

CHAIR'S CORNER – Learning New Things

by Jo Haberstok

The challenges continue. I hope everyone is doing okay, and that you are all healthy and staying as safe as possible.

You may be dealing with a number of challenges these days - working from home, home schooling, or other issues. Most of us are probably missing our interactions with others in the workplace as well as in our personal lives. It's a strange feeling to see the many signs in neighborhood yards this month, celebrating high school and other graduations, instead of the large events we are used to going to every May and June. And how are we all dealing with the empty baseball, softball and soccer fields around town?

None of us expected to be living like we are right now. We are all probably learning new ways of doing a lot of things.

Speaking of learning, how many of you participated in ASQ's Virtual World Conference on Quality & Improvement (WCQI) on May 6? I applaud ASQ for offering this opportunity in light of having to cancel the planned in-person event in Columbus, Ohio. A virtual conference is definitely not the same as being there in real time, meeting folks from around the world, hearing presentations live and the audience responses. That said, I found the virtual WCQI rewarding and well worth my time.

My favorite part? It was the keynote talk by James Clear. For those not familiar with him, he's an author, entrepreneur, and photographer. He is the author of *Atomic Habits*, which has sold more than 1 million copies worldwide. His WCQI talk focused on behavior changes, habits, and how to get 1% better every day. One of the main things he said that really stuck with me was "A habit is not a finish line to be crossed. It is a lifestyle to be lived." I also like how he shared that if you are having trouble changing your habits, the problem probably isn't you. The problem is your system. Bad habits repeat themselves not because you don't want to change, but because you have the wrong systems for changes. You do not rise to the level of your goals. You fall to the level of your systems.

As you all know, we are not able to get together physically for section meetings at this time and likely will not be able to even consider another in-person meeting until at least September or October. We could try to do a virtual meeting or something similar, if we had a member(s) with the technological expertise to champion such efforts. This is not one of my personal areas of expertise, so we may have to rely on the goodness of other sections in our region to share their virtual meetings with us.

Good News on that front! Check out the San Gabriel section's upcoming meeting (next page), which is scheduled for May 20, from 6 pm to 7:30 pm. This is a virtual, online event, and it is free to our members. And, as with our local meetings, you can earn 0.5 RUs for participating.

Stay positive, stay safe, stay healthy, and stay strong! We are in this together, and we will get through this together. - Jo

Virtual Meeting Etiquette

submitted by Robert Boykin

As many employees rapidly made the transition to full-time remote workers due to the coronavirus outbreak, video and audio conferencing etiquette have become even more important to understand and execute.

I don't know about you, but I have experienced some interesting moments when participating in virtual meetings. However, like it or not, I must adapt to the Marines Corp's slogan to "Improvise, Adapt, and Overcome" relative to virtual meetings, if I want to stay in step with what is going on with family, friends, and job activities.

First of all, I need to accept that the "mute" button is similar to the use of car blinkers in that it is an often-overlooked item. Multiple times during virtual meetings do I hear the phrase "check your mutes" – and still I continue to hear Rover barking, and young ones playing in the background. Not to mention the sounds of someone eating, as well as other unmentionables that should not have been heard by the meeting attendees. With these things in mind, here are a few tips that may be helpful when participating in virtual meetings:

- Be aware of your surroundings
- Minimize distractions
- Mute your microphone when you're not talking
- Speak up
- No food allowed
- Stay seated and stay present
- Keep it professional
- Respect the opinions of others
- When using a webcam during a virtual meeting, check the "background" to be sure it looks professional, with only business-related books and other items in view of your colleagues during the meeting
- Be bright, be brief, and be done.

As anyone who's ever participated in an online meeting or conference call knows, there are undeniable differences between face-to-face meetings and their audio or video equivalents. Video conferencing etiquette (and conference call etiquette for that matter too) are subtly different from normal business etiquette. Be aware of these differences – especially since online business meetings are becoming increasingly the norm these days. Using the tips above might help you avoid committing an unintentional faux pas in your next online meeting.

Be well and be safe.

