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

Tuesday, October 16, 2018
5:30 pm to 8:30 pm

皇家里雅斯特波士顿
40 Edwin H Land Blvd
Cambridge, MA 02142

EVENT INFORMATION:
Join us in Cambridge, MA, for an interactive panel consisting 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, cash bar 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, Leadership Coach and HR Consultant, Ombridge
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 Leadership Development Program at the Darden School of Business and the Women’s Leadership Program at the Center
for Creative Leadership. Amber holds her CPCC and ACC Coaching certifications and is also certified in the Leadership Circle Profile and the Bates ExPI™ (Executive Presence Index), the first research-based assessment to measure executive presence and influence in leaders. She is also a master trainer and certified facilitator of the 5 Dynamics Fundamentals.

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, Senior Director, Information Technology, TAC**
Bruce is an accomplished IT and Enterprise Systems executive in the Biotech and Cell Therapy 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:**
*Heather Longden*, Waters Corporation
*Stacy Price*, Ziopharm Oncology
*Brian Kennedy*, UniQuire
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Cambridge, MA 02142

PROGRAM SCHEDULE:
5:30 – 6:30 PM Registration, Networking Reception and Cash Bar
6:30 – 8:30 PM Panel Discussion and Q&A

REGISTRATION FEES:

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REGISTRATION IS NOW OPEN ONLINE!
Don’t waste time filling in the form! Register online at 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

**PLEASE NOTE: CANCELLATIONS RECEIVED AFTER OCTOBER 9th ARE SUBJECT TO BILLING**
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DIRECTIONS:
From the West via the Massachusetts Turnpike (I-90 Toll Road): Take Exit 18 following signs to Brighton/Cambridge; stay in the right lane following signs to Cambridge/Somerville; cross over the Charles River on the River Street Bridge (Cambridge Street) and turn right at the traffic light onto Memorial Drive (Route #3). Follow Memorial Drive East (Route #3 South) using the “cars only” option twice, then stay in the extreme right lane, along the Charles River, as Memorial Drive will become Edwin Land Boulevard. The hotel is on the right at the second traffic signal, directly across from the CambridgeSide Galleria.
From the West via Storrow Drive: Proceed East on Storrow Drive to Leverett Circle. Remain in the left or middle lane to proceed left onto Route 28 North/Msgr O’Brien Highway. Pass the Museum of Science on your left. Proceed to the second traffic light and turn left onto Edwin Land Boulevard. The hotel is on the left at the next traffic signal, across from the CambridgeSide Galleria.
From the South (Route 93N): Take 93 North to Exit 26, “Storrow Drive/Cambridge.” Stay in the left lane on the exit ramp following the signs for North Station. Once above ground the ramp is going to split again, proceed to the left following signs for 28 North/Museum of Science. Once you pass the Museum of Science (which will be on your left-hand side) continue to the second set of lights. Proceed to the second traffic light and turn left onto Edwin Land Boulevard. The hotel is on the left at the next traffic signal, across from the CambridgeSide Galleria.
From the North (Route 93S): Take Route 93 South to Exit 26 (not accessible from carpool lane), “Storrow Drive/Cambridge/Route 28N/Route 3N.” Stay to the right, moving to the middle lane, following signs for “Route 28 North/Cambridge/North Station.” At the traffic signal, turn left onto Nashua Street. Take the first right onto Route 28 North/Msgr O’Brien Highway. Pass the Museum of Science on your left. Proceed to the second traffic light and turn left onto Edwin Land Boulevard. The hotel is on the left at the next traffic signal, across from the CambridgeSide Galleria.

Parking: Available for a fee in the Royal Sonesta garage. See rates online here.

Green Line - 0.7 Miles: Take the Green Line MBTA trolley/bus to Lechmere Station. Exit and follow signs to Cambridge Street. Cross to First Street and walk along the CambridgeSide Galleria to Charles Street/Cambridgeside Place. Turn left and the Hotel will be at the end of the block.
Red Line - 1.2 Miles: Take the Red Line to Kendall Square Station. Exit station and cross the street to the MIT Coop. The "Wave" Shuttle Service picks up at this location on a posted schedule (Mon-Sat 9 a.m.-7p.m., Sun 12-7 p.m.). The shuttle bus will drop you off at the CambridgeSide Galleria, across the street from the hotel. Walk across Edwin Land Boulevard to the Hotel.