



**institute for  
supply management**

**ISM-Western New England  
P.O. Box 924  
Springfield, MA 01101**

***"PROFESSIONAL GROWTH THROUGH EDUCATION"***

**ISM-WNE MEMBERS ATTEND FREE  
GUESTS and AFFILIATES WELCOME**

**EFFECTIVE COMMUNICATIONS  
DINNER MEETING/SEMINAR**

DATE: November 13, 2014  
PLACE: The Backyard Grille  
1506 Riverdale Street  
West Springfield, MA 01089

REGISTRATION: 5:00 PM to 5:30 PM.  
PROGRAM: 5:30 PM TO 7:00 pm

Communication is something we practice hundreds of times a day and yet many of us are not effective communicators. When we communicate do we sometimes think the other party is not getting our message?

Have you ever been in the middle of something that requires your focused attention when all of the sudden your boss asks you to drop what you are doing to come explain something on a totally different topic? Have you ever had the opportunity to ride two floors up in the elevator with the CEO and ended up thinking "why didn't I just use that time with the CEO to make myself stand out as a person who can clearly communicate what is happening in my area or what I need?" Please join us on November 13, 2014 for an event targeting an important skill for ISM professionals...communication! This informative and interactive session will leave you with immediately applicable skills in the areas of presentation, interacting well with others, and handling it deftly when you need to respond "off the cuff." Our presenter for this session is Frank Fasano of Dymotek Corporation

Don't assume you are an effective communicator, attend this meeting and have your communication skills enhanced and sharpened so you can truly be an effective communicator.

Speaker: FRANK FASANO

Frank is Quality, Documentation, and Process Specialist and an accomplished speaker. He has over 25 years of experience in Manufacturing and the Quality Sciences. He has supported Military, Automotive, and Consumer Industries in improving both Quality and Efficiency. Frank started his own company, Quality Management Specialists, Inc. eight years ago. He understands that no matter how talented or proficient you are at your job, if you lack the ability to articulate your message in a meaningful and interesting way no one is going to be listening.

**REGISTRATION FORM**

**EFFECTIVE COMMUNICATIONS – NOV 13, 2014**

**SPACE IS LIMITED – REGISTER NOW**

**PREFERENCE GIVEN TO ISM-WNE MEMBERS WHO REGISTER ON-TIME**

**(ISM-WNE MEMBERS ATTEND FREE, BUT MUST REGISTER)**

**REGISTRATIONS AND CANCELLATIONS DUE BY MONDAY, NOV. 10, 2014**

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

**<http://www.ismwne.com/november2014registration.shtml>**

or, alternative registration:

Print, fill out, then Email or fax this form to Ryan Bishop: rbishop@mmwec.org; Fax: (413) 589 1407

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

Co. Name \_\_\_\_\_ Fax (\_\_\_\_\_) \_\_\_\_\_

Address \_\_\_\_\_

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

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

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

GUEST \_\_\_\_\_ \$30.00

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GUEST \_\_\_\_\_ \$30.00

GUEST \_\_\_\_\_ \$30.00

**TOTAL:** \$

**Payment information – Select one:**

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

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

**Credit card charges will be from ISM-WNE. 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 ISM-WNE. and mail to P.O. Box 924, Springfield, MA 01101

**The Institute of Supply Management – 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.**