- Robert

DATE

Wednesday,
May 20, 2020

Growing Technical Quality Leadership

This is a virtual/online meeting. Meeting information and instruction for how to join the meeting will be provided 24 hours before the event.

Time:

6:00 PM – 7:30 PM PDT

Cost: Free for ASQ members

To register for this online/virtual meeting, click [here](#).

Attendance at this meeting earns 0.5 RUs toward ASQ recertification.

NOTE: Be sure to use the same email address to join the virtual meeting as you use when registering in order to receive the RUs. You must register for the event and join virtually to receive RUs.

For more information about the San Gabriel ASQ Section 0702, click [here](#).

For more information about our local Columbia Basin ASQ section and future upcoming events: www.asq614.org/



Neela Paul

Technical Leadership and Executive Coach

Quality technical professionals have a unique responsibility. As stewards of safety and compliance we are responsible to ensure that our customers, our companies, and our associates stay safe and in compliance.

Associates outside of Quality often don't understand what we do. We feel passionately about our work and wish we could make an even bigger impact. We want to ensure that technical information is properly factored into decision making.

Even though we continue to grow our technical skills to keep up with the latest breakthroughs and regulations, growth is needed in BOTH the hard skills and leadership skills to maximize our effectiveness and create a fulfilling long-term career.

In this virtual/online session, Neela will discuss ways to grow our leadership skills, including communication, influencing, relationship building, and team building - to make a bigger impact in our organizations and with our teams.

About the speaker: With over 30 years leading global Research & Development teams at Kraft, Mars and Panda Restaurant Group, Neela has a deep understanding of the challenges technical leaders face as they continue to grow and develop professionally. She brings a unique depth and perspective to her work in coaching and development, and understands first-hand the complexities of influencing cross-functional partners and teams on technically complex issues. Neela helps technical professionals drive change, communicate with impact, protect quality, and navigate complex business challenges. Leveraging her technical experience in leading strategic global cross-functional programs and teams, leading large organizations, delivering under tight deadlines, and navigating organizational culture, she helps her clients grow their effectiveness and career success. Neela holds a B.S. in Microbiology, an M.S. in Food Science, and is an Associate Certified Coach (ACC) through the International Coach Federation.

MAY MEMBER GIFTS – RISK MANAGEMENT

This month's free gifts for ASQ members include several resources related to risk management, including the following:

- **FREE e-books** including *Product Safety Excellence: The Seven Elements Essential for Product Liability Prevention*; *The Art of Integrating Strategic Planning, Process Metrics, Risk Mitigation, and Auditing Sampler*
- **New and Popular Webcasts** including The Basics of Risk Management, A Breakthrough Approach to Avoiding Risk, and Elevating Quality with Risk-Based Thinking
- **ASQTV videos** on The ABCs of Implementing Risk-Based Thinking and Risk Intelligence for the Organization
- **15 articles and case studies** that provide guidance on risk management applications in product development, supply chain management, auditing, human capital management, and more.

Click [here](#) to get your gifts by May 31.

ASQ VIRTUAL TRAINING

Are you yearning to be learning something new? Or maybe just to brush up on your current skills? ASQ offers several options for advancing your knowledge.

Virtual training is instructor-led and allows you to attend an interactive class in real time via your computer, phone or other internet-enabled device.

E-learning is self-paced, which lets you learn on your own time, using web-based instructional materials.

Some ASQ course start at prices as low as \$19 for members. Search the [online training catalog](#) to see all the available courses. And, remember, you can earn recertification units, too!

CERTIFIED QUALITY ENGINEER – PREP/REFRESHER COURSE

Live, Online Webinar Training starts June 29

San Gabriel ASQ (section 0702) is offering this training, June 29 through August 24 in 14 evening sessions. The course will cover: Management and Leadership in Quality Engineering; Quality Systems Development, Implementation, and Verification; Planning, Controlling, and Assuring Product and Process Quality; Reliability and Risk Management; Problem Solving and Quality Improvement; and Quantitative Methods. Also included will be strategies/tips for preparing for and taking the exam.

