

The Mind of a Leader: Can Cognitive Science Help Us Become Better Leaders?

Professional Development Meeting

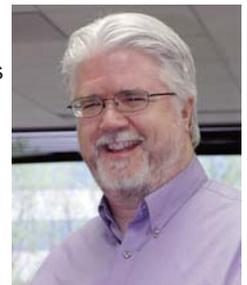
Wednesday, March 21, 2018

Are leaders born or made? And if they are made, how does one go about becoming a leader? Is leadership an art or a science? What are some of the skills and talents a leader needs, and how are those skills and talents learned? This presentation is an investigation of how cognitive science has been providing clues and direction for developing, or becoming, a leader. Practical takeaways will include how to increase your self-awareness, increasing empathy and social intelligence to better understand those you lead, better ways to build and work with a team, and how to develop decisiveness.



About the Speaker: **BOB COLLINS, CFPIM, CIRM, CSCP**
Senior Director of Professional Development for APICS

BOB COLLINS, CFPIM, CIRM, CSCP, is the Senior Director of Professional Development for APICS. Collins is responsible for certification and non-certification courseware and the APICS Instructor Development Program (IDP).



Prior to joining the APICS staff 11 years ago, Collins worked as both a practitioner and consultant in the operations management and supply chain field, and is a long time APICS member, volunteer and instructor, including Chapter President in 1996 and APICS International President in 2003. He is an experienced APICS instructor and an APICS Master of Instructor Training, having taught over 1200 hours of the APICS CPIM and CIRM courses to companies around the United States and several hundred hours of Instructor Training courses to APICS instructors around the world. He is frequent speaker at the APICS International Conference and has presented at Supply Chain conferences in the United States, Ireland, South Africa, Australia, Brazil and Singapore.

PDM Event Information

Date: **Wednesday, March 21, 2018**

Location: **Salvatore's Italian Gardens, 6461 Transit Road, Depew, NY 14043**

Time: 5:00-6:00 pm.....Registration, Cash Bar, Networking
6:00-8:15 pm.....Dinner, Presentation & Announcements

Cost: \$30 Members & Guests; \$20.00 Full-Time Students, Members not in the Workforce or Retired

Entree Choices: 1) Mediterranean Salmon served with Potato & Vegetable; 2) Bourbon Chick; 3) Chicken Parmigiana served with side Pasta. Included in the sit-down dinner is: Classic Caesar Salad, Roasted Rosemary Red Potatoes, Green Beans with Roasted Red Peppers, and Apple Cobbler with Ice Cream.

Register: Online at www.apics-buffalo.org or call APICS at PPM OffiCenter (716) 648-0973

Notes: Reservations requested by 3/16 but may be accepted later pending space availability.

Cancellation Policy: Please call APICS at (716) 648-0972 by 2:00 p.m. of the day prior to the scheduled event to notify us of any changes or cancellations. Cancellations after this time are subject to billing if a replacement cannot be found.



APICS - Buffalo Chapter #21
 PO Box 888 • Hamburg, NY 14075-0888
 Phone (716) 648-0972 • Fax (716) 646-1599
 Website: www.apics-buffalo.org

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mcgrew4758@roadrunner.com

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 Orchard Park, NY 14127
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barbara.walters@cobham.com

MARKETING

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 10 Cobham Drive
 Orchard Park, NY 14127
 (716) 667-6429
kimberly.frew@cobham.com

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John Neureuter, CPIM, CIRM
 Cobham Mission Systems
 10 Cobham Drive
 Orchard Park, NY 14127
 (716) 667-6513
john.neureuter@cobham.com

STUDENT CHAPTER DIRECTOR:

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 308 Alfiero Center
 Buffalo, NY 14260
 (716) 645-3232
mrugg@buffalo.edu

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mbartels@rich.com

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 Buffalo, NY 14202
 (716) 604-9000
christine.delprince@neweracap.com

MARKETING/SOCIAL MEDIA:

Vilona Trachtenberg
 Rich Products Corp.
 1 Robert Rich Way
 Buffalo, NY 14213
 (716) 878-8201
vtrachtenberg@rich.com

DIRECTOR AT LARGE:

Christine Dombrowski
 Rich Products Corp.
 1 Robert Rich Way
 Buffalo, NY 14213
 (716) 878-8554
cdombrowski@rich.com

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 (716) 870-1000
joost.vles.apics@gmail.com

ADMINISTRATOR:

Nancy Boyd Haley
 PPM Business Services
 PO Box 888
 Hamburg, NY 14075-0888
 (716) 648-0972
ppmbs@roadrunner.com

President's Message



Happy Spring! It's always ironic to me that while January is the start of a "new year", March becomes the revitalization of all that grows. It's also one of my favorite times because as the ground thaws, we see more of our neighbors and people out around town.

As everyone reads every month knows, APICS has gone through a relatively extensive overhaul. That change is designed to provide our members value but to position our great organization for success in the future.

