy every day. I had a great mentor that said there's two types of people in this world energy givers energy takers,

L Laury D'Olivera 24:11
vampires, Emotional Vampires, like

M Mark Agostinelli 24:17
that's unbelievable.

L Laury D'Olivera 24:18
It's like called them and I can't be around those people.

M Mark Agostinelli 24:20
How did you how did Laurie get the way that Laurie is like, what were some of the bigger moments in your life that shaped you to be this way? Because you were you were? You were

hell bent on being a lawyer.

L Laury D'Olivera 24:31

I was what was for a while. Yeah, no life gets in the way. It does get

M Mark Agostinelli 24:35

in the way but like, did you like it seems like you're in such a hot hey, the whole inspiration This podcast was meeting so many people that are so happy doing what they were doing, but whether they went to college or whether their dreams were for the original profession never really matched up to what they ended up doing. Oh, and it all worked out.

L Laury D'Olivera 24:56

Always always. So I come from a very large Family. Okay, smack dab in the middle. How many? Well, so we they I have five sisters. Well, two brothers. My parents. Yeah. Two extremely loving parents who said go conquer the world. Yeah, what you do what you're gonna do. And you know, my dad worked two jobs so my mom could stay home with the kids. And I'm a workaholic. Yeah, I'll say to anybody. I love it. And if I'm not working, I'm doing something to my house and my drive My poor husband crazy. But it's okay. I like to be busy.

M Mark Agostinelli 25:36

Yes. You grew up around here. Clinton. Oh, yeah. Okay. Yes, sir.

L Laury D'Olivera 25:40

That far. I am.

M Mark Agostinelli 25:44

Welcome. That's why you have all this energy.

L Laury D'Olivera 25:49

We've got things to get out of my ways. Aren't West Coast vibes? No, not at all the way to love the West Coast.

M Mark Agostinelli 25:56

Right. So when I don't know who there's a comedian and I forget exactly who was just sad

right. So when I don't know who there's a comedian, and I forget exactly who was just said, because I really should give credit where credit's due. But he's like, I'm traveling, the US doing comedy shows. And he goes, the people on the East Coast. It's like, they don't believe that they ever defeated the British. They're all still ready to go to war. Oh, it's like everyone's on edge all the time. Everyone's on it.

L

Laury D'Olivera 26:21

So I'll tell you a funny story. Yesterday, I was actually on a zoom call on my way into work. And my manager was literally send me a text. I just want to let you know that you're not on mute. Because she understands that things may have this. Yes. Being a mass. Yes. Right. 495 for driving, it's sometimes you say things. It's the truth is they just come out of your mouth. It's absolutely true. People who don't know how to drive?

M

Mark Agostinelli 26:46

No, no. And there's way more people back on the road.

L

Laury D'Olivera 26:50

I went back into the office in May of 2020. Okay, so pretty early on, so very early on. So I had route nine and 495 to myself. Luckily, you are

M

Mark Agostinelli 26:59

a workaholic? Because I was right there with you. Yeah, I was like, oh my god, I'm better. I'm better in the office.

L

Laury D'Olivera 27:05

Yeah, me too. Yeah. I mean, I like the flexibility. But I ya know, I need people. Yeah, that's, you know, the word people there. But I was like, I need to get up and go somewhere.

M

Mark Agostinelli 27:16

Yes. And be part of the world. Yep. Thank you just really synthesize the way I feel about it. Yeah, I just need

L

Laury D'Olivera 27:23

to be out there. So

M Mark Agostinelli 27:24
how do you guys talk about that at

L Laury D'Olivera 27:25
work? about getting people back?

M Mark Agostinelli 27:28
No, I mean, getting people back almost has the gives you the vibe that you have to come back?

L Laury D'Olivera 27:34
Well, we want people to come back. Because we find that and as people come back in, they're also saying this being together. Yes. In the office is so much more of an experience than just working. It is. It is right to be able to stop in the cafe and say, Hey, how are your kids? Yes, what's going on with your dog? How are your parents? Were you going on vacation? You miss all those connections? If you're on Zoom calls all day

M Mark Agostinelli 28:05
100%. And, and the don't think that like beyond? This is what I don't get about the 100% of remote work. Like I do understand there's a group of people that want that, like I get it, right. But I think for the vast majority of people, we get so much of our dignity from the work we do and the impact we make on others. And it's like you can't even see the power of what you've what you're doing what you're doing every day. Yeah. And also learning. I mean, I don't know, like, I think there's a lot of people that can learn in an individualistic nature, but I need no, I need to talk. Yes. I talk to him all the time.