This will be a live, online webinar. The instructors are Mark Lindsey and Ned Schneider. Cost is \$449 for San Gabriel section members; \$499 for non-members. Required Texts: CQE Primer (\$80) & Solution Text (\$35, both available [here](#)) and The Memory Jogger 2 (\$19.95, available [here](#)). Also recommended is a TI-30X IIS Statistical Calculator (approx. \$15). Registration is required by June 20. Click [here](#) for more information.

CERTIFIED LEAN SIX SIGMA BLACK BELT – PREP/REFRESHER COURSE

Live, Online Webinar training starts June 29

San Gabriel ASQ (section 0702) is offering this training, June 29 through August 24 in 13 evening sessions. The course will cover: Enterprise Deployment, Business Process Management, Project Management, Six Sigma Improvement Methodology & Tools (Define, Measure, Analyze, Improve, & Control), Lean Enterprise, & Design for Six Sigma. Also included will be strategies/tips for preparing for and taking the exam.

This will be a live, online webinar. The instructors are Mark Lindsey and Ned Schneider. Cost is \$449 for San Gabriel section members; \$499 for non-members. Required Texts: CSSBB Primer (\$80) & Solution Text (\$35, both available [here](#)) and The Memory Jogger 2 (\$19.95, available [here](#)). Also recommended is a TI-30X IIS Statistical Calculator (approx. \$15). Registration is required by June 20. Click [here](#) for more information.

CERTIFIED MANAGER OF QUALITY & ORGANIZATIONAL EXCELLENCE COURSE

Live, Online Webinar Training starting July 1

San Gabriel ASQ (section 0702) is offering this training, July 1 through August 19 in 13 evening sessions. This course will cover: Leadership, Strategy Development & Deployment, Quality Management Tools, Customer Focused Organizations, Supplier Performance, Management, & Training/Development. Also included will be strategies/tips for preparing for and taking the exam.

This will be a live, online webinar. The instructors are Eliot Dratch and Mark Lindsey. Cost is \$349 for San Gabriel section members; \$399 for non-members. Required Texts: CQM/OE Handbook (\$97.30, available [here](#)) and The Memory Jogger 2 (\$19.95, available [here](#)). Registration is required by June 20. Click [here](#) for more information.

QUOTE OF THE MONTH

Remember this:

"You are always responsible for how you act, no matter how you feel."

- Author Unknown

WAYS TO HELP OTHERS IN OUR NEIGHBORHOODS AND COMMUNITIES

(excerpted from All in Tri-Cities website)

There are many ways to help others in your local community, even in times of social distancing. Here are a few ideas.

Check on Your Neighbors

- Call or text your neighbors (especially elderly neighbors) to make sure they're doing okay. Ask if there is anything that they need (a box of tissues, a cup of sugar, etc.). If you have what they're looking for, offer to leave it outside their front door so that they can pick it up without coming in direct contact with you. It may sound extreme, but this is a great (and safe) way to make sure that your more vulnerable neighbors have what they need.
- If you're able, offer to pick up essentials from the pharmacy or grocery store, or perhaps provide them with a safe meal drop off. Perhaps you can offer to take their dog for a walk if they are concerned about going outside.

Provide a Random Act of Kindness

- If you go to a drive-through for coffee or other items, consider paying for the order of the person in the vehicle behind you.
- Plant a flowerpot and leave a little spring love on a neighbor's porch. Just make sure to follow recommendations from the State Health Department on social distancing.
- Give small gift cards to surprise people like your cashier at the grocery store, kind delivery people or people working at the drive through coffee window. Also, tip delivery service providers well!

Write a Letter to a Senior

Many seniors are feeling especially isolated and lonely in senior centers at this time. Reach out to senior centers in your area to inquire about letter-writing – Google “Assisted Living” to get contact information for local senior living complexes. If you don't know what to say in a handwritten letter to someone you'll never meet, check out Love for the Elderly's [existing national program](#) for letter writing tips.

