

CHAIR'S CORNER

Motivate Others - Give Praise

by Robert Boykin

An article I recently read suggested that praise for a job well done is a great motivator. The article further advised that a lack of recognition is consistently among the top reasons people leave associations and teams, as well as their jobs. So, how do you give praise? Following are three tips offered by the article that are relevant to giving praise to employees, but can relate to people in any structured environment:

1. Be specific with the praise. For example, "Great job on that ROI report. I appreciate how thorough it was and that you sent it a day early."
2. Be genuine – employees can spot it when you're not being authentic.
3. Give praise immediately after the work is done. Don't save it for the weekly meeting.

A while back, I had an opportunity to listen to several discussions between two people who appeared not to respect each other. What was I doing there, you ask? My assignment in that setting was to serve as a facilitator. After meeting separately with the two individuals, I thought I might have to change my role to referee. However, I am appreciative that I had the opportunity to be a part of those discussions because I came away with a better appreciation of how people just want to feel relevant and to be part of a solution, and not to be considered part of a problem.

This undertaking was a unique opportunity for the two parties to craft their own resolution to their issue. However, before getting to a point where they conducted themselves professionally and respectfully at all times, they displayed overzealous behavior, and subjected each other to personal attacks, which not only hardened their positions, but served to make it almost unworkable to move forward. However, the two did come to an agreement about how to move forward after realizing they had not taken the time to appreciate what each brought to the organization. They heaped praise on others but not on each other for jobs well done.

So, how do *you* give praise to associates, staff members, friends, or family? Are you honest when giving praise? Timely? Specific? Is your objective when giving praise to reinforce the behavior that yielded excellent work and to encourage the recipient to get even better? If not, it should be. Offering praise and recognition for a job well done can be extremely powerful, recognition costs nothing; and studies indicate that it can even be as effective as giving employees a financial reward.

As in a quote attributed to American writer and author, Alex Haley, "Find the good and praise it."

Be well and be safe.

- Robert

SAFE & ALERT

by Jo Haberstok

I want everyone to be safe this holiday season. It's a time for joy and celebration and fun – and I wish that for all of you, too. Sometimes along with joy and celebration can come a little too much celebration – and even if you're careful about your own habits, the minute we get into our vehicles and onto the road, we're dealing with the potential over-celebration or any number of issues that may affect those behind the wheels of other vehicle on the same road.

I recently returned from a road trip to the Portland, Oregon, area. The weather was, well, Portland-like – a little foggy at times and very rainy at times. Now we all know that we should be sure to turn on our headlights and exercise caution in such weather. We all know this but, unfortunately, not everyone does these things. Visibility at times during my trip was severely limited, yet there were vehicles zipping along the highway at over 15 mph above the posted limit and with no lights.

Another notable issue these days is distracted driving. This term can cover a lot of things because a lot of things can distract us from keeping our full attention on the road. The most obvious and the one that gets the most press is, of course, texting or talking on a phone while driving. It seems no matter how many road signs proclaim it illegal to do so, far too many folks apparently think that "just one glance" at the phone or "just a quick call" isn't going to be a problem. I've seen others blatantly speeding down the highway with one hand on the steering wheel and the other holding the phone (or worse, trying to text).

Any number of other things can also distract drivers – trying to read a map, putting on makeup, shaving, eating, trying to control a dog or child in the vehicle (yes, I've seen all of these and most of you probably have, too), and more.

With many holiday/seasonal activities going on at this time of year, another danger to be aware of is drowsy driving. I'm sure everyone agrees that it's not a good idea to drive when you are feeling tired or having trouble staying awake. A recent study by the AAA Foundation for Traffic Safety estimated that drowsy drivers are involved in an average of 328,000 crashes a year, including 6,400 fatal crashes. The effects of fatigue are similar to drug or alcohol impairment in terms of slowing reaction time, causing attention failure and reducing visual awareness. More than half of all drowsy driving crashes involve drivers aged 25 or younger. Even with the best intentions, staying up late studying or driving home for the holidays can put not only drivers but those around them on the road at risk.

Some suggestions from AAA:

- Be well-rested before driving & don't drive alone – travel with a well-rested passenger
- Take frequent breaks on long trips; stop every couple of hours to stretch and get some fresh air
- If you become sleepy while driving, pull off the road and take a break
- Don't drive after consuming alcohol or taking prescription medication that can cause drowsiness.

