

Tuesday  
January 12, 2016

**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 January 7.  
E-mail [Panda\\_2@charter.net](mailto: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/](http://www.asq614.org/)

# You Can Be a Change Agent



## Paul D. Casey Growing Forward Services

When you were growing up, did you ever want to be a Superman or Wonder Woman? One of the Ninja Turtles? James Bond?

Perhaps "Secret Agent" or Super Hero wasn't such a realistic goal. But you can be a Change Agent! No special cape or tricked-out car required.

*"There is nothing more difficult to take in hand, more perilous to conduct, or more uncertain in its success, than to take the lead in the introduction of a new order of things".*

— Niccolo Machiavelli, *The Prince*

Organizations and people must continually change in order to grow, stay on the cutting edge, and outperform the competition. At the start of a change effort, there is often a lot of speed and momentum; but then the change may encounter some turbulence and it can become difficult to maintain enthusiasm and keep moving forward.

As a change agent, the first step is owning the responsibility of the role and then adding the skill of change management to one's quality tool belt.

Join us on January 12 to learn some new ideas (or possibly just reinforce some things you already know) for the New Year. Paul will discuss the change agent's role and challenges and introduce us to the Change Puzzle tool, which will assist in gauging what is needed to be successful in guiding teams in the change process. We will also learn about the following soft-skill strategies:

- Building a guiding coalition
- Vision-casting to the team
- Responding to resistance
- Integrating the change initiative in the culture

Armed with the appropriate skills and mindset, you really can, as Mahatma Gandhi said, "be the change you want to see."

*About the speaker:* Paul D. Casey loves to help people take action and achieve their goals. His book *The Static Cling Principle* reminds us that what we allow to attach to our lives will determine our futures. He has been a professional speaker in 7 states for over 20 years (now giving over 30 presentations per year), and as one of the leading authorities in leadership and personal growth, was the recipient of the 2014 Best of Richland Award for Business Development Service. He has spoken for organizations like McDonalds, Subway, Tri-City Cancer Center, Lamb-Weston, and regional chambers of commerce. Paul has a Master's Degree in education, and has been an educator/administrator/ Chief Operating Officer in five non-profit organizations. .