



# Albuquerque Quality Network

a non-profit organization directed by business professionals focused on providing education and training in quality

 [aqnetwork.org](http://aqnetwork.org)

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## MONTHLY SEMINAR

 MARCH 17, 2022

7:15 - 9:00 a.m.

via Zoom

members: free

non-members: \$20/seminar

Register at [www.aqnetwork.org](http://www.aqnetwork.org)

Zoom link will be sent upon registering

### The ART of INFLUENCING as an Embedded Quality Practitioner

*Presented by Katie Snapp, CQE*

You'd like to more effectively reach your colleagues and internal customers, impressing upon them the value of the quality. But that doesn't always happen. It takes some savvy, some awareness, and a bit of patience.

An approach called the Collaborative Influencing Process can help you connect to your organization more quickly and intuitively lead them to buying in to small commitments around assurance activities. Katie Snapp will share this process so that you can more skillfully listen to your customers and lead them to work with you, without you feeling like you must talk them into anything. This results in them seeing the value of QMS activities like self-assessments and lessons learned roundtables and how those practices can prevent problems for them.

The interpersonal skill of influencing is critical for any quality practitioner. It helps them assert themselves into a situation without being overbearing, and it aids the organization in engaging the quality professionals as a utilized resource. The Collaborative Influencing Process consists of Connect, Discover, Propose, Support and uses the subtleties of change management strategies in an everyday interface with others.



### LEARN

Presented by experts at the forefront of their field, sessions focus on skills and offer practical suggestions for applying them in real-world situations.



### CERTIFICATION

Demonstrate your commitment to upholding quality standards and continued learning to earn a Quality Certificate from the UNM Anderson School of Management.



### NETWORK

Meet prospective mentors, partners, and clients, and gain access to the resources that will foster your career development.

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