

CHAIR'S CORNER – It's Almost Spring!

by Jo Haberstok

Our March dinner meeting was another good one! Lynn Carlson shared many helpful ideas for making teams more effective. I even learned a new word – *equifinality*. The term and concept are credited to Hans Driesch, the developmental biologist, and later applied by Ludwig von Bertalanffy, the founder of General Systems Theory. Equifinality is the principle that in open systems a given end state can be reached by many potential means. In other words, that there is usually more than one way to do a task or accomplish a goal. Being open to the ideas of others is a key component of effective teams.

I also want to share some information about a couple of books Lynn recommended for additional insights to effective teams. If you haven't already read them, you may want to check them out: Peter Senge's *The Fifth Discipline: The Art and Practice of the Learning Organization*; and Phil Jackson's *Eleven Rings: The Soul of Success*.

Peter Senge is the founding chair of the Society for Organizational Learning (SoL). This organization helps with the communication of ideas between large corporations. It replaced the previous organization known as the Center for Organizational Learning at MIT. Phil Jackson is a former professional basketball player, coach and executive in the National Basketball Association. Their books both include information about motivation, teamwork, attaining goals, and what it takes to bring out the best in ourselves and others.

On another note... As I began writing this month's article, the World Health Organization had just declared the coronavirus/COVID-19 a pandemic and plans had been announced in many cities, states and even nationally relative to preventive measures in schools, large gatherings, and travel.

Then ASQ announced cancellation of the World Conference on Quality & Improvement (WCQI) scheduled for early May in Columbus, Ohio.

Then we got the announcement that Washington State schools would be closed until at least April 24, followed by the closure of restaurants, bars and gyms for at least two weeks.

Our Columbia Basin ASQ section had some good speakers and presentations planned for upcoming meetings, but in light of the pandemic and our desire to help keep members and others as healthy and safe as possible, we have made the decision to cancel our planned April and May dinner meetings. We will be monitoring the situation and hope to be able to hold meetings again in a few months.

We share information about a number of community and other events, fundraisers, etc., in our newsletters every month – it is also possible that some of them will be canceled or postponed, so please be sure to check their websites for the latest updates.

Take care.

Jo

How Are Your Compromising Skills?

submitted by Robert Boykin

Why is it so difficult to give up some demands to meet somewhere in the middle?

Some say the first problem with disagreement is that everyone involved wants to be right. At first thought, it appears reasonable to want to be right because who goes around saying "I want to be wrong"? It is understandable to feel that way, but pundits say you need to stop feeling that way. When you are focused on winning during a disagreement, you are not really listening to the other side of the argument or conversation. Consider suspending your need to be right and listen more attentively.

Have you ever kept an argument going just because you were on a roll? But, halfway through, found that you weren't really that passionate about what you were fighting for? It's tough to admit, but it can happen. One way to avoid this is to stay calm when a discussion arises so you're not pulled into an argument. Keep your emotions in check and think about what you really want, both from your life and from the relationship. Is it important you stand your ground so firmly, or would everything still be okay if you gave in a little bit? This is important in all relationships, whether it's with your kids, your siblings, your partner or your coworkers. So, it might be advantageous to rethink your expectations.

After you rethink your expectations, be willing to act on the changes as you see fit. It's one thing to say you're willing to compromise, but another thing entirely to actually act on that change. A major part of compromising is following through with the resolution. This will show others that you're willing to compromise completely, not just make false promises in order to end an argument.

Compromising is about meeting halfway. Don't forsake yourself and what you believe in to be seen as a great compromiser. Make sure that you express your beliefs and emotions about the situation. Everyone involved in the situation needs to be heard, and the easiest way to do this is to clearly and honestly state their parts. Use "me" and "I" statements so it's clear about how you feel and that you're not trying to force your feelings or opinions on others. If your issue is at work, make sure you don't over-share your emotions – stay professional, but make sure you are heard loud and clear.

No matter the resolution of the compromise, be sure to show your appreciation to others involved. Being willing to compromise, instead of fighting until the finish, is an admirable trait.

It is important to keep an open mind – not only for future compromises, but also in future interactions. Keeping an open mind, being willing to change your expectations and not trying to be right in the first place might help you avoid arguments in the future.

Be well and be safe.

- Robert

CORONAVIRUS: WHAT YOU NEED TO KNOW

NSC & CDC On-Demand Webinar

In partnership with Centers for Disease Control (CDC), the National Safety Council (NSC) hosted a webinar on March 10, with information presented by CDC Deputy Incident Manager Ian Williams, who also answered many questions from participants. They have made it available to others as a special service to the safety community. Click [here](#) to access the webinar.

Based on feedback during the webinar, they also provided the following links that may be useful:

- An [infographic from CDC](#) explaining how to keep workplaces, schools, homes and commercial sites safe from coronavirus
- [OSHA Guidance](#) on Preparing Workplaces for COVID-19
- [NIOSH Guidance](#) on coronavirus in workplaces
- CDC guidance on [mass gatherings and large events](#)
- CDC tips on [what to do if you are sick](#)

NSC is collecting information to address the numerous questions from the webinar. Additional information based on the webinar session questions will be posted on their [Corona Resources web page](#).