Stay alert and safe.

- Jo

NOTE SPECIAL LOCATION

Tuesday, December 13, 2016

LOCATION:

Ice Harbor at the Marina
350 Clover Island Drive
Kennewick, Washington

(509) 586-3181

<http://iceharbor.com/>

TIME:

5:45 p.m. - Check in/Networking

6:00 p.m. – Appetizers
(courtesy of ASQ Section 0614)

There is no cost to network and partake in the appetizers.

Due to individual palates, ASQ Section 0614 will provide appetizers for everyone to share.

Members/guests may order the beverage of their choice (no host) and can also order entrees from the menu if desired.

Beer samplers, beer, wine and other beverages will be available for purchase (no host).

For planning purposes, **reservations must be received by December 7.** Send an email to Panda_2@charter.net. Limited to 30 attendees – make your reservations soon!

For more information about our ASQ section and other upcoming events:
www.asq614.org/

HOLIDAY GET-TOGETHER

Ice Harbor at the Marina



350 Clover Island Drive
Kennewick, Washington

Join us on Tuesday, December 13, to celebrate the holiday season.

This is a great opportunity to take a little break from our regular meeting format, check out a different venue, and get together just for fun.

As a “thank you” to our many loyal ASQ members, the section will cover the cost of several appetizer plates.

You are welcome to also partake (no-host) in the beverages of your choice (they offer many different styles of beers on draft, and beer samplers, as well as wine and other beverages).

You don't need to be a beer lover to have a great time at this get-together, so please come and join in the fun.

You are encouraged to invite your spouse or a guest; just be sure to make your reservations by December 7, so we can be sure to have enough room for everyone who wishes to attend.

A little about Ice Harbor at the Marina:

Once upon a time... Most great stories start this way and theirs is no exception. When the owners of a small microbrewery in Pasco decided they would rather focus on the packaging aspect of brewing, Mike Hall and Bill Jaquish used it as an opportunity to take their own intense love of home brewing to the next level. In 1997, Ice Harbor Brewing was born. Word got out quickly among beer aficionados about the little brewery in the Columbia Basin that was making really great beer. By 2004, demand for the beer coupled with Mike and Bill's desire to provide a true pub experience for customers led to Ice Harbor Brewing moving to its location in historic downtown Kennewick. Three years later, Ice Harbor at the Marina was opened to provide a more upscale dining option on Clover Island. Each location has its own charm and character. Visiting the Brewery and Pub (our ASQ section has toured there in the past) is like coming to the neighborhood bar of yore, where everybody gathers to share a love and appreciation of fine, hand-crafted beers. It's a great place to hang out and relax with friends.

GIVE OTHERS THE GIFT OF ASQ MEMBERSHIP

Free trial memberships – submit to ASQ by November 29

Please take a moment to take advantage of this great opportunity to offer someone the gift of a FREE 6-month full ASQ membership.

This is a great opportunity to introduce someone to ASQ and to our local section and our programs and activities. It is also a way to increase our local membership and the potential for individuals deciding to continue their involvement by joining ASQ at the end of the free trial period.

I'm sure we all know several colleagues and friends, possibly even family members, who are quality-minded and interested in opportunities to network with others while learning new skills through our meetings, visits to nearby companies, and regional and national conferences and training opportunities.

ASQ membership offers many benefits, including unlimited access to ASQ's online Knowledge Center, a print and electronic subscription to *Quality Progress*, the ability to join a local section and a division or forum, plus discounted member pricing on all ASQ products.

Please be sure to submit the required information to ASQ soon, and let's get even more folks involved in our section in 2017!! [Complete the invitation form here.](#)

Note: You can offer free memberships to multiple colleagues/friends - you just need to complete a separate form for each one.

GET YOUR FREE MEMBER GIFTS

ASQ's free member gifts for November focus on ISO 9001:2015 and Risk-Based Thinking.

Changes introduced in the 2015 revision were made with the intention of ensuring that ISO 9001 continues to adapt to the changing environments in which organizations operate. One key update everyone is talking about is the emphasis on risk-based thinking.

This month's gift includes several resources to help you better understand and apply risk-based thinking through your ISO 9001:2015 transition and after to the benefit of your customers and organization.

