

## CHAIR'S CORNER – Is it Spring Yet?

by Jo Haberstok

I don't know about you, but I was pretty excited to hear that Phil did not see his shadow on February 2! Because we all know that his is the only action or opinion that counts, right? By the way, this is only the 20<sup>th</sup> time out of 124 in his recorded history that Phil has not seen his shadow.

Early Spring! Yay! Unfortunately, they say Phil is usually wrong with the prediction. But I am going to stay positive that Spring is now on its way and that we will be blessed with lots of sunshine. I'll take lollipops and rainbows, too. (Hopefully at least a few of you got that.)

Funny, though, it seems like it's usually either too cold or too hot out. Or maybe it's just me? In the heat of summer, I know that I have said I'd rather have winter weather – because you can always put on a sweater or add another blanket on the bed. I really don't dislike winter, although last year's late snow here lasted a little too long for my liking. I guess I could always move to Arizona (too hot in summer) or Alaska (too cold in winter) ... or I could do what I've always done – complain a little from time to time but be thankful for all the seasons and try to make the best of each day.

But I digress. What was I talking about? Spring! I really enjoy seeing the first signs of Spring, when the daffodils and tulips start to bloom. I look forward to getting out in the yard again, figuring out what I may plant this year, what new flowers to get for the hanging baskets and which vegetable seeds to try in the garden. Cultivating new ideas...

I like that word. Cultivate. To nurture and help grow. When you cultivate something, you work to make it better. It applies to gardening, and it also applies to our lives. Nurturing is important, not just encouraging and helping others to grow but also nurturing our own relationships.

I found this online, about how to cultivate better relationships. (credit to career coach Jenn DeWall)

1. Keep it simple
2. Practice humility and gratitude
3. Be an active listener and observer
4. Be transparent and honest, even when it's tough
5. Have clear expectations of the relationship
6. Engage and encourage
7. Remember, we're all humans
8. Embrace individual differences

Plant some seeds indoors. Water them every day. Give them lots of light. Soon they will be ready to be transplanted outside. Watch them grow and flourish.

Think Spring!

- Jo

## Why Won't You Talk With Me?

submitted by Robert Boykin

An individual recently informed me that they would prefer I text rather than call them. Well, instantly I was at a disadvantage because it would have taken me 10 times longer to text the message than to voice it.

I asked around to see if this individual's communication preference was a fluke and, you know what? It isn't. I discovered that perhaps the main reason why many people prefer getting text messages instead of voice calls are related to time. Typically, text messaging encourages briefer, more efficient exchanges of information. So, what should we "turtle" texters do when we have an extended message to share? Did someone say learn to summarize better?

My curiosity got the better of me so I did some research. My discoveries were, to say the least, surprising.

Millennials are actually shying away from making phone calls.

Though voice calls aren't at risk of going extinct anytime soon, millennials – who make up an overwhelmingly vast percentage of the mobile phone market – prefer not to have to speak on the phone. To be more exact, they would rather text.

According to a recent survey conducted at OpenMarket, when given the choice between being able only to text versus call on their mobile phone, a whopping 75 percent of millennials chose texting over talking. According to Nielsen data from a few years back, the average monthly voice minutes used by millennials fell from roughly 1,200 per month in 2008 to 900 minutes a month in 2010. It appears reasonable to conclude that the number might still be falling.

During this same period of time, texting among 18 to 24-year-olds more than doubled, climbing from just 600 per month to around 1,400 texts per month. Now, the Nielsen data isn't exactly brand-new, but it does illustrate that this isn't just a new trend or phase that is likely to fizzle out.

For the past eight-plus years (at least), millennials have increasingly shunned voice and gravitated toward text messaging. If you run a business that may be largely dominated by Baby Boomer thinking, an affinity for Short Message Service (SMS) may seem strange. After all, phone calls are quick and easy.

Millennials are unique and clear about what they want ... and what they want is to text.

So, it appears to be in my best interest to learn to text faster and better summarize my messages, eh?

Be well and be safe.

- Robert

**DATE**

**Tuesday,  
March 10, 2020**

**Location:**

Joker's Event Center  
(aka Atomic Bowl/Comedy Club)  
624 Wellsian Way  
Richland, Washington

**Times:**

**5:30 p.m.** – Check-in/  
Networking (wine/beer available  
for purchase)

**5:45 p.m.** – Place dinner orders  
(everyone orders from the  
restaurant [menu](#) and pays  
individually)

**6:00 p.m.** – Dinner

**6:30 p.m.** – Presentation

**NOTE:** If planning to order food,  
please try to arrive by 5:45 to  
allow adequate time for  
everyone to be served and eat  
dinner prior to the presentation  
start time.

