

*ISPE Boston Area Chapter Presents:*  
**How to Deal with Difficult People  
(In Influential Positions)**

**Wednesday, November 8, 2017**  
5:30 pm to 9:00 pm

***Framingham State University***  
McCarthy College Center Forum  
100 State Street  
Framingham, MA 01701



**EVENT INFORMATION:**

Join us at Framingham State University to learn from a panel of experts – two leadership coaches and an IT consultant – on how to pair leadership theory with practical case studies to provide some tips and tricks for professionally navigating the trepid waters of communication. The event will feature hors d'oeuvres and refreshments, a networking reception and a live Q&A session. Register today!

**PROGRAM SUMMARY:**

When in your career have you been stumped on how to approach a situation requiring crucial dialogue? You know you need to have a conversation with someone difficult in an influential position but you put it off because it's more effort than you think it's worth, you don't know how to address the person, or you have the conversation and it backfires on you.

Everyone encounters challenging situations in their professional life and it can be daunting to speak to someone that you perceive as difficult or demanding. Believe it or not, everyone can learn how to be more successful in these conversations, no matter your role, rank or perspective.

The program will prove to be both educational and interactive. Come bring your questions and your case studies for some guidance on how you can become adept at having crucial conversations with challenging people.

**WHO SHOULD ATTEND:**

Professionals in all industries, at all levels.

**SPEAKERS:**

**Amber Galou**

Amber is a creative and dynamic leadership coach who works with leaders around the world to discover and implement solutions that enable high engagement, improved performance, and greater personal fulfillment. Prior to starting her own coaching and consulting practice, Amber spent over 15 years in the biopharma industry where she served as an HR Leader, Organization Development expert, and hands-on generalist. Her expertise spans the talent agenda including team effectiveness, culture and employee engagement, organizational effectiveness, talent and performance management, and leadership coaching and development.

Amber holds a Master of Science in Human Resource Management from Suffolk University in Boston and a B.F.A. summa cum laude from Long Island University. She has also completed the Strategic Human Resource

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Leadership Development Program at the Darden School of Business and the Women's Leadership Program at the Center for Creative Leadership. Amber is a certified facilitator of the 5 Dynamics Fundamentals Core Methodology and holds her CPCC Coaching certification. In her spare time you can usually find Amber at a yoga studio, Pure Barre class, or studying her French lessons. She is a foodie and a cocktail connoisseur, and loves spending time with her family, which includes more animals than humans.

### **Stephanie Fedak**

Stephanie Fedak is the founder of Brookthorn LLC which specializes in leadership coaching and team effectiveness. She comes from a successful corporate career with over 15 years as a HR leader and senior business partner. She has built her career around coaching and building the strengths of leaders. She has a reputation of high integrity and believes in pushing leaders to do the same by having them get in touch with their values and asking the hard questions. She has an unwavering belief that any leader can be great if they put in the inner work necessary. Stephanie mixes professionalism and playfulness to help her clients meet their goals.

Stephanie is a Certified Professional Co-Active Coach and holds a Master of Business Administration from Simmons School of Management in Boston and a Bachelor of Science in Psychology from the University of Oregon.

### **Bruce Sohmer**

Bruce is an accomplished IT and Enterprise Systems executive in the Biotech environment. He is a recognized leader in the integration of corporate-wide Business Systems and operational changes within regulated environments to promote the growth of an enterprise, while maintaining compliance. Bruce has 20 years of proven expertise in building and managing change in top performing businesses, with a successful track record of driving quality improvement, managing efficiency, reducing cost, and positively impacting the corporate culture in support of the company direction. He is skilled in communicating with and motivating teams to meet corporate goals

Bruce leverages his business acumen and Mechanical Engineering degree in providing global business integration solutions combined with current technology and GxP compliance requirements. Skilled in a variety of business functions including ERP Systems, Quality Management Systems (QMS), Laboratory Information Management Systems (LIMS), Document Management and Learning Management, Technical Operations, IT Compliance, and Training. He is also an avid back packer and recently summited Mount Washington as part of the "Presidential Traverse".

## **MEETING MANAGERS:**

**James Hughes**, Boston Technology Research

**Stacy Price**, Ziopharm Oncology

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**PROGRAM SCHEDULE:**

5:30 – 6:30 PM Registration and Networking Reception  
6:30 – 8:30 PM Presentations

**REGISTRATION FEES:**

	<b>Registration by 11/1/2017</b>	<b>Registration After 11/1/2017</b>
<input type="checkbox"/> Members	\$50	\$60
<input type="checkbox"/> Young Professional Members	\$20	\$30
<input type="checkbox"/> Nonmembers	\$95	\$115
<input type="checkbox"/> Student Members	FREE	FREE

**REGISTRATION IS NOW OPEN ONLINE!**

Don't waste time filling in the form! Register online at [www.ISPEBoston.org/Events](http://www.ISPEBoston.org/Events).  
Pay by credit card OR check.

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Do you wish to opt out of being listed on the attendee roster?:

Company: \_\_\_\_\_ Member #: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

**PAY BY CREDIT CARD:**     Visa     MasterCard     American Express

Card #: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Cardholder Name (as it appears on card): \_\_\_\_\_

Cardholder Signature: \_\_\_\_\_

Payment may be mailed to: ISPE, Boston Area Chapter, 465 Waverley Oaks Road, Suite 421, Waltham, MA 02452

Telephone: 781-647-ISPE (4773) ☒ Fax: 781-647-7222 ☒ Email: [office@ispeboston.org](mailto:office@ispeboston.org)

**\*\*PLEASE NOTE: CANCELLATIONS RECEIVED AFTER NOVEMBER 1<sup>st</sup> ARE SUBJECT TO BILLING\*\***

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**DIRECTIONS:**

For door to door directions, click [here](#).

Free parking is available at this location. Please park in either Maynard, McCarthy or Salem End Lots.