L Laury D'Olivera 28:42
All the time. So I'm basically married to a man who said to me that he found his spirit animal animal in a sloth, because that's, that's his vibe. Yeah. He's very laid

M Mark Agostinelli 28:55
back. Quiet,

L Laury D'Olivera 28:57
quiet. And yes, he calls me the tornado. That's so funny. It's literally because it's like, Pierre, she's, she's coming. I said to him a couple of weeks ago, I said, So what do you think when you see me. I really want to know what goes on in your head. When you see me

see me, I really want to know what goes on in your head. When you see me.

M

Mark Agostinelli 29:16

What a what a wildly awesome question. Is this in the morning or night, okay?

L

Laury D'Olivera 29:21

Because I was in the kitchen, I just got home from work. And I was spinning around doing 1000 things. And he's sitting on the couch waiting for me, so we could watch a show together.

M

Mark Agostinelli 29:31

Want a guy? Right? It's good

L

Laury D'Olivera 29:33

guy. Yes, great guy. And he said to me, he's like, you're having five conversations in there with no one but yourself. And I said, Yes, I get that. That's how that's how I process that's how I get things done. And he was just sitting there like, what is this woman doing? And I had to ask him the question, what do you think? When you watch me do these things? Yes. And his answer was he goes, you remind me For tornado. She said literally in my head, it this is what happens. It's 50 miles away. It's 40 miles away. It's 30 miles away, like Twister. And then he says, quick, everybody down into the cellar, it's about to hit goodness. And we got into such a laughing fit. And I said, Oh my gosh, I'm so sorry. That must be awful for you. And he said, No, you know, sometimes a little stressful, but I'm kind of used to it, right? Yes.

M

Mark Agostinelli 30:27

I love it. You know, you also really strike me as someone, you have a lot of self awareness. I do. And but you're also really comfortable with who you are.

L

Laury D'Olivera 30:37

I don't give up shit. Yeah, I don't. I don't I've earned everything that I have.

M

Mark Agostinelli 30:44

Now, when did that happen? Um, because I think there's a lot of people on their career journeys, yes. That probably don't have very different paths. Like they were doing a job that morphed into another and another and another. And there's like, no, wonderful foundation. Like it, maybe a doctor has that went to medical school, and I was perfect curriculum, but like, how do you? Was there a switch that?

- L** Laury D'Olivera 31:12
No, I, I have to say I'm very fortunate that I have found something that is a perfect fit for me. It is the I couldn't have created a better job if I wanted to. Okay. So I would encourage people to say, look inside yourself. If you have the ability to try to do what you love. Yes. Then do that.
- M** Mark Agostinelli 31:36
And don't you think though, you have to like because I think about that, and I go well, I don't know what I love. But you didn't you didn't know what
- L** Laury D'Olivera 31:46
you love? You love to talk? Okay,
- M** Mark Agostinelli 31:49
okay, you're synthesizing it way down beyond what you actually do at work.
- L** Laury D'Olivera 31:53
Yes, but you love to talk you love people. True. Okay, okay. Okay. Some people not so much. True. If you don't love people, and you don't love to talk, don't go into sales?
- M** Mark Agostinelli 32:06
Fair. That's a good point. That's a good point. Do you think that but I think when people like find your passion, they go to like hobbies or they don't synthesize the skills,
- L** Laury D'Olivera 32:17
the skill set? Yeah. So
- M** Mark Agostinelli 32:18
do you think your self awareness drove that confidence?
- L** Laury D'Olivera 32:21
I think, because I wanted more. For myself, for my family. Just to fulfill myself, yeah. It was,

well, I want to do this. What's the next step? Well, I want to do that. And I happen to love the people that I work with. And they drive me every day.

M Mark Agostinelli 32:46

Is your drive today. serving those people is that built out of a longer term vision of like the legacy that you believe you leave behind? Or like, how do you think about that?

L Laury D'Oliveira 32:57

I think about I'm, I'm a giver, okay. And that's your gift. That's my gift. Yeah, I like to make sure that people around me are happy, or healthy, or getting what they need. Yeah, what can I do to make that better?

M Mark Agostinelli 33:12

I found a role where you can flex that muscle day every

L Laury D'Oliveira 33:16

single day. So that makes a lot of that every single day. I walk through my office two or three, five times a day, six times a day. Just looking at people saying hi. Make eye contact with me so I can see what's going on in your world. Right? Because that'll tell me everything. someone's face. Yes. And if you need me for something, I will know immediately. Yes. And I will go over what's going on? How's your day? Tell me what's going on?

M Mark Agostinelli 33:42

Benefit probably. I've also grown up with a big family. Yeah. Right. Yes. like nothing's hidden. Right.

L Laury D'Oliveira 33:51

Even now. Yeah, I can. Even now,

M Mark Agostinelli 33:56

are they are most people local? Yes. Oh, awesome. Yes. Awesome. So your say your family get togethers are wild. Yeah.

