

June, 1980

# METROPLEX CHAPTER CURRENT

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## TED DREIER - HOW TO DEAL WITH IRATE PEOPLE FRIDAY, JUNE 20

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Please note a slight change in our usual monthly meeting date. Instead of our usual fourth Thursday, the meeting will be held on Friday, June 20th, so that our members can attend the International MPI meeting in Philadelphia during the fourth week of June.

There will be no change at all in the usual excellent educational sessions that our Program Chairman, Harmon Hodge, has arranged for us this year. The Vice President of Agency Administration at Southwestern Life Insurance Company (is that it, Harmon?), has scheduled Ted Dreier, the president of Career Development Services, Inc. of Dallas.

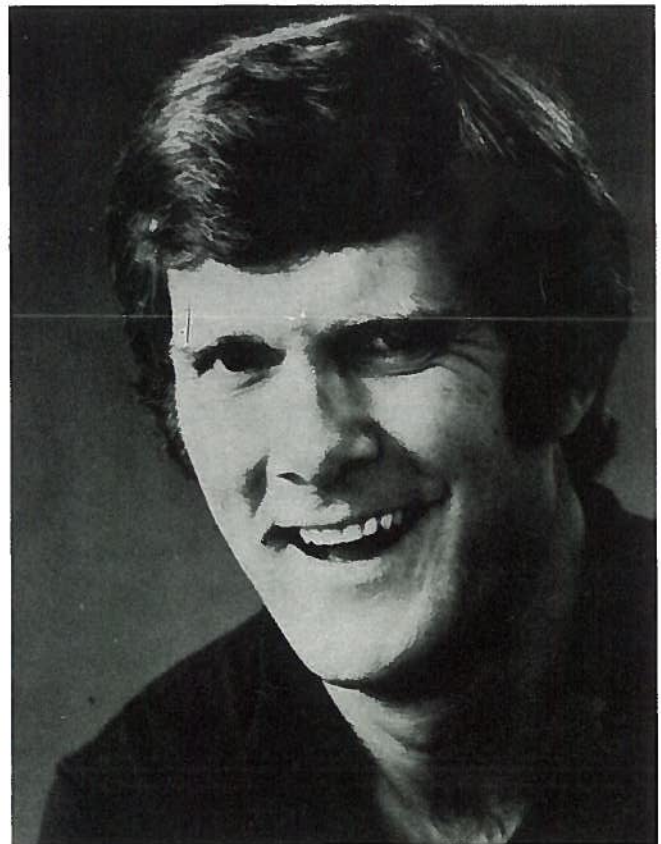
Ted Dreier has a Master's Degree in Business Administration and Behavioral Sciences from Wichita State University in Kansas. Before starting his own firm in 1971, he was an educational consultant to the Malawi African Government followed by work in the public relations department of a private college in Kansas, and still later in the personnel development of a Dallas international consulting firm.

Ted has developed special seminars in customer relations, sales training, cross-selling and supervisor/management development. Publications include: "A Factor Analytic Study of Personality, Motivation and Risk-Taking Behavior".

Of special interest to MPI members will be a report on his research and study in

evaluating what makes some good and others poor at working with irate people. He will reveal to us his approach that has proven effective in everyday business situations.

Mark your calendar now for FRIDAY, JUNE 20 at the Hilton LBJ.



TED DREIER

## Your Seminar Leader

Ted Dreier is the president of Career Development Services, Inc. of Dallas, Texas. Mr. Dreier specializes in the research and development of training programs and has worked with businesses of all types. He has done a lot of research and study in evaluating what makes some people do well and other people do poorly at working with irate people, and has developed an approach regarding this situation that has proven effective in everyday business situations. He has been contracted by financial institutions ranging in assets from \$10 million to \$4 billion to work with their executive officers in evaluating specific training and departmental needs.

He received his Master's Degree in Business Administration and the Behavioral Sciences from Wichita State University in Kansas. Before starting his own firm in 1971, he was an educational consultant to the Malawi Government followed by work in the public relations department of a private college in Kansas and still later in the personnel department of a Dallas international consulting firm.

Mr. Dreier has developed special seminars in customer relations, sales training, cross-selling, and supervisor/management development. Publications include "A Factor Analytic Study of Personality, Motivation And Risk-Taking Behavior"; and in Burroughs Clearing House Magazine "Tips On Cross-Selling".

In addition, Mr. Dreier is a convention speaker and a member of the National Speakers Association and the American Society For Training & Development. His speaking engagements have taken him across the United States many times, speaking in 48 of the 50 states.

