

Tuesday
September 8, 2015

LOCATION:

Columbia River Catering
Shilo Inn
50 Comstock
Richland, Washington

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

6:00 p.m. - Buffet Dinner

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

Reservations are due September 3.
E-mail Panda_2@charter.net with your name, phone number, company affiliation, and type of reservation, or call Alvin at (509) 371-2221.

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/

Choosing Wisely: Recognizing and Avoiding The Control Paradox

Joe Estey

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When attempting to improve performance or correct conditions in your organization, do any of the following sound familiar?

- Solutions are developed that are worse than the problem they were created to solve?
- Personal agendas are framed as solutions which conveniently were just waiting for the 'right problem' to show up?
- New corrective actions or controls are implemented that create an 'underground market' for condoned workarounds, asterisk managers and exceptions becoming the rule?

This presentation will provide insights to help recognize and avoid The Control Paradox, which is defined as follows: By seeking to eliminate the undesirable event through the elimination of human error, we guarantee the undesirable event by ignoring *human nature*.

There are three phases to an effective performance improvement process: 1) problem identification; 2) proper analysis of the potential conditions that created the identified problem; and 3) creation/design of the preventative and corrective performance enhancements or actions that will reduce or eliminate the likelihood of similar problems or events in the future.

In each phase there are numerous opportunities for errors and missteps that will increase the odds that things will get worse rather than better.

Join us September 8 to learn more, including why corrective actions don't always correct the desired behavior or condition, how they can actually increase the likelihood of greater harm and loss to the organization and individual(s), and the questions that must be considered and answered to generate and construct effective and impactful corrective actions.

About the speaker: Joe Estey is a member of the Association for Talent Development (ATD), presenting Human Performance Improvement related-keynote addresses and training sessions to public agencies and private companies across the United States. He has earned national awards (White House Federal Executive Office) for public outreach and education for the development of The Industrial Ecology Project and the Source Reduction Handbook. His book, *The Tomorrow Tapestry: Life Woven on the Fabric of Change*, has been used nationally as a multimedia leadership training series since 2003.