Gifts include:

- New Webcast - *ISO 9001:2015 - Elevating quality with risk-based thinking*
- Complete E-book - *Lean ISO 9001: Adding spark to your ISO 9001 QMS and sustainability to your lean efforts* (248 pp) and webcast
- Eight articles on ISO and risk including - *Running a Risk: A process for seeing decisions' potential risks and adverse effects*
- Nine Standards Channel expert videos on ISO 9001 and risk

Get your free gifts [here](#).

QUALITY BOOKS RECOMMENDED BY A MEMBER

by Jo Haberstok

Our November 8 section dinner meeting was another great one. Our speakers were **Bob Schmitt**, Manager of Regulatory Affairs, Quality Assurance & IT at SIGN Fracture Care International, and **Frank Faultersack**, Manager of Engineering. They provided an update about what SIGN has been doing and showed us the SIGN Implant nails and how they are used in the many countries that have been helped by SIGN to date.

As part of the discussion, Bob also shared with us about how and why he joined ASQ, and he highly recommended two books that he purchased through ASQ. We weren't expecting an ASQ testimonial at the meeting, but it's always great to hear from a happy member!

For those who weren't able to attend, here are the books that were recommended. I've included current pricing information and links in case others may be interested in purchasing them.

[The Quality Toolbox](#) by Nancy R. Tague (member price: \$54)

[Handbook of Investigation and Effective CAPA Systems](#) by José Rodríguez-Pérez (member price: \$37)

FREE WEBCAST: THE CLIENT EXPERIENCE

This free webcast, offered by ASQ, features Ryan Suydam, co-founder of Client Savvy. He explains how to effectively capture and translate customer feedback to make real and positive changes to an organization's products and services.

[Log in](#) to view or download the webinar.

EDGE 14 – NOVEMBER 30

in Kennewick

Looking for motivation, inspiration and challenges to help you grow and improve? Check out EDGE 14, which will be held November 30 from 4-6 pm in Kennewick.

Featured presenters and topics:

- Paul D. Casey – 4 Relationships You Must Feed
- Shannon Spencer – Keys to Unlocking Your Leadership Savvy
- Dr. Robert Smart – Reframing Organizations: Reducing Organizational Myopia
- Tanya Faulk – Replacement Driven Leadership & Building a Leadership Culture

Cost is \$33. To register or for more information:

www.paulcasey.org

NOVEMBER 19 – FAMILY VOLUNTEER DAY

Family Volunteer Day is celebrated annually on November 19. If you've never gathered the family to participate in volunteer work together, you can start now!

What you choose to do will obviously depend on your family's size and ages. Consider attention span and stamina when choosing a volunteer activity, and make sure everyone understands what you're doing, why you're doing it, and who you'll be helping so that they can become as invested as you are in the process.

Here are a few ideas to consider:

- **Help out at a shelter or soup kitchen.** Families often volunteer to serve meals on Thanksgiving Day, but there is a year 'round need for help at shelters and soup kitchens. Contact your local organizations to find out if you and your family can be of service, but make sure to ask if there are age restrictions.
- **Get crafty.** There are countless local organizations that collect handmade items to give to charity. Hats, scarves, blankets, chemo caps, prayer shawls, and infant loss items are always in demand. If you're crafty and your children are old enough, look up organizations near you that are accepting handmade items, then choose some projects and work on them together. If you're not great with a hook or needles, these no-sew fleece blankets are perfect for almost all ages and skill levels.
- Many charitable organizations accept donated clothes, books, and small household items that are in good condition. Go through every room in your house as a family and see what items you can find to donate to those in need. Winter coats and boots that are too small are particularly great to donate at this time of year.
- **Clean up.** If the weather is still pleasant in your neck of the woods, take the family out for a walk around your neighborhood armed with trash bags and gloves, and clean as you go. Make sure children understand that needles and broken glass are dangerous and ask them to instead look for paper, wrappers, plastic cups and other kinds of garbage.

Volunteering as a family is something that will change your lives and the lives of those who are receiving your help. Teaching children how important it is to focus on giving back is a lesson that will serve them for the rest of their lives as they carry on the giving tradition for years to come.

(source: [Foresters Financial newsletter](#))

QUOTE OF THE MONTH

"Things turn out best for the people who make the best of the way things turn out."

~ John Robert Wooden

STRESS IS A CHOICE – READ THE BOOK!

by Jo Haberstok

Full disclosure: I have not read this book (yet). But it sure sounds interesting.

