

**CHAIR'S CORNER**

by Robert Boykin

People should be 100% committed to acting ethically and with integrity at all times, and accept that we each are personally responsible for our own behavior. Agreed? Yet, according to pundits, growth in the ethics and integrity areas is profoundly needed. So, with that in mind, can ethical behavior be taught?

According to some the answer is yes, and to some the answer is no. At least not in the same way one can teach finance or engineering. However, learning experiences can be created in meeting rooms that challenge people to discuss ethical issues that impact them in the home, school or workplace - in that ethics consists of knowing what we ought to do, and such knowledge can be taught.

How that might be accomplished is to base discussions on real world situations and behaviors, and explain to others how to handle uncertain situations. Discuss how unethical behavior affects the many, not just the one who is misbehaving – and discuss why ethics is important to the family, school or company as well.



No matter how ethics discussions or training is transmitted, it must be reinforced. Some ways to accomplish this are to:

- 1) Communicate information often, not just as a one-time event.
- 2) Have some way of refreshing learning and holding people accountable for key lessons.

Ethics is about our actions and decisions. When an individual acts in ways which are in line with our beliefs, we usually characterize that as acting ethically. When a person's actions are not in line with our values – such as our sense of good, right and/or just - we may view that as acting unethically.

To ensure that we are on board and firmly seated on the ethics train, let's take a look at how "in the know" we are when it comes to relationships with others, because as you know, ethics is ultimately about people and their relationships with each other.

True or False:

1. Ethics can be defined as moral principles that govern a person's or a group's behavior.
2. Morals are a person's standards of behavior or beliefs concerning what is and is not acceptable for them to do.
3. A person must not succumb to the bad behavior of others, but always exhibit dignity and respect.
4. A person must be honest with him/herself and others or there is no foundation on which to build.

Answers to the statements above are all true. So, can ethical behavior be taught?

Be well and be safe.

- Robert

**ARTIFICIAL INTELLIGENCE, EMOTIONAL INTELLIGENCE, ETHICS? OH MY!**

by Jo Haberstock

I was having a little trouble coming up with a topic to write about this month. It's the holidays and there's always something related to the joy of the season, spending time with family (joy for many, maybe not so much for others), helping others, and more. But there just wasn't a topic that was really grabbing my attention.

And then – you know how these things can happen – there I was at a local oil & lube shop, waiting for my vehicle's oil to be changed, and I picked up a recent issue of *Wired* magazine and started to read an article. To be honest, I don't even know why I picked the article – actually I was planning to read one about future travel to Mars, but got sidetracked by an article about artificial intelligence (AI). When you think of AI, what comes to mind? There are of course many current and potential future applications, but the first thing I thought of was all the commercials on television these days that tout the new vehicles that can do all sorts of things for us, including reminding us to fasten our seat belts, helping us park, waking us up if we start to doze while driving and veer toward the other lane of traffic, even automatically braking in some situations. These innovations/improvements are all intended to be positive and to help keep us safe and alive.

The food for thought on this topic, however, was brought up in the article, as those being interviewed veered into the realm of emotional intelligence (EI) as well. AI is not just a computer science issue. Joi Ito, MIT Media Lab Director, stated in the article, "It's also very much a societal thing. We can't think that machines will just figure it all out for us. Everyone needs to recognize the importance of understanding how AI behaves, and we have to address the critical need to build societal values into AI."

With machines that can make quick decisions that could drastically reduce traffic fatalities, among other things, what about the *values* that will be embedded in the vehicles? If the car is doing the driving, you could swerve to avoid hitting a pedestrian, but then you might hit a wall and kill yourself. Do you want the car making such a decision? Hmm...

There's no disputing that technology has come a long way in recent years, and some of the innovations are pretty amazing. Back in the year 2000, who would have thought so many of us would be able to make and receive phone calls (and text!), check email, and look up information so quickly on the internet? Who would have thought we would be reading e-books? Who would have thought so many people would believe they can't go anywhere without their cell phone or that they can't survive for more than 10 minutes without checking email or Facebook?