Volunteer

- Be a “virtual volunteer” and remotely help a local non-profit with a special project like website design, donation coordination, marketing or social media strategies, phone banks to reach out to seniors, etc.
- Sign up and show up – direct volunteers are still needed for safely supporting critical services such as delivering food and supplies.
- Connect with a collection drive for needed supplies and products.

[Volunteer Tri-Cities](#) makes it easy to find local opportunities to help from your phone or tablet.

MENTAL HEALTH SUPPORT

During this time of social distancing, we all need to remember to continue to stay active, both mentally and physically, even if we may not be able to keep to our previous routines. Taking regular walks or bike rides, playing games in the yard, and tackling the challenge of jigsaw puzzles, crosswords or word search games are all good ideas. Even if you haven't played board games in a long time, there are probably a couple of them in a nearby bookcase or closet.

The forced isolation may at times be stressful, lonely and even depressing for many individuals. Be sure to look out for your neighbors and other community members. Keep in touch with loved ones and others who may need to feel more human connection at this time. This is a great time to “phone a friend” - or just send a simple “thinking of you - how are you doing?” text or email to relatives and neighbors.

If you or someone you know is struggling, please reach out. The National Crisis Text Line is one resource (text HEAL to 741741); the phone number for the Suicide Prevention Hotline is 1-800-273-TALK (8255). There are many local support groups available as well. Know that there is always help available – and that it is okay to reach out to others.

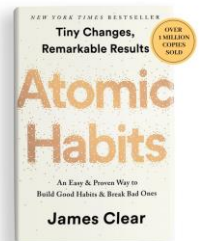
ATOMIC HABITS: AN EASY & PROVEN WAY TO BUILD GOOD HABITS & BREAK BAD ONES

Book by James Clear

This book, written by 2020 WCQI keynote speaker James Clear, provides a comprehensive guide on how to change your habits and get 1% better every day. Learn how to...

- Build a system for getting 1% better every day
- Break bad habits and stick to good ones
- Avoid common mistakes often made when changing habits
- Overcome a lack of motivation and willpower
- Develop a stronger identity and belief in yourself
- Make time for new habits (even when life gets crazy)
- Design your environment to make success easier
- Make easy changes that deliver big results
- Get back on track when you get off course
- Put these ideas into practice in real life

The 320-pages hardcover book is available [online](#) for \$17.



DEAR GRADUATE

by Jon Gordon

This virus may have stolen your senior year and graduation, but it cannot and will not steal your future. While you will always remember this painful time, you'll also be the generation that doesn't take anything for granted. You know what it's like to have something taken away from you in a moment and as a result you will appreciate what you have when you have it. You'll value your relationships, make the most of your opportunities and create a great future. I know it's easy to be bitter about what happened but choose to get better. Don't look backward. Look forward. Stay positive. Work hard. Believe the best is yet to come. What you believe will determine what you create.

In this spirit here are 11 lessons I want to share with you from (my book) *The Seed* to empower and inspire you on your journey.

1. You are here for a reason and the most important thing you can do in life is to find, live and share your purpose. It's the one thing in life that truly matters and if you don't pursue it, everything else is meaningless.
2. Follow your passion. It so often leads you to your purpose. You may not know what your passion is right now. That's ok. The important thing is to make it your life mission to find it, live it and share it. To help find your passion, seek out jobs and experiences that allow you to use your strengths and talents. Do what you are good at and what energizes you.
3. Beware of hobbies. Just because you love to cook doesn't mean you would enjoy owning a restaurant. For example, I owned restaurants but I realized I didn't love the food business. I loved the service and marketing aspect of the business.
4. Quit for the right reasons. Don't quit because work is hard or you're experiencing challenges. Quit because in your heart you know there is something else for you to do. Quit because you are not benefitting yourself or the organization you work for. Quit because you are absolutely certain you are no longer supposed to be there.
5. Learn from every job and experience. Every job, good or bad, prepares you for the work you were ultimately born to do.
6. Your job may not be your ultimate purpose but it can serve as a vehicle to live and share your purpose.
7. Whatever job(s) you take after graduation simply decide to serve. When you serve in small ways, you'll get more opportunities to serve in bigger ways.
8. Your dream job is likely not the one you dreamed about. So often we end up in amazing careers that have nothing to do with our college degree or childhood dreams.
9. The quest for your purpose is not a straight line. It is filled with mystery, signs, obstacles, victories, dead ends, delays and detours. Your job is to stay optimistic and faithful on your quest.

