

**Tuesday**  
**September 6, 2011**

**LOCATION:**

O'Callahan's/Shilo Inn  
50 Comstock  
Richland, Washington

**5:30 p.m.** - Check in/Networking  
(no host cocktail service)

**6:00 p.m.** - Buffett Dinner

**7:00 p.m.** - Presentation

**DINNER BUFFET MENU:**

The Chef and crew at O'Callahan's Restaurant always provide a fine and varied buffet dinner for us at the Shilo Inn. The buffet usually includes two entree choices, plus accompanying vegetable, a number of tasty salads, and a vegetable and/or fruit tray.

Your choice of coffee, tea or decaf is included with dinner. And don't forget to save room for dessert!

**Cost:**

\$17 ASQ members  
\$20 non members  
\$5 presentation only

Reservations are requested by August 30. E-mail [dscoffey01@aol.com](mailto:dscoffey01@aol.com) with your name, phone number, company affiliation, and type of reservation, or call Deborah at 375-5011.

**Note:** All no shows will be billed unless cancelled 48 hours in advance.

For more information about our ASQ section and other upcoming events: [www.asq614.org/](http://www.asq614.org/)

## “Communication as the Key to Resolving Conflict”



**Paul Shelp**

**Executive Director**

**Dispute Resolution Center of Tri-Cities**

Mediation is sometimes used in Benton and Franklin counties to assist those in conflict to reach a mutually satisfactory resolution for their issues with or without using the court system. For example, when neighbors have differences or couples are separating there are often alternatives to explore before entering the court system. Mediations are legally binding and enforcing. Hundreds of cases per year are successfully mediated.

The Dispute Resolution Center (DRC) of Tri-Cities offers professional mediation, assisting those in conflict to reach mutually acceptable agreements. As a private not-for-profit organization, the DRC of Tri-Cities receives funding from a variety of sources, allowing for service charges to be much less than private mediators. The primary purpose of the DRC is to provide high quality, low cost professional mediation and training services to the community.

Join us on September 6<sup>th</sup> to hear more from Paul Shelp about the DRC, how they use quality tools and techniques in their work, as well as about the types of education and training available to help businesses and individuals to become more effective communicators/facilitators. (You may even decide that you would like to become a volunteer with the DRC in the future!)

*About the Speaker: Paul Shelp is the Executive Director of the Dispute Resolution Center of Tri-Cities. Prior to accepting his current position, he spent 24 years in pastoral ministry. He holds a Bachelor of Arts degree, and a Masters of Divinity. Having grown up in upstate New York and Maine, he attended college in Boston, seminary in Kansas City, and pastored two churches in Missouri before coming to the Great Northwest over 15 years ago. He has two children, Justin, 25, and Lauren, 22, and he claims to be around 35 or so. He is a certified mediator with the DRC, and has been the Executive Director for four years.*