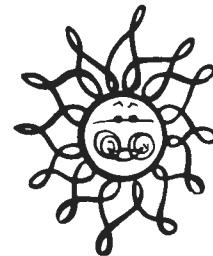
**Your Help Is Needed**

**\$5.00**

Your chapter needs your help to meet unusually large expenses. Please plan on contributing \$5.00 to help offset these costs.

Please mail your check to:

**Dick Schein  
MPI Metroplex Chapter  
P.O. Box 25104  
Dallas, Texas 75225**



**WE HOPE YOU'RE HAVING  
A GREAT SUMMER!**

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## NEW OFFICERS ELECTED

**President:**

Greg Elam, *Great American Reserve*

**Vice President of Membership Involvement:**

Harmon Hodge, *Southwestern Life Insurance*

**Vice President of Programming and Education:**

Tony DiRaimondo, *Fairmont Hotel*

**Vice President of Finance:**

Dick Schein, *American Heart Association*

**Vice President of Administration:**

Suzie Oliver, *Dallas Convention & Visitor's Bureau*

The 1980 Annual Conference of  
Meeting Planners International  
June 25-28  
Philadelphia



**COMMITMENT  
TO  
EXCELLENCE**

MPI's 1980 Annual Conference in historic Philadelphia on June 25-28 is built around the theme "Commitment To Excellence" to emphasize the continuous effort of the membership to strive for career improvement.

It isn't necessary to remind members that this will be another in what has become a string of successful conferences by MPI.

See you in Philadelphia. Don't miss it!!

**JUNE 25-28, 1980  
PHILADELPHIA**

*THE PROFESSIONAL  
SOCIETY FOR THOSE  
WHO MANAGE MEETINGS*

**CURRENT**

"CURRENT", a publication of the Metroplex Chapter of Meeting Planners International. Publication mailing address: P.O. Box 25104, Dallas, Texas 75225

## PRESIDENT'S MESSAGE



Letter from the President:

May was certainly the highlight of our year from a program standpoint. Jimmy Jones enjoyed a large attendance and it was a most informative and delightful lunch. Our thanks to North Park Inn for providing such a lovely meal, and the wine and bar before.

Our year is winding down with only two meetings to go. Since we have not had any type of fund raisers this year, we need to assess all members \$10.00. This can be done at \$5.00 per meeting, all at once, or not at all, if you find you cannot do it. This is a voluntary assessment to cover the cost of our last speaker's travel as well as some operating expenses. As you know, we did start up the "Current" this year, which everyone seems to be enjoying and no additional assessment was made for it. Please give your check to Teri at the June or July meeting.

I would like to take this opportunity to thank a very special group of members who have participated as committee chairmen this year: Evelyn Flores, Sites; Marilyn McGuire, Membership; Ruth Larson, Communication; Mike Stajdel, Publicity; Harmon Hodge, Program. In addition, of course, George Gallagher, has been indispensable with his work on the "Current".

See you on June 20th at the Hilton LBJ.

Sincerely,

*Charlotte*

Charlotte St. Martin  
President

# JUNE METROPLEX CHAPTER MEETING

DATE: FRIDAY, June 20, 1980

PLACE: Hilton LBJ  
Dallas North Tollway & LBJ  
Grand Texas Ballroom

TIMES: 11:30 — cocktails, compliments  
of HILTON LBJ HOTEL  
12:00 — luncheon  
1:00 — program

COST: \$9.00 per person

PROGRAM: "HOW TO DEAL WITH IRATE  
PEOPLE"  
Speaker: Ted Dreier



Every planner and supplier, at one time or another, has had to deal with irate and irrational people. Our guest speaker this month has developed an approach that has proven effective in everyday business situations. Mark your calendar now for **FRIDAY, JUNE 20th** and be prepared for the next time you have to deal with a person that is irate.

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MPI Metroplex Chapter  
P. O. Box 25104  
Dallas, Texas 75225

**DEADLINE FOR RECEIVING RESERVATIONS: WEDNESDAY, JUNE 18th**  
You may call your reservation in to Teri (369-2354) by Wednesday morning

Please make \_\_\_ Reservations for the June Metroplex Chapter Luncheon. The following will attend:

Name \_\_\_\_\_

Company \_\_\_\_\_

Name \_\_\_\_\_

Company \_\_\_\_\_

The cost for lunch is \$9.00 per person and may be paid at the door. If you prefer, you can pre-pay by sending your check in the proper amount payable to MPI Metroplex Chapter along with this reservation blank.