



Washington State  
Biomedical Association

## Annual WSBA Eastern Washington HTM Educational Conference

Wednesday, May 9<sup>th</sup> - Richland, WA  
(Kadlec Medical Center)  
9:30 am - 3:00 pm

FREE to HTM Professionals

**Registration Required -**  
RSVP: to Jim Kenyon (James.Kenyon@providence.org)

### AGENDA -Revised

Time	Activity	Course Title	Presenter
9:30 – 10:00	SETUP & SIGN-IN		
10:00 – 10:30	WSBA Business Meeting	Bringing Value to the CE/Biomed Community	Jim Kenyon & Ben Roberts
10:30 – 12:30	Presentation 1 (Soft Skill)	“Dealing With Conflict in the Workplace”	Tim Bleigh, Spacelabs Healthcare
12:30 – 1:15	LUNCH & DOOR PRIZES		
1:15 – 2:00	Presentation 2 (Soft Skill)	“Understanding Perceptions in Modern Communications”	Kim Nelson, Stillwater Associates
2:10 – 3:00	Presentation 3 (Hard Skill)	“Networking Essentials in Layers 2 & 3”	David Meyers, Spacelabs Healthcare
3:00 – 3:10	CLOSING REMARKS, FINAL DOOR PRIZES & ADJOURN		
3:10- 4:00	TOUR KADLEC CLINICAL ENGINEERING SHOP – ROY KERNS DIRECTOR & CE STAFF		

Please see Page 2 for details on these presentations.

### Lunch Provided & Door Prizes

#### Location Details:

**Kadlec Medical Center**, 888 Swift Blvd, Richland, WA 99352,  
Follow signs to **Mountain Pavilion**. Take Mountain Pavilion elevators to 3rd floor, turn right from elevator to **Columbia Room One**.

Parking garage available.

### Please Support our Sponsors



## Presentation Details

### *Soft Skill Presentations for the Workplace and Beyond*

#### **#1: Dealing with Conflict in the Workplace**

by Tim Bleigh, Sr. Manger, Global Training, Spacelabs Healthcare

This course covers the essential communication tools that will enable anyone to recognize, defuse and minimize conflict in the workplace. We start with understanding the causes of conflict and the reasons that we react and behave the way we do. We then define the emotional intelligence and responses that will prevent conflict from escalating and strategies for mitigating further conflict and stress.

We discuss actual field scenarios and potential approaches to dealing with conflict and different types of "difficult people." The presentation concludes with a discussion about utilizing a win/win conversation starter to help filter out emotions and achieve positive results."

#### **#2: Understanding Perceptions in Modern Communication**

By **Kim Nelson**, COO/HR Operating Partner, Stillwater Associates, a management consulting firm.

This course will discuss the process of interpretation during communication based on the filters created from prior experiences and cultural norms. Attendees will understand the use of perceptual filters to help reduce uncertainty and improve clarity in communications.

#### **#3: Network Essentials in Layer 2 and 3**

By David Myers, Spacelabs Healthcare

Network essentials in layer 2 and 3

- 1) Physical layer and media characteristics
- 2) Layer 2 switching concepts. Vlan's.
- 3) Layer 3 routing, primer on broadcast, unicast, udp, and multicast traffic.

The discussion will help a biomedical engineer to confirm physical layer connectivity and tools how to sniff multicast.

## WSBA Membership

**Consider membership in the Washington State Biomedical Association (WSBA).** Join a growing organization (250+ members, 300+ contacts in the Clinical Engineering/Biomed/HTM field in the Northwest). Advantages of Membership: AAMI Certification credit for BMET's, access to WSBA website for past meeting video presentations, shape future presentations in E. WA, career growth and opportunities to network with colleagues from around the state. To join go to the WSBA website: [www.bmet.org](http://www.bmet.org) or see a board member at one of the meetings.