**Cost:**

No charge for ASQ members  
\$5 for non-members

**Reservations:**

Please RSVP by March 4 for  
planning purposes.

Email [0614asq@gmail.com](mailto:0614asq@gmail.com) with  
your name, contact information,  
and type of reservation (dinner  
and presentation, or just the  
presentation).

Attendance at this meeting  
earns 0.5 RUs toward ASQ  
recertification.

For more information about our  
ASQ section and other  
upcoming events:  
[www.asq614.org/](http://www.asq614.org/)

## What Makes an Effective Team?

### Nine Measurable Characteristics and How to Grow Them



**Lynn Carlson, PMP, CSM, MAOP**  
**Founder, Gemini Corps**

Most of us would like to be part of an effective team. Some of us have never experienced a high performing team. Many of us wish our current teams could be more effective.

But, how do we realize this vision? How do we help our teams develop these skills?

The presentation will include:

- Easy to understand examples of the 9 effectiveness characteristics from an organizational development standpoint
- Understanding why these behaviors are important to team effectiveness and what they look like day to day
- An opportunity to practice and develop these skills in quick pair and group exercises to take back to work
- Reflection of these concepts in your current teams and an opportunity to discuss challenges and solutions.

Join us March 10 to explore the domains of flexibility, reflection, performance management, diversity, cohesion, group learning, achievement, and intuition to enhance team effectiveness.

*About the speaker: Lynn Carlson, Founder of Gemini Corps, is an Organizational Development practitioner who helps organizations become more effective by guiding them through change and organizational learning. She is skilled in organizational analysis, assessment, problem solving, and intervention to foster innovation and creativity. Lynn has over 23-years' experience as an operations executive in the IT industry helping diverse teams improve performance and organizations improve profitability. She is competent in merger & acquisition due diligence, integration, and exit. Lynn specializes in group dynamics, teaming skills, strengths development, and talent management, and is an inspiring trainer and educator.*

*Lynn's expertise in diversity, equity, and inclusion involves incorporating a lived experience in minority communities with the applied practices of participatory action research, current/future state assessment, strategy planning, implementation and evaluation, qualitative and quantitative research, and appreciative inquiry. She is an active community volunteer for several youth organizations promoting STEM outreach, career readiness, leadership, and entrepreneurship for the next generation of professionals. She is also a certified business mentor at SCORE.*

## INVITE A FRIEND OR OTHER GUEST TO THE MARCH 10 MEETING

(and you might win a Starbucks card)

Good news - We have decided to continue our “bring a guest” program! Our March 10 dinner meeting is sure to be a good one and likely to be of interest to many of our friends and work colleagues. So...

All current Columbia Basin ASQ members who bring a guest/invite a friend to the March 10 dinner meeting, per the rules below, will be eligible to possibly win a gift card:

- The member or invited guest (non-ASQ member) must make a reservation prior to the March 4 deadline and must attend the full dinner meeting. Be sure that when the RSVP is made, it is noted that the individual is attending as *your* guest.
- All members with an invited guest(s) will be entered into the evening's drawing for a Starbucks gift card. One gift card will be awarded.
- There is no limit on the number of guests a member may invite - each guest will be considered another entry into the drawing.

Please share the meeting announcement (also posted on our website) with others, and invite them to join you for this meeting.

## POWERFUL TOOLS FOR CONTINUOUS IMPROVEMENT

### February Member Gifts

Raise your hand if you are familiar with Kata and Kaizen? Most quality professionals have at least read or heard about Kaizen as a quality tool, but perhaps not so much about Kata. Here's your opportunity to learn a lot more!

These tools can help transform teams and organizational culture so that everyone automatically thinks of continuous improvement and innovation and has the tools needed to begin implementing improvements right away.