As I mentioned last month, I really enjoy spring for a variety of reasons. One of the larger ones is being able to speak with students and watch as many young professional start their careers. Ironically, I was talking with an outgoing MBA who was asking me about an internship. At one point the student commented that an unpaid internship was OK, she really just needed and wanted to get the experience. She wanted to "stand out from the crowd".

My daughter, who is 11 going on 45, was standing at my side listening, turned to me as the conversation was over and said "I will NEVER work for free and people will see how hard I work and good things will happen". As a parent, I certainly hope that is the case but my experience has lead me to the conclusion that what sets us apart are the little things, doing a little more than is required and leaving jobs, people and life a little better than you found. I tried to explain the value of experience, of relationships and developing a plan to get you where you want to go.

To me, APICS is lot like that internship. It's an investment in your future and in your career. It's a chance to sharpen skills you might not have used in a while and develop new ones. It connects you with peers and provides exposure to other supply chain professionals you may have never met.

Strategy is proving ever more important in the supply chain and in our careers. I would encourage everyone to review how APICS may be able to help get you there.

In closing each month, I like to recap the previous month's PDM. Last month was a great joint event with ISM where Diana Southall spoke on the importance and skill of team building and accountability. This month's speaker, Bob Collins will talk about the mind of a leader and how cognitive science can help improve that self-awareness.

Hope to see everyone on March 21st.

Yours in APICS,

Albert Testa, CPIM
 President, APICS Buffalo Chapter

THE UN-COMFORT ZONE with Robert Wilson

Losing Trust is a Good Thing - Here's Why

When did you quit believing everything you heard?

A recent spate of fake news has gotten everyone in a tizzy. But, this isn't news - phony stories have been around forever. It's just that the internet is delivering them faster, in greater quantities, and to more people than ever before. Fake news is a virus of the information age. We inoculate ourselves with skepticism. The net result is that people have lost their trust in authority. And, I believe this is a good thing.



The opportunity to deceive people online began almost immediately. On July 5, 1993, The New Yorker magazine published Peter Steiner's cartoon of a dog sitting in front of a computer with the now famous caption: "On the Internet, nobody knows you're a dog." The anonymity of the web has enabled many scams. Most of us have received an email from a Nigerian prince who wants to transfer millions of dollars into our bank accounts; or from a celebrity who we could only dream of meeting.

Some have been catfished. That's when someone lies to you about who they are on social media or dating sites; then work to build your trust so they can take advantage of it. I have a friend who met a man on a dating site, then after several weeks of phoning and emailing back and forth, she fell in love. So, she drove 1000 miles in order to meet him. He looked nothing like his pictures; in fact, they weren't pictures of him at all. Devastated, but wiser, she got back in her car and drove home.

Lately, I've been wondering when I first started to become skeptical. A friend suggested it was when I learned that Santa Claus wasn't real. I remember the neighborhood kids telling me that Santa was actually my parents. I didn't believe them. I ran home, distraught and confused, and demanded the truth from my mother and father. When they confirmed it; I was shocked that they would lie to me. I felt so deceived. Then my parents explained that it was like a game, and ordered me to go along with the pretense so that my sister wouldn't find out until she was older. Being included in the secret made me feel somewhat better.

Years later, when I was married (and before having children), I told my wife I didn't think we should introduce the fantasy of Santa to our children. I said it was lying to them, and cheating ourselves out of the credit for all the gifts they would get. She disagreed, and said she wanted our kids to enjoy the fun and magic of Christmas. She won; and when we had kids, I immersed myself in the spirit of the season... and continued the deception.

We stop believing and trusting after we've been fooled, hoaxed, or defrauded one time too many. I was curious when other people first became skeptical and quit blindly accepting their sources of information. So I ran an informal survey on social media to get some specifics. People told me they became cynical because of government lies, false advertising, and fake news. Sadly the most heartbreaking were those who told me they stopped trusting when friends and family members lied to them, abused them, or otherwise betrayed them.

Government lies that disillusioned people included: the Warren Commission's implausible report on the John F. Kennedy assassination;

Lyndon Johnson lying about the Gulf of Tonkin incident to escalate the Vietnam War; Richard Nixon denying knowledge of the Watergate break in; George W. Bush stating, "We found the weapons of mass destruction [in Iraq]" when there were none; and Barack Obama saying, "If you like the [health care] plan you have, you can keep it" when that wasn't true.

False advertising that duped some included: Volvo reinforcing one of its cars before having a monster truck drive over it; Big Tobacco citing bogus research that, "Cigarette smoking is no more 'addictive' than coffee, tea or Twinkies"; Kashi Company claiming its products were "All Natural" when they were actually full of synthetic and processed ingredients; and Listerine and Airborne's claims that their products prevented colds when they didn't.

Fake news stories that conned people included: Dateline NBC reporters rigging a GM truck in 1993 with explosives to demonstrate that gas could leak from its fuel tank and cause a dangerous fire after a crash. Others were hoodwinked by reporters who were caught creating career-ending fake news stories: Jayson Blair at the New York Times; Stephen Glass at The New Republic; Dan Rather at CBS News; Brian Williams at NBC News, and Sabrina Erdely at The Rolling Stone.