In his book, **Stress is a Choice: 10 Rules to Simplify Your Life**, author David Zerfoss presents the liberating (perhaps?) concept that stress is a choice you make. A promotional note explains further.

Many people hurry through life going from one place to the next, focused on conquering the next mountain, making the next deal, running the next errand, and believing there will never be enough time to do all the things they need to get done. By realizing and acknowledging that we are the creators of the life we choose to live, there is all the time in the world. For those thinking about expectations to meet at work or that their family is constantly on the go, the book explains how we are *choosing* stress and provides a different way of approaching life to help reduce the stress without affecting productivity.

It's a short book (110 pages) that may inspire a new road map to simplifying your life...and to choosing less stress. Available from walkthetalk.com for \$15.95.

BECOMING A COACHING LEADER December 8 in Kennewick

Do you want to become a better coach and leader? Then you may be interested in this workshop, which will be presented by Paul D. Casey of Growing Forward. Benefits of workshop attendance:

- ✓ Understand why a coaching style is most effective in people development
- ✓ Have more intentional one-to-one discussions with team members
- ✓ Learn the power of a great question and a well-defined goal
- ✓ Take away some assessment tool to assist with future team growth.

The workshop will be held from 8:30 – 11:30 am on December 8 in Kennewick. Cost is only \$58 for those who register before November 24, and \$65 after that date. For more information and to sign up: www.paulcasey.org

Has your email address changed? Help us keep you informed of Section 0614 events and information by updating your contact information and email preferences at <http://www.asq.org>. Log in and click "My Account" to update your membership record. You can add or make email, address and phone changes in the "Contact" tab, and then be sure to click on the "email preferences" tab to be sure you are subscribed to receive future Section communications.

**AN EASY WAY TO HELP OTHERS
AAA Washington's Soap for Hope Drive**

The next time you go on a business or personal trip, be sure to pack up any of the free hotel toiletries that you don't use. And if you don't already contribute to another local cause, consider donating them to AAA's Soap for a Hope campaign. This year's drive runs through December 31.

You can donate soaps, shampoo, conditioner, body lotion, mouthwash, deodorant, combs, shaving cream, toothbrushes, toothpaste, etc. You might even have some unopened items in your hall closet – all (trial or full-size) will be welcomed. The items are distributed to local charitable organizations, where they are welcomed by those in need.

Thanks to the generosity of AAA members and friends who donate, AAA has donated more than 730,000 personal hygiene items since the program began in 2007. Donations are accepted year-round, but the greatest need is in the winter months. For more information, including the location of nearby AAA offices and a complete list of recipient charities, visit <http://www.AAA.com/soapforhope>.

SECTION 0614 MEMBERSHIP

As of November 8, 2016, we have 101 members in our Section.

2016 SECTION 0614 LEADERSHIP TEAM January 1 - December 31, 2016	
Section Chair	Robert Boykin
Treasurer	Kent Ozkardesh
Secretary	Jo Haberstock
Certification/Recertification	Patrick Faulk
Audit	Alvin Langstaff
Membership Chair	Jo Haberstock
Nominating Chair	Randy Cline
Education Chair	Charles Tyler
Voice of the Customer Chair	Debbie Clarke
Webmaster	Steve Prevette
Newsletter Editor	Robert Boykin
Programs Chair	Vacant
Publicity Chair	Jo Haberstock
Community Outreach Chair	Vacant

PUBLICATION INFORMATION

This newsletter is published on a regular basis to inform members and potential members about Section 0614 activities and other news/information that may be of value to quality professionals. To be considered for the next newsletter, input must be received by the 10th of the month.

2017 SECTION LEADERSHIP TEAM ANNOUNCED

Thank you to our members who have expressed the desire to serve by volunteering to be part of our section's Leadership Team in the coming year. The new team officially takes office January 1.

2017 SECTION 0614 LEADERSHIP TEAM January 1 - December 31, 2016	
Section Chair	Robert Boykin
Treasurer	Kent Ozkardesh
Secretary	Jo Haberstock
Certification/Recertification	Patrick Faulk
Audit	Alvin Langstaff
Membership Chair	Liz Dickinson
Nominating Chair	Becky Corral
Programs Chair	Jo Haberstock
Webmaster	Steve Prevette
Newsletter Editor	Robert Boykin
Publicity Chair	Jo Haberstock
Voice of the Customer Chair	Vacant
Education Chair	Vacant
Community Outreach Chair	Vacant