The free February ASQ member gifts include many new resources, including:

- **Expert webcasts**, including *Developing Practical Scientific Thinking Skills Through KATA* and *An Introduction to Kaizen - LSS Tools Series*
- **FREE e-book**, *Lean Kaizen: A Simplified Approach to Process Improvements*
- **ASQTV videos** on *Coaching Your Staff into a CI Mindset*, *Kaizen: Buy-in and Efficiency*, *Kaizen Kanban*, and more
- **Practical examples** from multiple case studies, articles, and benchmarking resources to help build your understanding of these continuous improvement tools

Access your free gifts by February 29 [here](#).

## ARE YOU ACTIVE IN myASQ?

The myASQ platform was designed and implemented to offer members accessible, timely and relevant solutions, meaningful networking, and interaction with like-minded quality professionals. It is a centralized, online source designed to support members in learning and using quality tools.

If you have an ASQ.org account, you automatically have access to my.asq.org through the same log-in; on your first visit to my.asq.org, you will need to log in to be recognized.

Very few Columbia Basin ASQ members are currently members of the myASQ community. If you have not already done so, please take a few minutes to log in, create a profile, and explore. We have an active, public ASQ Community there – check it out [here](#). We also have our [external website](#), but in the not-to-distant future everything will be migrated to the myASQ platform.

One of the key benefits of the myASQ community is the ability to expand your network and connect with others. The member directory and connections are exclusive member benefits. Other benefits include access to ASQ news and discussions on a number of quality-related topics.

For more information, check the FAQs page by clicking [here](#).

## ASQ CERTIFICATION NEWS

by Patrick Faulk, Certification Chair

Last month we provided a link to the **ASQ Certification Preparation Resources**. It includes a timeline showing the growth of ASQ's certification program over 50 years, starting with the first certification exam in 1968. Since then, over 300,000 ASQ certifications have been issued worldwide.

Today there are 18 ASQ certifications ranging from quality auditing and management, to Six Sigma, to biomedical and pharmaceutical specialties. The 2019 Quality Progress Salary Survey showed that individuals with ASQ certifications enjoy a salary premium of 8.6% to as much as 20.6%.

Each ASQ certification exam is offered four times per year (except for Six Sigma Master Black Belt, which is twice per year). The next exam window is April 3-19, with applications due by March 6.

The following certification exams will be offered in April:

- CQA (Quality Auditor)
- CQE (Quality Engineer)
- CQIA (Quality Improvement Associate)
- CSQE (Software Quality Engineer)
- CSSGB (Six Sigma Green Belt)
- CQPA (Quality Process Analyst)
- CCT (Calibration Technician)
- CPGP (Pharmaceutical GMP Professional)

If you have any questions or need assistance registering or preparing for a certification, or with recertification, you can contact [me](#). More information about ASQ certification is available [here](#).

## WHAT IF SCHOOLS TAUGHT US HOW TO LEARN?

### TED<sup>x</sup> Talk by Jonathan Levi

Why is it that schools teach us what we need to learn, without ever really teaching us *how* to learn?

Check out this thought-provoking [video](#), featuring memory and speed reading expert Jonathan Levi, in which he also shares his own personal journey from failing student to a Super Learner.

## LEADERSHIP IN DISRUPTIVE TIMES

### Charlene Li Presentation at WCQI 2019

Think of the best leader you've ever had. What comes to mind when you think of that person?

How did they make you *feel*? Leadership is about relationships, especially in the disruptive times we live in.

Will you be a disruption victor or a disruption victim?

This video is from the 2019 World Conference on Quality & Improvement (WCQI), where Charlene, a best-selling author and entrepreneur, was a keynote speaker. Check it out [here](#).

## DINE OUT - CHANGE LIVES – FEBRUARY 20

### Support Tri-Cities Restaurants. Change Local Lives.

Dine at these Tri-Cities area restaurants on February 20, as they will be donating 50% or more of the day's proceeds to helping people in Benton & Franklin Counties gain access to education, income and health services.

#### In Kennewick

The Crow's Nest at Clover Island Inn

The Village Bistro

Ice Harbor Brewing Company

Ice Harbor at the Marina

KoKo's Bartini

#### In Richland

Atomic Ale Brewpub & Eatery

Monterosso's Italian Restaurant

Kimo's Sports Bar & Brewhub

Kagen Coffee & Crepes

## QUOTE OF THE MONTH

"Success is not final, failure is not fatal: it is the courage to continue that counts."

