



American Society for Quality ([www.asq.org](http://www.asq.org)) – Washington  
D.C. and Maryland Metro, Section 509 ([www.asq509.org](http://www.asq509.org))

## Biomed/Biotech Special Interest Group Meeting

---

### **“Communicate and Motivate to Promote Quality”**

Presented by

**Judy and Joe Pauley**

([joe@kahlercom.com](mailto:joe@kahlercom.com); [judy@kahlercom.com](mailto:judy@kahlercom.com))

Chairperson, BOD & CEO; President & COO  
**Kahler Communications** (Washington, DC)  
- A Division of Process Communications Inc.

### **“Taking Charge of Your Growth and Development”**

Presented by

**Don Peterson, MBA**

([signaturecoachdp@aol.com](mailto:signaturecoachdp@aol.com))

**Signature Coaching & Consulting**

– Supporting Leaders & Strengthening Organizations

## **June 25, 2009 (Thursday) Evening**

**6:00 PM – Networking and Pizza and soft drink with a door prize**

**6:15 – 9:00 PM – Program**

**9:00 – 9:15 PM – Door-prize drawing and networking**

***Open and free to the public***

---

#### **Location:**

**Kelly’s Deli Conference Center, 7519 Standish Place, Rockville, MD 20855**

#### **Driving directions:**

From I-270 (N or S bound):

Take Exit 9A and exit from the first right exit.

Turn left (east) onto Shady Grove Dr.

Turn right (south) onto Rockville Pike (**Route 355**).

Turn left (east) onto East Gude Dr.

Turn left (north) immediately onto Crabb’s Branch Dr.

Turn left (west) immediately onto Standish Place.

(The first building on your right side is 7519 Standish Place; open parking)

The conference room is on the first floor with its entrance opposite to the left side of building main entrance.

**For headcount purpose, please register by Thursday noon, June 25, 2009.**

**Registration Website: <http://www.asq509.org/ht/d/DoSurvey/i/35817>**

For registration problems or further information contact **Dr. George Chang**, Co-Chair of Biomed/Biotech SIG, at [gchang2008@yahoo.com](mailto:gchang2008@yahoo.com) or call **240-793-8425**.

### **6/25/09 Presentation Summary:**

**Communicate and Motivate to Improve Quality** In this fun filled session, Joe and Judy Pauley will demonstrate communication and motivation techniques that will enable everyone to improve their communications with their colleagues, with their spouses, with their children, and with everyone with whom they interact. We will learn what each of 6 different types of people do when they are in distress; we will learn how to invite them out of distress, frequently with one sentence.

**Taking Charge of Your Professional Career Growth and Development** The presentation will include a discussion of why career planning is important, issues to consider as you plan your career, and how to ensure a high level of job satisfaction. The presentation will include lecture, discussion and completing assessments to help you develop the career that is right for you.

### **6/25/09 Event Speakers' Bios:**

**Communicate and Motivate to Improve Quality** **Judy Pauley** is a research chemist and also taught chemistry and physics for 42 years in universities and high schools in the U.S. and Asia, before retiring 11 years ago to join Joe teaching the concepts they will share with us. **Joe Pauley** had a 35 year career with 4 government departments in a variety of management and leadership positions, including 5 years in the navy during the Korean War. Joe and Judy just returned from presenting at the World Quality Conference in Minneapolis. They present annually at about 22 national and international conferences, including all of the national ASQ conferences. They will be the opening keynote speakers at the National Quality in Education Conference in October. They have written several articles and 3 books on the concepts they teach and ASQ published their most recent book, "Communication: The Key To Effective Leadership", in March. They currently are working on a healthcare book that ASQ has already said they want to publish.

### **Taking Charge of Your Professional Career Growth and Development** **Don Peterson**

has over 20 years of Federal government management and executive experience in large organizations, including 9 years as a Senior Executive. He has served in a variety of line and staff positions at the executive level. With this background, he is able to bring to his Federal executive clients a "been there, done that" credibility, understanding and rapport. During his career, Don successfully played lead roles in a variety of major change initiatives. He led the development of new automated systems, oversaw restructuring of major processes, and was a leader in the move to participative management, labor-management partnership and stakeholder collaboration. He offers a distinctive blend of technical business management training and experience and a strong interest in executive and employee development, coaching and mentoring, conflict resolution, facilitation, team problem solving and negotiation. Don has a comprehensive understanding of the challenges facing today's managers and executives. He knows that the pace of change facing today's executives is unprecedented and that today's leaders are working harder than ever to achieve their personal and organizational goals. Don works with managers and their organizations to adapt to change, discover and maximize strengths, improve performance, and facilitate new approaches to problem solving. He accomplishes this through:

- Executive and organizational coaching,
- Facilitated workshops in team-building, strategic planning, and communications and
- Structured leadership and employee training programs in emotional intelligence, mentoring, manager as coach and change management.

Don has a Bachelor of Science degree in Accounting from Utah State University and a Master of Business Administration degree (Business, Economics and Public Policy) from George Washington University. He is a graduate of the Federal Executive Institute and a variety of management and leadership development programs. Don is a graduate of the Newfield Network Coaching and Organizational Learning Program, an accredited training program of the International Coach Federation, Newfield's Coaching in Business program

and the 5 Rings Coaching program (somatics). He is qualified in the Myers Briggs Type Indicator and is certified in administering the EQ-i and EQ-360 emotional intelligence assessments and OPM's Leadership 360 assessment. He holds a Federal government Secret security clearance.