

OCTOBER 2011

NAPM-DENVER CALENDAR				
<p><u>OCTOBER 18</u> NAPM-Denver Fall Seminar: NO to GO™, The Successful Negotiator Renaissance Denver Hotel 8:00 am-4:30 pm</p>	<p><u>OCTOBER 20</u> NAPM-Denver Satellite Seminar: Understanding and Embedding Risk Management Concepts into Supply Practices: Renaissance Denver Hotel 1:00 pm-5:15 pm</p>	<p><u>OCTOBER 20</u> Dinner Meeting Renaissance Denver Hotel 5:30 (Seminars) 6:45 (Dinner) Dinner Reservation Form</p>	<p><u>NOVEMBER 12</u> NAPM-Denver CPSM/CSM Review: Exam 3: Leadership in Supply Management 8:00 AM to 5:00 PM, Renaissance Denver Hotel</p>	<p><u>NOVEMBER 17</u> Dinner Meeting Renaissance Denver Hotel 5:30 (Seminars) 6:45 (Dinner)</p>

DINNER MEETING – OCTOBER 20 (6:45 P.M.)

The Power of Professional Presence: You Must Be Present to Win!

Would you rather be referred to as harried, scattered and disconnected? Or composed, focused, together, grounded and centered? Professional presence is more than merely showing up. It is the key mental state for effectiveness in all areas of life. You can tell when someone is "barely there" or just "going through the motions" as distinct from giving their undivided attention and being genuinely responsive. You are more effective as a leader, have stronger relationships, manage stress better, and enjoy life more when you are fully present. Presence is a skill and can be learned. The work begins on the inside by building your personal infrastructure.

Paul O. Radde, Ph.D. is a practicing psychologist and author and has been researching what brings out the best in people in all walks of life since 1972. As a result he wrote *Thrival! How to Have an Above Average Day Every Day* [Path Lighter Press]. His focus has evolved from supervision and management to soft skills such as influencing decision makers, stress management, and professional burnout prevention, and to highly perceptive individuals. Dr. Radde is a graduate of Notre Dame University, and earned his Ph.D. at the University of Texas at Austin. To learn more about Dr. Radde visit www.Thrival.com.

Reserve to attend the October 20, 2011 Dinner Meeting:

<http://www.napmdenver.org/DinnerReservationForm.html>

PRE-DINNER SEMINARS (5:30 P.M.)

Lean Manufacturing - Speaker: Sumer Sorensen-Bain, Director of Business Development, Colorado Association for Manufacturing Technology (CAMT)

Health Care Purchasing - Speaker: George Hecomovich, Managed Benefits Systems

BUSINESS CONDITIONS SURVEY

By Rogers Coke, CPSM, C.P.M.

The local Denver **Manufacturing** economic index decreased faster in August with an index of 29.8. The July index was 35.3. The Production index for August was 12.5. (A reading above 50 percent indicates that the manufacturing economy is generally expanding; below 50 percent indicates that it is generally contracting).

The overall Price Index of the Denver Manufacturing Survey increased slower with an index of 64 in August. Prices increased in the MRO, Capital Goods, Raw Materials and Components sectors and remained unchanged in the Computers and Services sectors. The Lead Time Index increased at a slower rate with an index of 58 in August. Lead Times increased in the Capital Goods, Raw Materials and Components sectors and registered 50 in the MRO, Computers and Services sectors.

The Raw Materials Inventory Index increased and the Finished Goods Inventory Index decreased in August.

August's Employment Index decreased with an index of 40. The Availability of Skilled Workers and the Availability of Unskilled Workers Indices remained unchanged in August.

Supplier performance in our Denver survey worsened in the Raw Materials and Components sectors and remained unchanged in all sectors.

The local Denver Non-Manufacturing economy decreased with an index of 45.8 in August. The Denver Non-Manufacturing PMI in July was 61.9. The Production Index in August was 33.3.

The overall Price Index of the Denver **Non-Manufacturing** Survey registered 47.7 in August. Prices increased in the Raw Materials sector and decreased in all other sectors. The Lead Time Index was 55 in August. Lead times increased in the Capital Goods and Raw Materials sectors, remained unchanged in the Components and Computers sectors and decreased in the MRO and Services sectors.

The New Orders Index was at 50 in August. The Raw Materials Inventory and the Finished Goods Inventory Indices decreased in August.

The Employment Index registered 58.3 in August. The Availability of Skilled Workers Index decreased and the Availability of Unskilled Workers Index increased in August.

Supplier performance in our Denver survey improved in the Services sector and remained unchanged in all other sectors.

Go to www.ism.ws for the complete ISM report.

Welcome New Members

Mark Brownson

Ron Daugherty - ABR Holdings

Daniel Hamilton - Cosmopolitan Resort & Casino

Eric McEachen

Jayson Vanshura - Anadarko

CONGRATULATIONS TO....

New CPSM

Michael Kaiser, CPSM - Miller Coors

CERTIFICATION UPDATE ALERT

Experience Counts – ISM Announces New Designation for Career Professionals

Certified in Supply Management™ (CSM™) designation validates experience and knowledge.

Institute for Supply Management™ (ISM) announces a new certification option for professionals who aim to prove their experience and broad-based knowledge in all the major components of supply management. The [Certified in Supply Management™ \(CSM™\)](#) designation debuts November 15, 2011 and allows practitioners to demonstrate knowledge in supply management, regardless of whether they have a college degree.