MARCH MEMBER GIFT – ACHIEVING AND SUSTAINING EXCELLENCE

The free ASQ member gifts this month include many resources to help individuals and organizations achieve and sustain excellence. Whether you are focused on personal growth, teaming or organizational success, there is something for every need.

- **Expert webcasts**, including *The Journey: Achieving Sustained Organizational Excellence* and *An Introduction to Excellence Frameworks*
- **FREE e-book**, *The Organizational Diagnosis, Design and Transformation User's Guide, 8th Edition*
- **ASQTV videos** on *Excellence Models: A Formula for Success, A New Approach to Achieving Organizational Success, Operational Excellence is Personal*, and more
- **Practical examples** from multiple case studies and articles that you can apply to your team and organization's excellence journey

Access your free gifts before March 31 by clicking [here](#).

RECRUIT, RETAIN, MENTOR, MOTIVATE

Free Webinar March 19

How do you recruit and retain top talent when your compensation budget is smaller than that of your competitors? All of us want a workplace where people can grow and contribute, but it doesn't happen by accident. Often small shifts in the way we treat our employees can have long and lasting impact on their job satisfaction.

This webinar from our friends at Mid-Columbia Leadership Development Association (MCLDA)/National Management Association (NMA) features presenter Shari Storm, who will share techniques for building an environment that is drama-free, where employees feel valued and empowered.

The webinar will be offered at 12 noon and again at 3 p.m. EDT. For more information and to sign up to view the webinar, contact [Floreine](#).

PLANNING OVERCOMES PANIC: HOW TO PLAN FOR REMOTE WORK

Free Webinar March 20 from 2 pm – 3:30 pm EDT

You can successfully move people, short or long-term, to work remotely. But you will be far more successful with a plan and a process, than by simply sending people home and crossing your fingers.

This webinar will cover ways to prepare for working remotely as the COVID-19 virus has caused many organizations to close offices. Presenter and best-selling co-author of *The Long-Distance Leader: Rules for Remarkable Remote Leadership*, **Kevin Eikenberry**, will also host an extended Q&A session to answer all of your pressing questions about preparing for remote work.

Register for the webinar [here](#).

NATIONAL NUTRITION MONTH

Donate to Second Harvest to Help Others

Did you know that March is National Nutrition Month?

Help get nutritious food to individuals and families facing hunger in our community. When you give to Second Harvest, every dollar received provides food for five healthy meals. A gift of \$20 can be turned into food for 100 meals, and almost half the food will be fresh produce.

Fun side note: You can often find links to healthy recipes on their website. Check out this Colorful Black Bean Salad [recipe](#).

For more information about Second Harvest or to make a donation, click [here](#).



APRIL IS DISTRACTED DRIVING AWARENESS MONTH

We've all experienced it – seeing other drivers on the road who appear to be more interested in their phones than in keeping their eyes on the road. On a typical day, more than 700 people are injured in distracted driving crashes. Talking on a cell phone – even hands-free – or texting or programming an in-vehicle infotainment system diverts your attention away from driving.

Distracted Driving Awareness Month is a time to raise awareness of this issue and commit to keeping our roads safer. Distracted driving results from more than cell phone use behind the wheel; it is anything that takes your eyes off the road, your hands off the wheel or your mind off driving.

The National Safety Council (NSC) offers many free materials dedicated to increasing awareness of and hopefully helping to eliminate distracted driving and the potential injuries and fatalities that may result from such behavior.

Help support NSC. Take the [Distraction-free Driving Pledge](#). And click [here](#) for fact sheets, videos, posters, and more.

10 TAKEAWAYS ON THE 10TH ANNIVERSARY OF DISTRACTED DRIVING AWARENESS MONTH

Free Webinar April 22

Join the National Safety Council (NSC) on April 22 from noon to 1 p.m. EDT for the webinar “10 Takeaways on the 10th Anniversary of Distracted Driving Awareness Month.”

Moderated by NSC Senior Program Manager Lisa Robinson, this webinar will feature a panel discussion about what has been learned since Distracted Driving Awareness Month was chartered by Congress in 2010. Participants will gain 10 insights they can use to address distracted driving in their workplace, community or anyplace.

This is a virtual event, accessible online and over the phone. To register, click [here](#).

QUOTE OF THE MONTH

“Great people talk about ideas, average people talk about themselves, and small people talk about others.”

~ John C. Maxwell

EARTH HOUR – 8:30 PM ON MARCH 28

We live in an interconnected world. Every action we take impacts life around us, and increasingly those impacts are harmful. Our ever-growing demand for food, water, and energy is changing the climate faster than predicted—and it comes at a cost for wildlife, wild places, and people everywhere.

This Earth Hour, millions of people around the world will turn off their lights for one hour to show their steadfast commitment to protecting nature. Together we'll speak up for wildlife and forests. We'll show our support for rivers and oceans. And we'll rally around crucial actions needed to curb climate change. Life is resilient when we give it the chance to bounce back.