I believe there is much good associated with technology and with AI. There is also the potential for not-so-good. Other countries, even other individuals in our own country, don't all embody the same norms and values we hold. Not that differing opinions and ideas are all bad. But, as with most things, due diligence and caution is needed. Better safe than sorry.

Happy New Year to all! Hope to see you at our January 10 dinner meeting.

Jo

Tuesday, January 10, 2017

## How to Handle Hostile Situations

### LOCATION:

Columbia River Catering  
Shilo Inn  
50 Comstock  
Richland, Washington

### TIME:

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

6:00 p.m. – Appetizers

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!

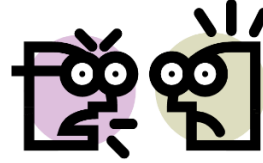
### Cost:

\$20 ASQ members  
\$25 non members  
\$5 presentation only  
Cash, check or credit card (fee)

Reservations are due by January 5. 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/)



Michael Blatman, CPP

## Kennewick Police Department

The customer is always right. Right? Even the most professional among us have probably encountered at least one customer who felt he or she was right to the point of a potentially hostile situation. And sometimes even other team members may become unexpectedly angry and/or violent.

Workplace violence is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site. It ranges from threats and verbal abuse to physical assaults and even homicide. It can affect and involve employees, clients, customers and visitors. Homicide is currently the fourth-leading cause of fatal occupational injuries in the United States. According to the Bureau of Labor Statistics Census of Fatal Occupational Injuries (CFOI), of the 4,679 fatal workplace injuries that occurred in the United States in 2014, 403 were workplace homicides.

In spite of our best efforts to provide courteous and responsive service to customers, and regardless of how helpful and kind we may be to those around us, we cannot always predict how other people will act or react. It doesn't matter whether you perform audits, design software, sell used cars, schedule appointments, coach football, or manufacture medical devices, we all run the risk of facing a hostile encounter.

Join us January 10 to learn how to prepare to handle a hostile situation. We will discuss how to:

- Defuse an irrational person
- Calm an angry person
- Let your attitude reverse a situation
- Identify the stages of partnered behavior
- Stay calm, composed and objective
- Communicate clearly
- Be mentally prepared

*About the Speaker:* Michael Blatman, CCP, is a Crime Prevention Specialist with the Kennewick Police Department, a position he has held for 38 years. He is also the Law Enforcement Coordinator for Tri-Cities Crime Stoppers. Tri-Cities Crime Stoppers encourages members of the community to assist local law enforcement agencies in the fight against crime by overcoming the two key elements that inhibit community involvement: fear and apathy. .

## DECEMBER MEMBER GIFTS

Be sure to get your free ASQ Member Gifts, available through December 31. This year's bundle includes lots of exclusive resources including e-books, expert videos, plus articles and case studies.

Topics covered in this year's gifts include:

- ISO 9001:2015
- Certification preparation
- Careers in quality
- Lean
- Six Sigma
- Theory of constraints
- Change management
- Auditing

And more!! [Click here](#) to access your gifts.

## BRING A GUEST – YOU MAY WIN A PRIZE!

by Liz Dickinson, Membership Chair

Section 0614 commenced the Bring a Guest program in January of 2016 which was intended to encourage our Section 0614 members to invite a guest (non-member) for an upcoming dinner meeting. The section member was entered into a drawing for a Starbucks gift card for the applicable dinner meeting, and would also be eligible for a grand prize near end of the calendar year.

We are happy to announce that the Bring a Guest program will continue in the coming year. 2016 was a good year, with guests attending most dinner meetings. You can help make 2017 even better. The process remains the same, as follows:

- The section member or guest must make a reservation before the deadline and must attend the dinner meeting. Be sure that when the RSVP is made, it is noted that the guest is attending as the section member's guest.
- All section members with an invited guest(s) will be entered into the evening's drawing for a \$10 Starbucks gift card.
- There is no limit on the number of guests a section member can invite - each guest will be considered an individual entry into the drawing.
- In November 2017, all Bring a Guest entries will be eligible for a grand prize drawing.

