



Press Release, For Immediate Release

eCameron to be Key Contributor at Operational Excellence Conference

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Yearly a large health services provider in the Puget Sound area, with hospitals throughout the northwest, assembles over 100 employees from their various Northwest offices to hold an Operational Excellence conference. At this year's event, held outside Seattle, Todd Williams was requested to give a three-hour workshop on the people, projects, and negotiation. This will leverage eCameron's expertise in helping organizations improve their operations efficiencies.

Daily, we are subconsciously involved in two acts—negotiation and developing and following process. We start our days in a ritual for getting ready for work or school following the same steps day after day, and early in that process start negotiating for everything from space at the bathroom sink to entry onto the freeway. We cannot escape them; they are part of the human experience. In more conscious manner, processes are required to maintain consistency and accuracy, not to mention to abide by regulations. Negotiation is required in getting our jobs, maintaining resources on our projects, and delivering products and services to our customers. At first, these appear to be the most benign, commonplace activities. However, add people—people with personality, prejudice, and protest—and these tasks become more demanding.

To deal with the reality of business, you need a toolbox of techniques that can address the needs of the people who supply you information, the managers that consume your information, and the competing interests of stakeholders. To do that, you need to understand how people perform and methods to incentivize them. This presentation starts by looking at the lynch pin of business—process—why it is important, when it works, and how its overuse generates failure. It provides a number of examples showing why people are unpredictably unreliable and methods to improve their performance.

Negotiation, a process itself, is an example laden with the traps of where the bounds of people and process meet. Whether it is scope, work assignments, test conditions, or acceptable performance, negotiation is critical in achieving the best results. To achieve this, you must properly plan for negotiation. Negotiation is more than sitting around a table arguing about a desired outcome—it is a process requiring forethought and planning.

This presentation covers people, process, and negotiation by providing an insight to

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some of the quirks inherent in people, exposing the traits in yourself, and how to handle them.

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About eCameron, Inc.

eCameron, Inc., established in 2002, is a consulting firm comprised of senior-level management professionals providing company, departmental and project set-up, turn-around, and project recovery services. They specialize in audit and turn-around services for organizations and projects. eCameron is a privately held Washington corporation located in Camas, Washington.

Further Information:

eCameron, Inc. <http://ecaminc.com/index.php>