10. Don't rush the future. There is a process that seeds must go through in order to become all they are destined to become, and you must go through this same process to become the person you are meant to be and do the work you are meant to do. You may want things to happen NOW but more than likely if you got what you wanted NOW you wouldn't be ready for it. The purpose process prepares you, strengthens you, shapes you and grows you to be successful, not in your time, but in the right time.

11. Be the Seed. Seeds surrender themselves to the ground so they can be used for a greater purpose. Wherever you work, decide to plant yourself where you are and allow yourself to be used for a greater purpose. When you plant yourself and make a difference you grow into the person you were born to be and produce a harvest that will benefit others and change the world.

*Jon Gordon's best-selling books and talks have inspired readers and audiences around the world. He is the author of 18 books including multiple best-sellers: *The Energy Bus*, *The Carpenter*, *Training Camp*, *You Win in the Locker Room First*, *The Power of Positive Leadership* and *The Power of a Positive Team*. His latest book is *The Coffee Bean: A Simple Lesson to Create Positive Change*. Click [here](#) for more about Jon and his organization.*

100 DEADLIEST DAYS OF SUMMER

(excerpted from the *Distracted Driver Accidents* website)

Summer officially begins on June 21 and, while it's usually synonymous with relaxation and fun, it also kicks off the 100 deadliest days for teens.

This is the period between Memorial Day and Labor Day when the number of crash fatalities involving teen drivers historically rise. According to the website *We Save Lives*, an average of 260 teens are killed in car crashes each month during the summer - a 26% increase compared to other months of the year.

Almost all car accidents are not really accidents at all; they are preventable. In the few weeks leading up to summer, prioritize safety by educating yourself and the teens in your family on driving best practices. The following safety tips can help keep our roads safe for all drivers, cyclists, and pedestrians, no matter what the season.

Put the Distractions Away

Approximately 60% of teen crashes today are caused by distracted driving. During summer months, distracted driving contributes to 9% of fatal teen car crashes. To help limit the temptation to engage in distracting behaviors, drivers should have their directions set up, desired music playing, climate controls set, and cell phone put away prior to putting the car in drive. Teens should also refrain from eating or drinking, applying makeup, and talking on the phone while driving.

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Drive on the Defense

Defensive driving is known to save lives and prevent the likelihood of a crash. "If you practice defensive driving techniques, then the chance of an accident is much lower," note the accident lawyers at Horwitz, Horwitz & Associates, who also say "Defensive driving means maintaining safe following distances, anticipating other drivers and their actions, and avoiding dangerous situations." Never assume other drivers are sober, alert, and obeying the rules of the road. Expecting other drivers to make mistakes will enhance your ability to proactively prevent an accident.

Obey Speed Limits

Speeding is another leading cause of fatal car crashes for teens. On a national scale, speeding killed 9,378 people in 2018, accounting for more than a quarter of traffic fatalities that year. When a driver chooses to speed, they are at risk for greater potential for loss of vehicle control, reduced effectiveness of protection features, and increased fuel cost. If a driver subsequently gets into a crash, the severity of the crash is significantly increased. A speeding driver will also most likely be held liable for a car crash.

Never Drink and Drive

If you or your teen have been drinking, never get behind the wheel of a car. Encourage your teens to contact you if they are in a potentially dangerous driving situation. Also encourage teens to say no to a ride with a driver who has been consuming alcohol or drugs. If you are planning to attend a function that will be serving alcohol and you will be drinking, make other accommodations for travel. Uber, Lyft, taxis, shuttles, and limos are all options to help prevent impaired drivers on the road. Plus, they can be fun!

You Can Make Summer Safer: Car accidents are rarely accidents. With an increased awareness on the road, you and your teen can prevent crashes before they happen. Make this summer as safe as possible by applying these safety tips today.

