

Tuesday
January 3, 2012

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

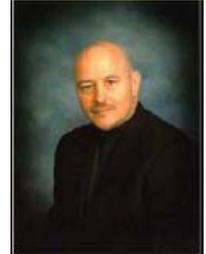
Reservations are requested by December 28. E-mail dscoffey01@aol.com with your name, phone number, company affiliation, and type of reservation, or call Deborah at 375-5011.

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/

“Conduct of Ops – 24/7”

Joe Estey Prolepsis Training



What do you do when your wedding, only six days away, is potentially cancelled because the venue providing everything from the caterer to the music to the decorations suddenly declares bankruptcy? What principles of management can be learned from someone who went from earning \$2 a day stacking flour bags to owning over 20 large automotive dealerships and service departments without the benefit of an MBA education? How did a local alternative school reduce the absence rate among its students from over 40% to less than 5% in less than two weeks?

Weddings, car dealerships and student attendance – these all sound radically different in purpose and execution, yet all are suffering from essentially the same challenges.

Conduct of Operations is something most of us have heard about in the work environment. Conduct of Ops focuses on processes, error reducing techniques and event elimination tools, with an emphasis on the importance of effective written and verbal communications.

During this interactive discussion, Joe will share with us the value and benefit to be found in being operationally disciplined, rather than consequence driven, at home, in the office and in the field.

About the Speaker: Since 1995, Joe Estey has designed and delivered informances at conferences and workshops that provide an excellent learning experience filled with interaction, humor, and useful insights. Using Human Performance Improvement techniques, he has helped numerous organizations eliminate "the undesirable event." By constantly striving to present fresh ideas combined with new technology and continuously updated relevant information, these informances exceed expectations at either keynote presentations or at-the-working-level training classes.

Joe has been featured as an expert in leadership and organizational development in multimedia training productions such as "Attitude: Your Most Priceless Possession," and "Improving Your Performance." His book, *The Tomorrow Tapestry: Life Woven on the Fabric of Change*, has been released nationally, and workbook series for "Leadership by Design" and "Teams by Design" provide instruction in team dynamics, career development, and Human Performance Improvement.

Joe joined Prolepsis Training after working extensively in operations, hospitality and customer service management positions in seven major cities. He earned a Bachelor of Science in Psychology and Organizational Development and currently uses his management and training background to assist clients in various programs such as Human Performance Improvement, Communication Skills Development and Causal Analysis.