Some of the "click-bait" stories that suckered me included these headlines on Facebook: "Woman Arrested for Defecating on Boss's Desk After Winning the Lottery." "Morgue Worker Arrested After Giving Birth to a Dead Man's Baby." and "Billionaire Founder of the Corona Beer Brewery Makes Everyone in the Spanish Village Where He Grew up a Millionaire in His Will." All false!

Apparently there is a whole lot of lying going on in the world. Even scientific research has come under scrutiny as many "new findings" and "break-throughs" cannot be duplicated or reproduced. When something shatters our worldview, when we lose faith, it's our innocence that gets sold out for an aggrandizing lie.

Recent polls by the Pew Research Center, Gallup, and CNN show that Americans' trust in government is at an all time low. The CNN poll in 2014 showed that only 13% believe the government can be trusted, while the Pew poll in 2015 put it at 19%.

Nevertheless, all of this disbelief, distrust, and even suspicion is good. Especially if it leads you to start challenging the status quo and not accepting everything you're told. Questioning authority is one of the most important characteristics of an innovator. It means you're opening your mind to new possibilities. Inquiry, examination, and debate stimulate curiosity and creative thinking. You can't come up with new ideas if you aren't doubting the old ways of doing things. Ask, "Why does it have to be this way? Why can't it be that way?" or "Is this the best way to do _____? Perhaps we can do it another way instead."

There's always room for improvement - whether it's government, business, or your personal life. Investigating deeper may even enlighten you to problems before they occur. Don't buy a story outright... raise an eyebrow instead.

Robert Evans Wilson, Jr. is an author, humorist/speaker and innovation consultant. He works with companies that want to be more competitive and with people who want to think like innovators. Robert is the author of ...and Never Coming Back, a psychological thriller-novel about a motion picture director; The Annoying Ghost Kid, a humorous children's book about dealing with a bully; and the inspirational book: Wisdom in the Weirdest Places. For more information on Robert, please visit www.jumpstartyourmeeting.com.

Student Chapter Reports



Canisius College Chapter

February was a month of planning for the APICS chapter at Canisius College. In the month of March, we have our APICS Career Roundtable event, and we have planned a plant tour of The Buffalo News. It should be an exciting month for APICS members at Canisius. If anyone is looking for a way to get involved with students, please feel free to reach out. We are always looking for opportunities to be involved with our local businesses.

Submitted by: Kayleigh Murray, Secretary
murray57@my.canisius.edu

University at Buffalo Chapter

Our Club has been working on some very exciting events over the past month. We are proud to announce that our SCOM focused case competition is underway, with the finalists being announced March 2nd. After participating in the UB club fair, we will be holding a meeting in the coming weeks to provide additional information on the club, answer questions, and take suggestions on future events. Our new members joined just in time to take advantage of a information session with General Mills coming this March. Finally, our club is sponsoring the UNYTS blood drive this March in the School of Management. The Blood Drive is an opportunity to give back to the community, so we encourage our members, as well as those in other disciplines, to give blood if they are able.

Submitted by: Alexander Lesins, Secretary
alesins@buffalo.edu

• Share your career story with student APICS members over dinner.
• Contact Melissa Ruggiero at mrugg@buffalo.edu to attend.

APICS Career Roundtable
Tuesday, March 6, 2018
6 p.m.—8:30 p.m.
Canisius College Science Hall Commons

Calendar of APICS Events



Top Management Night
Wednesday, April 18, 2018
Speaker: Carol Ptak

Program Evaluation



PDM Wednesday, February 21, 2018
Topic: "How to Achieve Better Results with Team Accountability" with Diana Southall, The People Plan at Classics V Banquets
1=poor; 2=below avg; 3=avg; 4=above avg; 5=excellent

Response Average Results:

- 1) Speaker clear & easily understood: 4.6
- 2) The material content was clear & understandable: 4.6
- 3) The program topic was interesting & informative: 4.3
- 4) The questions/answers were direct & to the point: 4.1
- 5) The speaker was knowledgeable: 4.8
- 6) How likely are you to promote APICS & its offerings?: 4.4
- 7) Food & facilities satisfactory: 4.5

Comments:

- ♦ Good meeting. Is there an option to move to a more snacks type of meal versus sit down to lower cost and improve networking time?
- ♦ Phenomenal. Often overlooked among technical subject matter.

Future Topic Suggestions:

- ♦ ERP systems and implementation.
- ♦ Transportation industry from an outside party

Respondents –

APICS Members: 75%; Non-Members: 25%



Mission Statement:

To be the number one resource for Operations and Supply Chain Management education in WNY.

Vision Statement:

To develop leaders and inspire individuals and organizations to pursue excellence through lifelong learning and career advancement in the field of Operations and Supply Chain Management.