This information is applicable to drivers of all ages. For more information about this topic or others related to safe driving, check the websites of the [National Highway Traffic Safety Association](#), [Distressed Driver Accidents](#), and [We Save Lives](#). Also, consider encouraging your teen to sign the ["Courage to Intervene Promise"](#) to help save lives.



A GUIDE TO NETWORKING DURING THE CORONAVIRUS PANDEMIC

by Elana Lyn Gross

Around the world, people are staying home to slow the spread of coronavirus. At a time when people are social distancing, there is even more of a need to be social, albeit from afar. People are relying on technology to help them stay connected to everything from meetings and job interviews to friends and family. You can also use technology to meet new people and strengthen your professional network.

People often associate networking with small talk, elevator pitches, and stacks of business cards. But the key to successful networking is to get to know people, have genuine conversations, and provide value. You could learn about a job opening, get career advice, find a mentor, meet a future co-worker or colleague and vice versa.

Right now, people are working remotely, managing businesses virtually, and taking care of their friends and family and their own physical and mental health. Reframe networking by leading with how you can provide value to other people as they navigate this new normal.

Share Your Skills

Take a cue from the sudden influx of virtual learning opportunities and share your skills. Fitness instructors can take to social media to share free or discounted at-home workouts. Teachers can host virtual classes on social media for parents who are struggling to work and homeschool. Financial planners can share money advice for small business owners and individuals. Accountants can help people understand tax relief programs and new filing deadlines. Techies can teach people how to use FaceTime, Zoom, Skype, Slack, and other tools for staying connected in their personal and professional lives. Whatever you're good at, make authentic connections by using your expertise to create value for other people.

Find Online Networking Opportunities

Industry organizations, college career services departments, and alumni groups are hosting online networking events so people can connect safely. Talk to likeminded people in Facebook Groups, Slack teams, or LinkedIn groups. Learn new skills and job search tips, join conversations, and, most importantly, provide value. Write meaningful comments and share your knowledge.

Schedule Virtual Meetings

If you connect with someone at an in-person networking event and you think you could help one another, you'd send a follow-up email to get together for coffee in the upcoming weeks. If you connect with someone at an online networking event or in a group, send an email.

Normally it is a good idea to email your strongest professional connections once every quarter or often enough that you don't just reach out when you have a favor – like that you'd love for them to be a reference for your job search or pass your resume along to their friend who works at your target company.

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Network with your Colleagues

Whether it is online or in-person, the best way to network with your current colleagues is to impress them by doing a great job and being great to work with. The soft skills that will impress people the most in the remote-work world are communication, time management, independence, and prioritization.

Check in with your manager and team more often than you might otherwise, and keep them aware of what you are working on and what you've finished. Ask if there is anything else you can help with. Better yet, if you see projects that need to be done or ways something can improve, offer to tackle them. Reread all your emails and chat messages before sending them to see if there are ways you can organize the information more clearly like by having lists, bullet points, and action items.

Your co-workers will be impressed by your organization, dedication, and proactivity—and they'll be grateful, especially if they are at home with young kids, taking care of someone, or feeling mentally or physically unwell.

Reach Out

You never know what people are going through in their personal lives. People you meet through online networking and in your existing professional network could have a lot on their plates during this very uncertain and upsetting time. Connect with them on social media so you can get a sense of how they are doing and if they are active online.

Social media is normally a highlight reel, but people have been more vulnerable and open lately. Use it or email as the first place you connect with someone, and only ask for a call or video chat if it is necessary or if they initiate. And remember that one of the best ways you can help your co-workers and loved ones is to make sure that you take care of your own mental and physical health so you can be (virtually) there for them.

Elana Lyn Gross is an author and senior contributor to Forbes. She has a master's degree in journalism from Columbia University and lives on the Upper West Side. View more of her articles [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.

COLUMBIA BASIN ASQ MEMBERSHIP

There are 84 members in Columbia Basin ASQ as of May 4, 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 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.

Stay
safe
AND
healthy