We look forward to your enthusiastic support in 2017.



## AUDIT COMMITTEE VOLUNTEERS NEEDED

by Alvin Langstaff, Audit Chair

The ASQ 2016 fiscal year ends on December 31. Per requirements, the annual financial audit of the section's finances is due by February 15, 2017. As Audit Committee Chair, I am seeking volunteers to assist in auditing the section's financial activity for calendar year 2016. At least two non-officers are needed to assist with the audit. The audit process is fairly straightforward with records accessible online to audit committee volunteers. Volunteers will be provided additional instruction prior to the audit, which will be scheduled for late January to early February, 2017.

Please contact me at [panda\\_2@charter.net](mailto:panda_2@charter.net) if you are interested in helping out.

## REGIONAL ECONOMIC REPORT CARD

January 11 – Kennewick

The January 11 meeting of the Institute for Supply Management (ISM) – Columbia Basin Chapter features Ajsa Suljic, Regional Labor Economist for the Washington State Employment Department. She will provide information on the State of the Labor Market in Benton and Franklin Counties.

The meeting will be held at Country Gentleman's Event Center in Kennewick and will feature a buffet dinner. Cost is \$25. Reservations are due by January 3. For more information and to make reservations: [ISM-CB website](#).

## CHARITABLE GIVING

For anyone who wants to give a little more before the end of the year but doesn't have a particular charitable organization in mind, here's a link to an article on a local radio station's website. As the article states, there are dozens of worthy places that all need help, so the list there is not intended to be all-inclusive, but it does provide links to several local organizations. [Check it out](#).

## QUOTE OF THE MONTH

"The truth of the matter is that you always know the right thing to do. The hard part is doing it."

~ Norman Schwarzkopf

Has your email address changed? Help us keep you informed of Section 0614 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 be sure to click on the "email preferences" tab to be sure you are subscribed to receive future Section communications.

## THE ART OF PARTICIPATORY LEADERSHIP

February 2-4 Tacoma

The times we are living in call for more effective meetings, better engagement processes, participatory leadership and the ability to craft strategy from collective wisdom and impact. This year's Art of Participatory Leadership builds on a tradition of trainings in the region from the last several years. It is an intensive 3-day experience where participants practice a set of simple yet powerful approaches for designing and hosting powerful conversations and meetings that change how you change. It is an effective way of harnessing the collective wisdom and self-organizing capacity of groups -- most of us know that people give their energy and lend their resources to what matters most to them, in both work and life.

The Art of Participatory Leadership may help you:

- Build stronger teams and partnerships
- Enhance your skills and abilities to work with complexity & change
- Expand your toolkit for facilitating dialog and change
- Apply what you are learning directly to the change projects that are important to you

The conference will be held at Pacific Lutheran University in Tacoma. For more information: <http://aopl-pnw.weebly.com/>.

## SECTION 0614 MEMBERSHIP

As of December 7, we have 103 members in our Section.

2016 SECTION 0614 LEADERSHIP TEAM January 1 - December 31, 2016	
Section Chair	Robert Boykin
Treasurer	Kent Ozkardesh
Secretary	Jo Haberstk
Certification/Recertification	Patrick Faulk
Audit	Alvin Langstaff
Membership Chair	Jo Haberstk
Nominating Chair	Randy Cline
Education Chair	Charles Tyler
Voice of the Customer Chair	Debbie Clarke
Webmaster	Steve Prevette
Newsletter Editor	Robert Boykin
Programs Chair	Vacant
Publicity Chair	Jo Haberstk
Community Outreach Chair	Vacant

## 2017 SECTION LEADERSHP TEAM ANNOUNCED

Thank you to our members who have expressed the desire to serve by volunteering to be part of our section's Leadership Team in the coming year. The new team officially takes office January 1.

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Membership Chair	Liz Dickinson
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Voice of the Customer Chair	Vacant
Education Chair	Vacant
Community Outreach Chair	Vacant

## PUBLICATION INFORMATION

This newsletter is published on a regular basis to inform members and potential members about Section 0614 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.