Eligibility requirements for the CSM™ are:

- Successfully pass three CSM™ Exams or if a C.P.M. in good standing, pass the CSM™ Bridge Exam.
- Three years of full-time, professional supply management experience (non-clerical, non-support) with an associate's degree from a regionally accredited institution (or international equivalent) or five years full-time, professional supply management experience (non-clerical, non-support).

For more information, visit the [Certified in Supply Management™ \(CSM™\)](#) page or [Frequently Asked Questions](#) page at www.ism.ws.

COMMITTEE OF THE MONTH: PROFESSIONAL DEVELOPMENT COMMITTEE

The Professional Development Committee manages the one and two-day seminars that are given three or four times a year and the Certified Professional in Supply Management (CPSM) and the new Certified Supply Manager (CSM) review classes. Tasks include contracting for speakers and obtaining a local facility to host the seminars. Recent seminars have been held at the Denver Renaissance Hotel, 3801 Quebec St, Denver.

The Committee also manages one-half day ISM Satellite Seminars by providing a facilitator and materials for the seminar.

The Committee also promotes the CPSM and CSM qualification programs by providing information at the check-in table at monthly dinner meetings.

Please contact the chair, Susan Kellar, C.P.M. for questions and to volunteer on the committee:

Susan Kellar, C.P.M.

IHS

Tele: (303) 397-2257

Email: sue.kellar@ihs.com

SPEAKERS NEEDED FOR PRE-DINNER SEMINARS

Are you knowledgeable about a subject in the field of Supply Chain Management? Have you made presentations? The NAPM-Denver Pre-Dinner Seminar Committee is looking for members who would be able to either speak on a topic or lead a discussion. If you are available or know a speaker who you think would be a good Pre-Dinner Speaker, please send an e-mail to dorothy_cohen@q.com.

CONTACT INFORMATION

If your contact information has changed, please e-mail your new information to the NAPM-Denver office - carol@napmdenver.org.

USING BODY LANGUAGE FOR EFFECTIVE LEADERSHIP

By Traci Brown

In business, you are negotiating all the time, with suppliers, employees, bosses and with your clients. You're also probably always negotiating with someone in your family at home to get them to do what you want. Learning how to easily get to agreement is useful in any situation and can make life lots easier and make you a more effective leader at the same time.

The key to leading people and successfully negotiating is to create a deep feeling of connection between you and whomever you're communicating with. People say 'yes' much more often when they're really comfortable with you. Sometimes this feeling is automatic but why leave it to chance? You can create ease and flow any time you want with anyone when you pay attention to the details! Did you know that you're communicating all the time, no matter what words are coming out of your mouth and even when they're not? Studies show that 55% of your communication is your body language and 38% is your pacing and tonality. When you master a few simple tools you can start to use these parts of communication to persuade any one, any time.

To create a magical, mystical connection you must become flexible in your communication. Now, you most likely communicate only your way. You're in your box. You do things however you do them and say things however you say them and hope your message gets across exactly how you want it to. Maybe it works out the way you intended, and maybe it doesn't. You can learn to communicate the way OTHERS need to unconsciously hear your message. But how?

These 3 tips will assist you.

Tip #1 Always address people at a 45 degree angle or greater.

When you face people straight on you create a feeling of deep, unconscious confrontation both in you and in them. This is troublesome if you want an easy negotiation. You want to make yourself seem as non-confrontational as possible. One of the easiest things you can do is to change your body angle when addressing them. Using a 45 degree angle will ease the situation. Just open your shoulders up slightly to them. It doesn't matter if you're standing or sitting. You can always adjust yourself. When in meetings, set the room up so that you're not staring at each other across the table, stagger the chairs, use your chair's swivel. Just notice how this eases the situation. You can feel it!

Tip #2 Match their body movements

A study at Duke University proved that just physically doing what other people do helps them feel comfortable and they will say 'yes' more easily. But you've got to do it right. Doing it

wrong will create the opposite effect! People move all the time when you're talking with them. So if they lean on their right leg, you lean on your right leg. You'll look like a non-mirror image. If they scratch their ear with their left hand, you scratch your ear with your left hand. If they lean on their left elbow on the table, you lean on your left elbow on the table. It's easy. Just make yourself look like their opposite. When they move, you wait a bit and subtly make the same move yourself. This reaches them at really deep, unconscious level and they won't know you're doing it. But they'll feel great around you and feel like you're really listening. Most people are paying so much attention to themselves that they're not paying attention to you so you won't get caught. But you've got to take the time to get good at it. It's subtle!

Tip #3: Match their pace of speech

This works great over the phone when others can't see you. Many top level executives and leaders like you think really quickly because you've got lots of details on your mind, you're organized and want to get on to the next thing. This will lead you to speaking really quickly, too. Know that all of your employees and clients probably aren't as speedy as you. Just listen to how quickly they talk and match it. You may need to slow down a bit to meet them where they are. If you go into tons of rapid-fire details with someone who processes information more slowly than you, you'll lose them and everything you say will go in one ear and out the other. Slowing down can be frustrating till you're used to it but is well worth the effort.

These three tools do take practice to master, but you'll find that you can get good at them very quickly. You'll start to notice how people respond to you differently than they have in the past. You'll have more clients and reach agreement more easily than ever before.

Traci Brown is a persuasion expert, professional speaker and author of *Mastering Magical Persuasion*. Get your copy today only at www.bodylanguagetrainer.com.

2011-2012 NAPM-DENVER OFFICERS			
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1-Year Director	Kristina Gulish	Johns Manville	(720) 345-7184

2011-2012 NAPM-DENVER COMMITTEE CHAIRS

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Visit our website at www.napmdenver.org