



Washington State  
Biomedical Association

## Annual WSBA Eastern Washington HTM Educational Conference

Friday, May 11<sup>th</sup> - Spokane  
(Sacred Heart Medical Center)  
9 am – 3 pm

FREE to HTM Professionals

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

### AGENDA

Time	Activity	Course Title	Presenter
9:00 – 9:30	SETUP & SIGN-IN		
9:30 – 10:00	WSBA Meeting	<i>Intro Board Members, benefits of membership, WSBA activities we promote</i>	Ben Roberts, President WSBA
10:00 – 12:00	Presentation 1 (Soft Skill)	<i>“Dealing With Conflict in the Workplace”</i>	Tim Bleigh, Spacelabs Healthcare
12:00- 12:45	LUNCH		
12:45 – 1:00	DOOR PRIZES		
1:00 – 1:50	Presentation 2 (Soft Skill)	<i>“Understanding Perceptions in Modern Communication”</i>	Kim Nelson, Stillwater Associates
2:00 – 2:50	Presentation 3 (Hard Skill)	<i>“Network Essentials in Layers 2 &amp; 3”</i>	David Myers, Spacelabs Healthcare
2:50 – 3:00	CLOSING COMMENTS & ADJOURN		

Please see Page 2 for details on these presentations.

**Lunch Provided by WSBA**  
**Door Prizes**

### Location Details:

**Sacred Heart Medical Center Heart Institute,**  
2nd Floor, Classrooms A&B. 122 W. Seventh Ave, Spokane, WA

Parking in garage or street.

**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.

### *And Hard Skill Seminar*

#### **#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.