Join others by turning off the lights for one hour at 8:30 p.m. local time on March 28, to show your support for a healthy planet. For more information, click [here](#).

POPPARAZZI – PET PHOTO CONTEST

Fundraiser for Pet Overpopulation Prevention (POPP) – through March 31

Are you a dog person? A cat person? If you own a dog or cat (or more than one), or if you just love animals in general, check out this fundraiser for Pet Overpopulation Prevention (POPP) Tri-Cities.

You can submit a picture of your favorite fur-baby(ies), and then encourage your friends and family to vote (by donation) for them. Or...just check out the cute pictures posted on their website, and vote for one or more of them. The photo with the most votes in their category will receive a \$25 gift card to a local restaurant. A grand prize winner will be selected by an unbiased panel of judges, and will receive a Paw Patio Party for 14 people at CG Public House, a professional photo session from Rcyr Photography, and a 16 X 20 photo canvas (total prize value of \$450). The category winners and grand prize winner will also be featured on the POPP website and Facebook page.

POPP is a local non-profit, volunteer-based pet organization that has been providing assistance to the Tri-Cities area since 1995. They are dedicated to promoting responsible pet care and the prevention of unwanted litters of kittens and puppies in the community. Working with local veterinarians, POPP provides financial assistance to pet owners toward the cost of having their pets spayed or neutered. They also maintain a limited foster/adoption program for abandoned/homeless pets provided in the homes of volunteers. Often these pets are the victims of abuse, abandonment, and neglect. Their policy is to provide a loving foster home, veterinary care (including spay/neuter), and a temporary home for as long as it takes to find their 'forever' home. POPP is funded entirely through donations.

Contest entries will be accepted through March 31. For more information about the Popparazzi contest and about POPP, click [here](#).

FEAR NOT

by Jon Gordon

The media is reporting every case of the Coronavirus as it happens live. Fear not!
Someone in your city or state tested positive. Fear not!
Your friend has self-quarantined. Fear not!
You're not sure what the future holds. Fear not!
You're not sure what will happen to your business and economy. Fear not!
You're waiting on the medical report. Fear not!
You're getting ready for the big game. Fear not!
You might lose your job. Fear not!
You don't know what college you will go to. Fear not!
Your parents are getting a divorce. Fear not!
You don't think the interview went well. Fear not!
They're putting a lot of pressure on you. Fear not!
You may not hit your numbers. Fear not!
There's a lot of chaos in the world. Fear not!

Fear not doesn't mean you take reckless action.
Fear not doesn't mean you ignore the reality of the situation.
Fear not doesn't mean you make stupid decisions.
Fear not doesn't mean you don't care.
Fear not doesn't mean you don't wash your hands and use sanitizer.
Fear not doesn't mean you don't bump knuckles or kick feet instead of handshake.
Fear not doesn't mean you don't feel fear. or kick feet instead of handshake.
Fear not doesn't mean you don't feel fear.

Fear not means you let go and know you're not always in control.
Fear not means you don't let fear consume you.
Fear not means you don't let fear guide you.
Fear not means you don't let fear paralyze you.
Fear not means you don't let fear sabotage your health.
Fear not means you won't let fear steal your future.
Fear not means your trust is greater than your fear.
Fear not means you move forward with faith.
Fear not means you have hope today.
Fear not means you still dream about tomorrow.
Fear not means you believe the best is yet to come!

Fear and worry weaken your immune system. One of the best things you can do for your health is have faith... and wash your hands a lot.

Jon Gordon's best-selling books and talks have inspired readers and audiences around the world. His principles have been put to the test by numerous NFL, NBA, and college coaches and teams, Fortune 500 companies, school districts, hospitals and non-profits. Ever since he wrote the mega bestseller The Energy Bus, Jon Gordon has been sharing inspirational messages and encouragement via his talks, books, and social media posts. Check out his website at www.JonGordon.com.

COLUMBIA BASIN ASQ MEMBERSHIP

There are 85 members in Columbia Basin ASQ as of March 2, 2020.

| 2020 COLUMBIA BASIN ASQ LEADERSHIP TEAM January 1 - December 31, 2020 | |
|---|----------------|
| Section Chair | Jo Haberstok |
| Secretary | Robert Boykin |
| Treasurer | Kent Ozkardesh |
| Audit | Stephen Pottle |
| Membership Chair | Sam Adams |
| Certification/Recertification | Patrick Faulk |
| Nominating Chair | Robert Kuhlman |
| Webmaster | Steve Prevette |
| Newsletter Editor | Robert Boykin |
| Publicity Chair (acting) | Jo Haberstok |
| Programs Chair (acting) | Jo Haberstok |
| Social Media Chair | Vacant |
| Education/Training Chair | Vacant |
| Community Outreach Chair | Vacant |

Publication Information

This newsletter is published on a regular basis to inform members and potential members about Columbia Basin ASQ 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.

Has your email address changed? Help us keep you informed of Columbia Basin ASQ 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 click on the "email preferences" tab to be sure you are subscribed to receive future Section communications.

