
**American Society for Quality
Section 501
North Central Pennsylvania
NEWSLETTER**

March 2008



DATE: April 3, 2008
TIME: 8:15 am to 12:15 pm
PLACE: HAMPTON INN - Williamsport
[140 Via Bella, Williamsport, PA, 17701](http://www.hamptoninn.com)

(Click on the hotel address for MapQuest directions to the hotel.)

PROGRAM: TeamWork Essentials by Dennis Gilbert (Course outline on Page 2.)

COST: \$50.00 per person (includes Hotel Breakfast Buffet, break and lunch)

RESERVATIONS: Please e-mail or call your reservation to Matt Marshall at chair@asq501.org or 570-742-3111 by Friday March 21st. We have a space limit of 36, so please make your reservation early. Please follow up by mailing the Reservation Form at the bottom of page two with your check payable to: **ASQ Section 501**.

2007-2008 OFFICERS & COMMITTEE CHAIRS

MATT MARSHALL –*CHAIR, WEBMASTER*
(570) 742-3111
E-Mail: asq501@verizon.net or
chair@asq501.org

DAN CRUST – *TREASURER*
State of the Art, Inc.
(814) 355-8004
Fax: (814) 355-2714
E-Mail: dcrust@resistor.com or
Treasurer@asq501.org

SHARON HOFFMANN - *SMP, CERTIFICATIONS, RECERTIFICATIONS, EXAMS, UPGRADES*
IMC (570) 329-3200
Fax: (570) 329-1440
E-mail: sharonh@imcpa.com or
certificate@asq501.org

Officers – 2008/2009 Membership Year

Chair – Mr. Dan Crust

Vice-Chair – Mr. Brad Ishler

Treasurer – Ms. Linda Stover

Secretary – Mrs. Beverly Ellis

There will be no elections for officers because we do not have more than one volunteer for each position.

ASQ is an all-volunteer organization and we need to have as many individuals involved as possible to keep the organization new and interesting. Many positions are open to interested individuals. The list of positions is shown on the Section Home page: www.asq501.org

New Members

Tracy M. Marshall
Joseph A. Schmadel
Glenn W. Strausser

MPI Research Inc
Sun Precast Co., Inc.
Siemens Corporate Research

State College
Lewisburg
Berwick

New members are our dinner guests at the first dinner meeting they attend.

Course Outline

Today's employee teams need strong relationship and communication skills to build confidence and reassurance with individual team members as well as the group at large. A strong team should develop good habits that are effective to reduce or minimize harmful conflict situations. Through lecture, experiential learning, and mini-assessments participants will explore leading thoughts on fundamental factors of communication, building relationships, and improving group cohesiveness through a win-win approach.

Course outline:

- Introduction
 - Effective Communication and Teams
- Growing Teams Through Communication
 - Six Factors the Influence Communication
 - Trust and Respect
 - Five Elements of Effective Communication
- Enhancing Listening Skills
 - Exploring Three Levels of Listening
 - Listening Skills Mini-Workshop
 - Active Listening
- Building Relationships Through Feedback
 - Nine Feedback Guidelines
 - Feedback Mini-Workshop
- Enhancing Relationships by Reducing Conflict
 - Three Conflict Models
 - Group Dynamics and Conflict
 - Conflict Styles
- Improving Relationships Through "I" and "You" Messages
 - "I" and "You" Messages
 - Constructive and Destructive Language
- Solidifying the Team by Creating the Win-Win
 - Creating Win-Win
 - Features of Winning Teams

Reservation Form (Make Checks Payable to: **ASQ Section 501**)

| | |
|----------|--|
| Name: | |
| Company: | |
| Address: | |
| | |
| Phone: | |

Return Reservation Form to: Matt Marshall – ASQ Section 501
11 Old Orchard Road, Milton, PA 17847-2123