- Sir Winston Churchill

## HOLLYWOOD AT THE LANES

### Junior Achievement Fundraiser – February 25 to March 6 in Kennewick

Junior Achievement (JA) of Washington's volunteer-delivered, kindergarten-12th grade programs foster work-readiness, entrepreneurship and financial literacy skills, and use innovative, immersive programs to inspire students in our community to dream big and reach their potential. Their annual bowling event generates the funds necessary to bring JA programs to nearly 11,000 local students.

Support JA by participating in or donating to this event or bidding on items in their online auction, which includes getaway packages, artwork and much more. For more information about JA, click [here](#). To learn more about the bowling fundraiser, click [here](#).

## SAFE HARBOR'S 1<sup>ST</sup> ANNUAL CRAB AND PASTA FEED

### March 7 Fundraiser in Richland

Safe Harbor Support Center is committed to the prevention of child abuse and neglect by providing a safe and nurturing environment for children and teens when there are no other alternatives. The Center also provides outreach, support and training to assist families in establishing a safe and stable environment.

Come spend an evening with Safe Harbor, enjoying some delicious food at their All You Can Eat Crab and Pasta Feed on March 7 from 5 to 8 pm at the Knights of Columbus Hall in Richland.

Tickets are limited, so be sure to get your tickets early. All proceeds will directly benefit the programs of Safe Harbor Support Center, including My Friends' Place, Incredible Years, Taming the Dragons and more. For more information about Safe Harbor and to purchase tickets for the fundraiser, click [here](#) or call (509) 783-5734.

## MEANINGFUL CONVERSATIONS

Last month, we shared a tip about how to add more meaning to your conversations. Here's another one.

**Ask good questions that show you're engaged.** One of the best ways to show engagement is by expressing a natural curiosity for what the other person is telling you. Make it a point to ask at least one question before moving on to the next topic. Gathering details makes it more likely that you'll be able to establish a connection with the other person or find a way you can lend a hand.

## ART OF PARTICIPATORY LEADERSHIP

March 3-5 in Lacey, WA

The Art of Participatory Leadership is a three-day training opportunity for anyone who cares about the future of their communities to expand their system awareness, grow their convening, facilitation, and engagement skills, and begin to identify courageous yet practical actions they can take back to their community. There will be many networking and learning opportunities.

About the event (from their website):

How will our cities need to change in order to make real and lasting progress on wicked problems such as homelessness and climate change? What would it look like for people and organizations from across our communities to work together to solve problems and build community resilience?

Our cities and city governments are wrestling with complex issues and facing tough decisions like never before. When faced with challenges like homelessness and climate change, there is much that cities can and are doing; however, making meaningful and lasting progress increasingly requires leadership and engagement among all segments of a community: city and county government, non-profit service providers and other civic organizations, businesses, and community members.

The City of Olympia has been using Participative Leadership to develop their community's response to homelessness. Their story will be featured as a case study, with opportunities to learn how they have been building a shared understanding of the problem, engaging a diversity of community voices, building leadership capacity in the community, and co-creating new and innovative solutions.

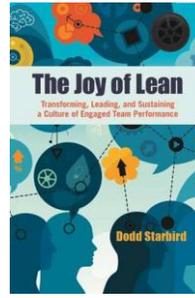
The training is hosted by members of The Athena Group and other independent consultants, including Steve Byers, Paul Horton, Amber Huffstickler, Teresa Posakony and Stacey Ray.

Cost is \$785 per person, with discounts available for groups of three or more participants. For more information, click [here](#).

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.



*Always focus on quality. Focus on quality in all ways!*



## THE JOY OF LEAN

Book by Dodd Starbird

Does your organization already use Lean? Or are you new to the concept? Or maybe you're using it but you're not quite to the "joy" part yet?

Lean has often been misunderstood and thought of as only a way to cut costs. The idea of eliminating waste and driving

improved efficiency may be feared by some as a way to also eliminate jobs and/or expecting a lot more work from each team member. Where's the joy in that?

This book provides insights and information to help cultivate a positive Lean Culture of Excellence and to create value for customers, business profits, cost reduction and fulfilling jobs for team members.

Cost is \$24.50 for ASQ members. For more information, click [here](#).

## COLUMBIA BASIN ASQ MEMBERSHIP

There are 87 members in Columbia Basin ASQ as of February 3, 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 Prevetie
Newsletter Editor	Robert Boykin
Publicity Chair (acting)	Jo Haberstok
Programs Chair (acting)	Jo Haberstok
Social Media 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 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.