



ISM-Western New England  
P.O. Box 924  
Springfield, MA 01101  
<http://www.pmawne.com>

ISM-Western New England, Inc.

## PURCHASING MONTH CONFERENCE & SUPPLIER EXHIBITS

ISM-WNE MEMBERS ATTEND FREE

### REDUCING STRESS



&

### CONFLICT RESOLUTION THROUGH EFFECTIVE COMMUNICATIONS



### THINK CLEARLY AND COMMUNICATE EFFECTIVELY

**DATE:** Thursday, April 10, 2014

**PLACE:** Yankee Pedlar

1866 Northampton St. (Route 5)  
Holyoke, MA

**REGISTRATION:** 7:30AM – 8:00AM

**CONTINENTAL BREAKFAST:** 7:30AM – 8:00AM

**PROGRAM:** 8:15AM – 5:00PM

**LUNCH & BREAKS:** Included

Our profession and personal lives are both filled with **stress and conflict**. How we manage these is a major factor in our success, yet managing both at the same time can be overwhelming. Someone once told me, **“I’m so stressed I can’t communicate.”** If *you* can relate to this statement, even some of the time, we have just the program for you. This full day seminar, presented by Gerri King will offer proven methods of reducing stress and minimizing conflict through communications. Gerri’s previous presentation generated enthusiastic comments for months afterwards.

## **What's in it for you?**

Attendees will learn:

- What causes stress
- How to manage stress
- What is conflict about
- Dynamics of conflict
- Creative resolution without physical violence

## **Program Agenda**

8:15 - 11:45AM: *Morning Session* –REDUCING STRESS

9:45 - 10:00 AM: *Morning Break*

11:45 - 12:45PM: *Lunch* – Supplier Exhibits

12:45 - 5:00 PM: *Afternoon Session* – CONFLICT RESOLUTION THROUGH EFFECTIVE COMMUNICATIONS

2:15 – 2:30 PM: *Afternoon Break*

## **CONFERENCE OUTLINE:**

### **REDUCING STRESS**

Stress is not the result of hard work. It's the result of working hard and not accomplishing what you want to accomplish. Consequently, it's not hard work that leads to burnout, but instead is the gap between what is expected and what is realistically possible. This session will address the complicated dynamics of overwhelming expectations with the resulting toll on professionals, and will offer practical recommendations for managing stress and burnout.

### **CONFLICT RESOLUTION THROUGH EFFECTIVE COMMUNICATION**

Conflict is not inherently negative and is rarely about the issue. Rather, it's about how it's handled. Though unsettling, when responded to constructively and respectfully, conflicts can encourage creative communication, leading to unity & increased productivity, and facilitate positive change. This session looks at the dynamics of conflict & miscommunication, offering a creative resolution process that acknowledges emotional and power issues, encourages the sharing of individual points of view, and works cooperatively toward developing and implementing solutions.

### **CONFERENCE LEADER: GERRI KING**

Gerri King, Ph.D., social psychologist and organizational consultant, presents to and works with educational, healthcare, corporate, industrial, non-profit, and governmental clients throughout the US and abroad. Dr. King's expertise includes a wide range of topics such as supervisory skills, team building, effective communication, motivating workforces, the dynamics of change, why people avoid success, and the changing role of leadership. Gerri facilitates staff and executive retreats, departmental and cross-departmental conflict resolution efforts, mergers and acquisitions, strategic planning sessions, and mission & vision development. She is the President of the 29 year old consulting firm Human Dynamics Associates, Inc. of Concord NH. Visit [www.gerriking.com](http://www.gerriking.com) for more information.

## REGISTRATION FORM

### **NOTE: *EARLY REGISTRATION DISCOUNT***

Register and make your payment by March 21, 2014 ~ and nonmembers in your company pay \$300.00.

### **EXPRESS REGISTRATION – click on the link below:**

**<http://www.pmawne.com/seminarapril2014.shtml>**

**Please use one form per person.** Those attending and completing this program are eligible for 7 CEH towards C.P.M. recertification. **ISM-WNE MEMBERS ATTENDING FREE, BUT MUST REGISTER.**

Name \_\_\_\_\_ Phone (\_\_\_\_) \_\_\_\_\_

Company Name \_\_\_\_\_ Fax (\_\_\_\_) \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

E-mail (required) \_\_\_\_\_

Membership (Circle one): ISM-WNE APICS GUEST ISM Affiliate: \_\_\_\_\_

**Full Day Conference:** includes two workshops, lunch and supplier exhibits

**Payment information – Select one:**

☐ **Regular Registration** – Must be received by 4/8/13      ☐ **Early Discount** – Must be received by 3/21/14

#### **Regular Registration Fee**

ISM-WNE Members	<b>FREE</b>
ISM Affiliate Member	\$300.00
Non-Member	\$400.00

#### **Early Registration Fee**

ISM-WNE Members	<b>FREE</b>
ISM Affiliate Member	\$200.00
Non-Member	\$300.00

*Payment Information:*

MC, Visa, AE \_\_\_\_\_  
Circle one card number expiration date

Name on card (Please print) \_\_\_\_\_

**Credit card charges will be from The Purchasing Management Association of Western New England. When paying via credit card any bank penalties due to disputes, inquires or canceled charges will be billed back to the credit card holder.**

Make checks payable to P.M.A.W.N.E. and mail to P.O. Box 924, Springfield, MA 01101

Please Email or fax this form to Ryan Bishop: Tel.: (413) 308 - 1262, Fax: (413) 589 1407. E-Mail: [rbishop@mmwec.org](mailto:rbishop@mmwec.org) **DEADLINE: Reservations and Cancellations must be received by Tuesday April 8, 2014.**

## **DIRECTIONS TO YANKEE PEDLAR INN:**

**Route I-91 North** to Exit 16. At the end of the exit ramp take a right, down the hill. At the second light take a left onto Route 5 North; the Yankee Pedlar is the first building on the right. Parking is on the left side of the building.

**Route I-91 South** to Exit 16. At the end of the exit ramp take a left, down the hill. At the second light take a left onto Route 5 North; the Yankee Pedlar is the first building on the right. Parking is on the left side of the building.

**The ISM-Western New England may take either photographs or video tape the meeting proceedings. By virtue of your attendance, you agree to your likeness in such materials.**