

34TH ANNUAL NORTHWEST Management Seminar

A subsidiary of the Oregon Fire Chiefs' Association



*Serving Public
Sector Leaders
Since 1970*



LEADERS TEAMS & HEROES

March 5, 6, and 7, 2003
Doubletree Inn - Jantzen Beach
Portland, Oregon

Presenting

Dan Clark - Author, "*Chicken Soup For The Soul*"
You Can't Quit - It's a League Rule

Grady Bray - Member, National Disaster Medical System
The Legacy of the Hero

Carol Kinsey Goman, Ph.D., Consultant, Executive Coach
Leadership as Collaboration

Jeffrey Johnson - Fire Chief, Tualatin Valley Fire & Rescue
The Ginsu Phenomenon

Dr. Dale Henry, Author, Businessman and Educator
The Power of Team

SEMINAR PROGRAM

7:00 Wednesday

REGISTRATION BEGINS

8:30 Wednesday

OPENING SESSION

CAROL KINSEY GOMAN, PH.D. - *LEADERSHIP AS COLLABORATION*

Consultant, executive coach, international author, “*This Isn’t the Company I Joined*” - “*Managing for Commitment*” - “*The Human Side of High Tech.*”



The potential of any organization lies within each individual and within the connections between individuals. Success in the future will increasingly demand leaders who optimize information sharing and collaboration.

Join this celebrated international author of “This Isn’t the Company I Joined” “Managing for Commitment” and “The Human Side of High Tech” to learn:

- Why successful leadership depends on collaboration
- Why people don’t tell you what they know
- How to build an environment of trust and collaboration
- How to optimize the “collective genius” of your team
- The growing importance of “social capital”

12:00

LUNCH IS PROVIDED WITH YOUR REGISTRATION

1:30

SEMINAR RECONVENES

DAN CLARK - *You Can’t Quit - It’s a League Rule*

Author of the *New York Times* best seller, “*Chicken Soup For The Soul.*”



Organizations are faced with “doing more with less” and keeping morale positive in the process. Consequently, Team Building seminars are at an all time high. The challenge lies in the fact that most organizations bring in consultants who have never played on a team and without first hand experience, they can only perpetuate ineffective theories like “it’s all about team” and “there is no “I” in team.”

It’s not just about team. Teams lose! Some of our favorite sports teams lose every game in a lousy season. Some teams even make it to the championship game and then lose. They have coaches and managers who know everything about the game and have players who work hard, but they still lose. Corporations go bankrupt every day. Organizations lose effectiveness. It’s not just about team, it’s about WINNING and winning has two “I’s” in it. In an exhilarating multi media delivery, Dan teaches how the teams that WIN have the most “I” players on them.

Dan Clark has played and starred on championship teams and has interviewed extraordinary coaches, players and CEOs. He will help your organization redefine “best,” build the bridge between Activity and Accomplishment and ignite greater unity within your organization based on commitment relationships. This powerful “participation paradigm” will give your people permission to win and teach exactly what it takes to be “I” players with a winning organization.

Learn from this world-class presenter how independent, individual preparation helps the organization:

- Redefine “best”
- Build the bridge between activity and accomplishment
- Develop unity based on service above self

5:30 PM

A “Networking Event”, with hors d’oeuvres, follows the Wednesday Afternoon session to provide an opportunity for participants to interact informally.

Check the Web—www.nwms.net
For the Latest Information on the Annual Seminars

8:30 Thursday

OPENING SESSION

Dr. Grady Bray - The Legacy of a Hero



Dr. Grady returns to the Northwest Management Seminar to share powerful lessons from his work as a member of National Disaster Medical System. He is an adjunct and frequent presenter for FEMA's Emergency Management Institute and a member of the four man "Go-Team" for D-Mort which responds with the NTSB for mass fatality air crashes. He has worked disasters such as the Oklahoma City bombing and New York 9/11. His involvement with public and private organizations in the aftermath of the terrorist attacks in New York adds new insight to the issues:

- More effectively securing appropriate support for personnel
- Recognizing the demands of the organization for the "hero"
- Having a better understanding of secondary victims

12:00

LUNCH IS PROVIDED WITH YOUR REGISTRATION

1:30

SEMINAR RECONVENES

Jeffrey Johnson - The Ginsu Phenomenon

Fire Chief, Tualatin Valley Fire & Rescue



Exceeding the expectations of those we serve, treating coworkers with respect and developing an organization that empowers employees, breaks historical barriers of "impossibility" - this is just the beginning! One of the most noted national authorities on customer service and the application of private sector concepts to managing in the public sector, Chief Johnson will provide you with:

- Service quality ...setting the standards
- Answering the question: why don't we see people as customers?
- Identifying how good businesses treat YOU.
- Understanding: What is the purpose of "business"?
- Answering tough questions: If "customers" could choose would they choose you? Do your programs make sense? Are you striving for excellence?
- Realizing that image plus performance equals professionalism.
- Understanding the importance of applying business concepts to public service.

This program will leave you with your head swimming with practical ideas, a smile on your face and a good laugh as a bonus.

8:30 Friday

OPENING SESSION

Dr. Dale Henry - The Power of Team

Author, Businessman and Educator



Could your organization benefit from a program that would redefine service, leadership, diversity, cultural mergers, communications, and system breakdowns? Does the idea of a presentation that explains the dynamics and mechanics of teaming in a common sense fashion appeal to you and your coworkers? What if you could have all this in a light and lively program with a healthy mix of laughter and energy? Sound impossible? Too good to be true? Well, it's not! Dr. Dale Henry dismantles the teaming process enabling your team members to understand how to:

- Establish continuity through group diversity
- Construct teams that deliver "Just In Time" Customer Service
- Build a leadership mentality among all its members
- Enable the strength of the individual to contribute to the strength of the team
- Coordinate and incorporate new ideas from outside sources
- Just flat out understand why we can get along with some and can't get along with others

Dale's unique presentation style has allowed him to capture the essence of teaming and transfer it to the heart of individual members.

12:00

A WRAP-UP SESSION CONCLUDES THE SEMINAR

34th Annual Northwest Management Seminar



March 5, 6 & 7, 2003

Location & Lodging

Double Tree Inn, Jantzen Beach—Portland, Oregon

909 Hayden Island Drive, Portland, OR 97217

1-800-222-8733 or 503-283-4466

Ask for the special seminar rate!

Continuing Education

Two units of college credit are available from Western Oregon University for additional cost. Credit registration will be at the registration desk.

Northwest Management Seminar Mission

To provide a variety of dynamic, educational experiences and valuable, practical skills for leaders of today and tomorrow.

For More Information

Don Milligan, Registrar: (503) 838-2309, FAX (503) 838-5106 or email: dcmilligan1@aol.com

Participating States and Provinces

Alaska - Arizona - California - Hawaii - Idaho - Montana - Nevada
Oregon - Utah - Washington - Alberta - British Columbia - Saskatchewan

Visit our Web Site at www.nwms.net to register on-line



34th Annual Northwest Management Seminar Registration

(reproduce for additional registrants)



Last Name _____ First Name _____

Position _____ Agency _____

Mailing Address _____

City _____ State/Prov _____ Zip/PC _____

Phone (____) _____ Email _____

Make checks payable for \$250.00 to: Northwest Management Seminar; Billing Authorization # _____

Mail registrations to:

Don Milligan, Registrar
461 Sacre Lane N.
Monmouth OR 97361-1241
or Fax to: (503) 838-5106
Questions: (503) 838-2309

Credit Card - Master VISA

Number:

Expiration Date: _____

Name on card: _____

Or, register by Web at www.nwms.net