L Laury D'Oliveira 34:04

Usually, yeah, we have the pool. So we have all the summer stuff. So you know, it's and now it's giving again, giving and now it's to the point it's not Can we come over? It's we're coming over at now be over? And I'm like, yes. Okay, perfect. We're having a party.

M

Mark Agostinelli 34:23

I love that. Do you think do you think that you mentioned early on I just wanted to talk about it with you because I love travel as well. Do you find that that like gift giving piece is very related to you why you love to travel and experience the rest of the world? Like is that? Is that where that?

L

Laury D'Olivera 34:42

He doesn't want to know how other people live?

M

Mark Agostinelli 34:45

I think there's a lot unfortunately, I think there's a lot of people that don't I know what I'm with. Now. I love seeing

L

Laury D'Olivera 34:50

it is very sad. Yes. I saw a statistic about how many people in this country actually have passports?

M

Mark Agostinelli 34:57

Is it low? It's disgusting. Not like single digit law,

L

Laury D'Olivera 35:01

it's so low. Really? It's really sad, right? Yes.

M

Mark Agostinelli 35:06

Although, although on the flip side of that, if you were to leave here and go to Atlanta or California or Oregon, and never leave the country, it's might as well like you leave the country.

L

Laury D'Olivera 35:17

Not really, geographically, geographically. Right, but not culturally.

M Mark Agostinelli 35:22
I would I would have fun espousing the idea. I think it is.

L Laury D'Olivera 35:27
I think the lawyer in me is about to come out right now.

M Mark Agostinelli 35:30
This is fun. So this is fun. Value. So

L Laury D'Olivera 35:34
So yes, so there is a little bit yeah, okay. You have southern food, we have food from the north, the Northwest, we have those things that are a little bit different from here in Boston.

M Mark Agostinelli 35:44
Correct. Now, beyond that, I would say the, the way people talk, the, the way people drive, the way of people, the way people treat other people all has nuances that you see in the difference of like, so I lived in Australia for a little while. I expected very limited cultural shock. So I was like, Oh, they speak English. Yeah, no, right. What? And I was, I was 22. So really ignorant to it. So when I got there, I was like, well, like this is a completely different places, even though we've talked the same. And I don't I would agree. I don't think that LA has the same amount of culture shock that it does. Boston, I agree with you like that Australia does to Boston. But I do think there's some nuance, there's some I think, I think we think of them as nuances. Because our we see him every day. And we're fortunate to work with people around the country. Yes. But if you're a person that doesn't work with people around the country, I think it's I think it's more of a foreign place than you think.

L Laury D'Olivera 36:38
Yeah, everything's foreign to people that don't travel outside their zip code.

M Mark Agostinelli 36:45
You're right, though. Americans don't leave. They don't

L Laury D'Olivera 36:47
leave. They don't they don't speak another language. For the most part. Yes. You know, you go

leave. They don't they don't speak another language. For the most part. Yes. You know, you go to Europe, people are speaking 456 different languages. Yes. How fantastic is that? It's

M

Mark Agostinelli 37:00

it's one of those things where it's, I'm enamored by it. Yeah. I mean, it's it. There's that guy, I got into the formula. One Netflix thing sucked me, right. I have, like, not a motor racing bone in my body. And my wife and I, my kids, were all watching it. And one of the guys who runs the Mercedes team was named toto and I was like, Finally after four seasons of watching, and I looked into it, and he's like this motor car racing entrepreneur CEO kind of time, and I'm like, scrolling down. So he speaks six languages. And I was like, This guy was already cool now. And now he's like, the coolest person. I was like, Wait, you're right. You're right. UBG can connect to you. So you went to Japan that inspire the travel? What was your favorite place that you've been to? Since? Italy? Okay.

L

Laury D'Olivera 37:49

You've been to Italy twice.

M

Mark Agostinelli 37:50

Me too. Me too. It is. It is probably. It seems like one of the most pure experiences. Now. I've not done a lot of world travel. But Italy seems like it's as close to life was meant to be as possible.

L

Laury D'Olivera 38:08

If if I could find it by a villa right now in Tuscany. Yes.

M

Mark Agostinelli 38:13

My mom has been listening this podcast and I gotta meet Lauren. Because that's what I've heard my mom utter that was that statement. What is it about Italy?

L

Laury D'Olivera 38:23

I loved their sense of and this is gonna sound weird coming from me. There's no rush there. Yeah. Take your time. Have a three hour lunch.

M

Mark Agostinelli 38:37

What don't you feel like people like us? Because I'm gonna put us in a similar category. Urgent, gonna, do you think we're also kind of a product of our environment? Absolutely. Like if I'm in Italy. I'm chewing up to I napped. I fell asleep in my wife on my honeymoon. She was like you're

Italy, I'm showing up to I napped, I fell asleep in my wife on my honeymoon. She was like you're asleep. And during the day, of course, right. It's like, well, yeah, everyone

L Laury D'Olivera 38:54

else is taking a nap. I'm taking a nap. It's a different appreciation of family.

