

In January of 2006, MBN implemented a new automation system from RCS Sound Software with the intention of testing and setting up future systems for our owned and operated stations. After working diligently for six months, serious issues presented to Phil Shappard were ignored and it was felt by all involved that it would not be beneficial for Moody to continue in the current direction. It was presented to Wayne Pederson, V.P. of Broadcasting, on June 13th, 2006 in a meeting brought forth by Satellite, Production, and Engineering staff that the Master Control automation system as sold to Moody Bible Institute by way of Phil Shappard did not function as intended. Furthermore, it was demonstrated to Mr. Pederson that Satellite Operations had lost functionality previously found in an older automation system and that the on-air sound of the Network was being compromised. Mr. Pederson made the decision to return to the old automation system until the features that were affecting the on-air sound could be worked out with RCS. Mr. Shappard was not pleased with this decision and was able to convince Mr. Pederson, the next day, to rescind his decision and give RCS a week to fix the outstanding issues or Moody Broadcasting would find another automation system. The week came and went with one problem fixed, but the remaining problems still not functioning and the on-air sound still being affected. RCS was not held accountable. Instead, Mr. Shappard presented to the Annual Manager's meeting, in the following weeks, that the system was excellent and they all could look forward to their installations in the coming months. The station managers were not informed of the ongoing problems, and responded to the news given them by Phil Shappard by extending him a standing ovation. It was at this moment I resigned from Satellite Services and informed the station managers of the truth and forwarded them all of the information concerning our communication and work with RCS Sound Software. As of today the Master Control installations have not been completed at all of our Owned and Operated stations because of ongoing problems.

In October of 2006 I was presented with the position of Internet Radio Senior Producer under the supervision of Chris Segard of Production Services. It was my honor to research and implement 3 internet radio stations in response to Operation Next 2006. I spent the next 10 months researching the best systems designed for internet radio. In trying to be a good steward of resources, I was able to develop a cost-effective system and design a website that would be contained in one computer which would then be expanded as listener-ship and funds grew. The system I developed cost about \$5000 with the intention that each additional station would cost Moody \$1500.

On August 20, 2007 the current Leadership Team consisting of Wayne Pederson- V.P. Broadcasting, Doug Hastings- Division Manager, with Denny Nugent, Bruce Everhart, and Mike Bingham, made the decision to place Phil Shappard as the new manager of the Department of Online Audio Programming. (I found out later Wayne and Doug were the ones who actually made the decision.) It was also determined that Master Control would be the automation system to be used, with costs in excess of \$9000 per station. No communication about this decision was given to Chris Segard and no inquiry as to the current status of our online radio stations was researched. The Conference Center had been operating for a few months and the Sacred Classics station was only waiting for audio from the Sacred Music Department. This was rather difficult news for me to swallow as all of the knowledge and work I had accomplished this past year was now

wasted. Fortunately, the Conference Center was in full operation and listeners are used to requesting messages and interacting with the website; which both are not options with Master Control. The Sacred Classics channel was up and running a week later and is running to this day at [Sacred Classics](#) but listeners are not allowed to access this resource because of the decisions of leadership. The “Master Control” version, now the Inspiration channel, was launched almost 5 months later in January.

I took a week off of work to contemplate my current situation. I came to the conclusion that even though I had to work with a difficult individual and also had to use difficult equipment, it was more important to continue serving Christ at the Moody Bible Institute in whatever capacity I could even though I disagreed with the decisions being made. Part of my position is digitizing all of Moody’s old radio programs and conference speakers. This is something that would not be completed if I were to leave Moody at this time. There is a growing stack of messages that are forever lost due to age and deterioration and preserving these messages for Moody has become a passion of mine and is not a priority for the current department of Online Audio Programming.

Doug Hastings, Division Manager and direct supervisor of Phil Shappard gave me a list of 7 objectives I must follow in order to remain employed at Moody. One of those objectives is that any communication intended to undermine the validity of the RCS system or the direction we are headed with the On-Line Audio Department is not appropriate and will not be tolerated. I agreed to this under the condition that I would like a signed statement so when people complain to me of their hardships with Master Control, I would be able to kindly reply that I can not discuss such issues for fear of losing my employment. He stated this was not necessary and that it would not come to that. I was following Doug’s directives until we had our annual Managers Meeting here in Chicago, which is now being called ADVANCE. In an unprecedented move, broadcasting staff was invited to attend with the outside Managers a three hour question and answer session with Ed Cannon, Chief Executive Officer and Wayne Pederson, V.P. Broadcasting. It was strongly encouraged to bring any and all issues forward, with out fear of losing ones job. My current situation was eluded to by other co-workers, but I did not speak up, because I felt it would be better addressed personally to Ed Cannon as he was the only remaining executive who was not fully informed of the current situation in this “new” department. I talked with Ed Cannon after the meeting and he had asked me to follow up with an email of what we had discussed. My only intention was to share my concerns as he would now be involved in future leadership meetings. I was not asking for any action, only that he be aware of the present situation to be able to make informed decisions for the future.

Ed Cannon then forwarded my email to Doug and Wayne, stating why this was still a problem, which I can only assume he was referring to me. I now know Ed Cannon is more concerned about corporate hierarchy and procedures than about the real issues involved in broadcasting. At this point a meeting was called and I was told that it was time for me to move on. When I protested, Mr. Pederson responded by saying he thought I would happily leave because of a conversation with my Mother months prior. I found this interesting as it seemed to maybe explain why no communication took place prior to

the events of Mr. Shappard becoming my boss on August 20th. I can only question the motives behind this decision by breaking down the chain of events. After I left Satellite Services because of Mr. Shappard and Master Control, Wayne Pederson had said that he would never let another major equipment decision be made without more people being involved. He said this to employees and to my family. This was especially difficult as I had just lost my father Robert Neff to [ALS](#). Over a month before the decision was made, Wayne had asked my mother, Miriam Neff, how I would feel if Phil Shappard were to be my boss again. My mother informed him that I would immediately walk and that she was surprised he was even asking her. I do not see how I could come to any other conclusion, but it seems that Wayne Pederson has been trying to get me to leave the employment of Moody Bible Institute because of my passion and because I am very vocal in my opinions. It would be refreshing if our leadership was more concerned about the direction of Moody Broadcasting than about their image as leaders. It is too late for them to salvage their image as employee surveys and struggles other department in broadcasting are having with them prove their incapability.

In future ADVANCE meetings I recommend to anyone reading this that you keep your true opinions veiled because you can not trust the current leadership. I agree with what Scott Keagan said, and that is we are going to lose our most capable employees making it even more difficult for those that are still here. As of April 2008 there all ready have been many people that have left the employment of Moody Broadcasting because of management.