



## **Professional Development Meeting (PDM)**

**When:** June 16, 2010 5:30pm – 8:30pm

**Where:** Country Inn & Suites Carlson  
5975 Lusk Blvd. San Diego, CA 92121

**Cost:** APICS Members: \$27, Non Members: \$37  
\$15 for APICS Student Members

**Title:** **The SCORE - Cooperation and Communication**

**Speaker:** **Gregg Oliver**

### **Overview –**

The three key skills that employers find universally valuable are:

1. Ability to conduct conversations that get results
2. Ability to establish and maintain productive business relationships
3. Ability to influence others in the organization

Only about 15% of employees are sufficiently skilled in doing these things, which leaves most organizations performing well below their potential. Failure in these areas is responsible for:

- Lost Revenue
- Wasted Time
- Late deliveries
- Complaints
- Poor Morale

The importance of good relationships cannot be overemphasized. The tasks of conducting meaningful conversations and influencing others are simplified tremendously when done among people that have strong relationships.

The SCORE© is a model developed by Pathfinder Communications, LLC to help business professionals from all industries master the art of relationship management. Attendees to this one-hour workshop will learn:

- The 2 cooperation killing attitudes that **STOP** collaboration before it even starts
- The communication model we use at work most can almost **NEVER** get the results we want (and learn the one that CAN)
- **WHO** to spend your time with and **WHAT** to say in order to influence your organization
- The **ONE** question you should **ALWAYS** ask to get results!

The presentation on The SCORE© will help you see what you have been doing that actually keeps you from getting what you want – better decisions and better results!

To register for this meeting, please visit: [WWW.APICS-SD.ORG](http://WWW.APICS-SD.ORG)

## About Gregg Oliver



# Pathfinder Communication, LLC



*Better Communication, Better Decisions, Better Business<sup>SM</sup>*

**Gregg Oliver**  
858-245-9802

Gregg Oliver, raised in Huntington Beach, is a native southern Californian. His passions are problem solving and communication and he holds degrees in Quality Engineering and Quality Systems management, as well as professional certificates in four specific engineering disciplines, including software quality engineering.

He has spent 35 years working in electro-technical industry for commercial and defense companies. In the last 25 years, he has held positions of Director of Product Engineering for IGT (the world's largest manufacturer of gaming equipment), Quality and Productivity Manager for L-3 Communications, and has owned his own software development firm. He currently works at General Atomics in San Diego as the Quality and Reliability Manager for the Reconnaissance Systems Group.

He is the Vice-Chair for the San Diego chapter of the American Society of Quality, a global professional organization for quality professionals, which locally has about 1,000 members and 100,000 globally.

[www.PathfinderCommunication.com](http://www.PathfinderCommunication.com)  
<http://www.PathfinderComm.Blogspot.com>  
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[www.Linkedin.com/groups?gid=1958793](http://www.Linkedin.com/groups?gid=1958793)

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### **Agenda**

5:30 - 6:00: Registration and networking  
6:00 - 7:00: Dinner  
7:00 - 8:00: Presentation  
8:00 - 8:30: Closing remarks, door prizes, and networking

For further information, please contact:  
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