

Tuesday  
April 11, 2017

**LOCATION:**

Columbia River Catering  
Shilo Inn  
50 Comstock  
Richland, Washington

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

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

**6:45 p.m.** - Presentation

**DINNER BUFFET MENU:**

The Chef and crew at Columbia River Catering 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:**

\$20 ASQ members  
\$25 non members  
\$5 presentation only

(cash, check or credit card)

Reservations are due April 6.  
E-mail [Panda\\_2@charter.net](mailto:Panda_2@charter.net) with your name, phone number, company affiliation, and type of reservation.

**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/)

## “Permission to Speak Freely: How the Best Leaders Cultivate a Culture of Candor”



**Matt Kincaid**  
**Blue Rudder**

Looking for new ideas and innovations? Wonder why it seems like no one ever speaks up in team meetings? Feeling like you almost have to force others to offer their opinions?

Candid communication enhances innovation, ownership, engagement, and performance. The benefits of hearing questions and uncertainties, good and bad ideas, and honest feedback are game-changing. Yet research shows that most of the time people never share their true thoughts with each other - and especially not with their leaders.

But what if they *did*? What if everyone could confidently communicate without fearing a negative response?

In this presentation, highly acclaimed leader developer Matt Kincaid will illustrate the benefits of candor, explain the inhibitors that cause it to feel unsafe, and provide tools for leaders to embed trust and openness into the foundation of their organizational culture.

And what is just as important to effective communications as talking? That's right, listening. We must be open to really listening to what others have to say. And we must be willing to hear both the good and the bad.

To be successful, organizations need new and creative ideas. Who best to come up with them than the team members who are in the trenches, those who have to follow the procedures, the people who know and in some cases even repair the equipment?

Join us on April 11 to learn something new (or possibly just reinforce things you already know) about the importance of open and free-flowing communications. The concepts apply to all of us, as we are all leaders in various aspects of our daily lives.

*About the speaker:* Matt Kincaid holds an MBA and a PhD in leadership studies from Gonzaga University. He currently serves as an associate professor of business at Heritage University and has been a top-rated instructor for the past eight years. Matt's work on servant-leadership has been published in the *International Journal of Leadership Studies* and the *International Journal of Servant-Leadership*. His book, *Permission to Speak Freely: How the Best Leaders Cultivate a Culture of Candor*, has received high praise from critics as well as several *New York Times* bestselling authors, and will release internationally on March 20, 2017. Matt has delivered workshops and leadership programs to a wide range of clients including McDonald's, DuPont, Procter and Gamble, U.S. Department of Energy, Washington-Alaska Healthcare Association, Qualitel, Mission Support Alliance, the Richland Fire Department, and the Tri-Cities Cancer Center.