M Mark Agostinelli 39:00

Yes. And the rituals around food obviously.

L Laury D'Olivera 39:04

Don't even get me started on food. Because it is the

M Mark Agostinelli 39:07

best but don't you think like, it's it's hard to do, right? Like there's a barrier to entry to world travel. It's expensive. It takes some planning. It's it's not? It is certainly a privilege. Absolutely. It's a privilege. But oh my goodness. Do I think it makes me and others that do it? Better citizens of the world. Better people but better leaders and managers because you really start to go wow, there's a million ways to do things to do things. Right. And I can't commit it to only my way.

L Laury D'Olivera 39:38

No, you should never be right. It's only right. Absolutely not. Yes. Please teach me your way. Right.

M Mark Agostinelli 39:45

And I want to learn why you're doing it. Absolutely. It's not

L Laury D'Olivera 39:49

just don't tell me the thing. Tell me why about the thing. I know the

M Mark Agostinelli 39:53

advice. When I talk to like a recent college grad, or someone I'm like if you have the opportunity to travel and you didn't get to do But just do it, do it. Do it now. And not like you don't have to go to crazy places just get way out of your comfort zone and learn other stuff.

Right? It's a big difference. Well, in you know, my

L Laury D'Olivera 40:10

mom was from London. Cool. So you know we have a really cool yeah. So we had a little bit of a European flair going on in our household very already. So that was cool changes the dynamic. It sure does. Yes, it sure does.

M Mark Agostinelli 40:26

That's that's very that's very awesome. Yeah, there's

L Laury D'Olivera 40:29

a lot there's a lot of I have stories about like, you know, in America, we're really hung up about covering up. Yes. Okay. Yes, it's Puritan we got to quit it everything.

M Mark Agostinelli 40:42

The British are coming. Yes. Yeah. To cover everything up.

L Laury D'Olivera 40:45

And I remember friends coming over and mice, you know, we have five girls. Yes. Literally running around the house in their bras and panties all the time. And my girlfriend's would come off and say, Oh, my gosh, your brothers are here. And I'm like, yeah, they live here. Yeah, I don't understand the point right now. Brother. Exactly. And I'd say you go to the beach in a bikini in front of strangers. The same amount of materials the

M Mark Agostinelli 41:13

truth. Isn't that weird how that happens.

L Laury D'Olivera 41:16

And I said, it's all about the thought you have behind it. I'm not thinking nasty thoughts. Are you

M Mark Agostinelli 41:23

right? It's the truth. That's the truth. That's Wow, that your mom's from London? How did she get over here?

L Laury D'Olivera 41:33

That's another bug.

M Mark Agostinelli 41:36

Look at that's good for you. I know Andres already gonna be mad. I can I can barely wait. You and I could talk for hours. But I do I do days. For sure. I will say Laurie, thank you for coming on. I really liked your the points you made though, as it pertained to the self awareness in the comments. And then like you knowing what your superpower is, Always know

L Laury D'Olivera 41:57

your superpower. And you're super

M Mark Agostinelli 41:58

and get feedback, right? Like have people help you find absolutely

L Laury D'Olivera 42:01

one of one portion of our product also is feedback. Awesome. Well, you could solicit feedback from someone or someone could give it to you. And it's not meant to be in a negative way. Right. Positive feedback. Positive reinforcement. Yes. is amazing. Yes. But self awareness of like, look at I've earned everything that I have right now. I'm gonna use it to do good for

M Mark Agostinelli 42:28

the world. And I almost feel like even when you earn things and they're small and the comparison to me what others have right yeah, it's more confidence inspiring knowing that that was yours. It's mine. Right? But I'm here

L Laury D'Olivera 42:37

to help others Exactly. That's what I love about it. It's not I'm gonna take it and I'm gonna run and it's me. Me me me me. This is about inspiring other people to do fantastic things everyone can eat. Total world domination is what I say

M Mark Agostinelli 42:51

I love you give nump up speeches. You should do that. I could see you in like a high school

I love you give pump up speeches. You should do that. I could see you in like a high school locker room just getting a bunch of people.



Laury D'Olivera 43:00

It was fantastic seven year old niece who does not need any confidence.



Laury D'Olivera 43:03

I say that to her. Oh. Spurrier total world domination.



Mark Agostinelli 43:09

All right. Let's end it with that. Thank you so much for coming on. You're gonna have to come back again.



Laury D'Olivera 43:13

I will be back tomorrow if you asked me. Cheers. Thank you so much.