
AIChE® The Pipeline

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A. Shaikh, M. Kettner, Co-Editors

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NEWSLETTER OF THE EAST TENNESSEE SECTION OF AIChE

Local section website

<http://www.tnengineering.net/AICHE/>

Local section mailing address

PO Box 7448 Kingsport, TN 37664-7448

Upcoming January Program

“Dealing with Difficult People”

Thursday, January 20, 11:30am to 1pm in the B150 Multimedia Room.

Abstract

Have you ever had to work with a difficult person? Are you working with one right now? Chances are during your career you will be faced with this dilemma. With the help of the humorous psychologist Ben Bissell through his popular video, “Pitfalls to Avoid in Dealing with Difficult People”, we will provide you with some key insights and tools in dealing with difficult people including:

- What are the 5 characteristics of difficult people?
- What are the 4 pitfalls to avoid in dealing with difficult people?
- How to stop difficult behavior?

About the Speaker



Joanne Ward

Joanne is an instructor and coach in Eastman’s Learning and Performance Improvement Department. She has been with Eastman in various groups for more than 28 years including Process Engineering, Environmental Affairs, and 15 years in Manufacturing with 7 years as a supervisor. She provides supervisory training for

Eastman's new area managers and team managers. She is a certified Strengths Coach, 7 Habits facilitator, MBTI facilitator, and Change workshop facilitator.

Joanne received her degree in Chemical Engineering from the University of Tennessee. She served as Chair of the East Tennessee Section of AIChE in 1987.

2010 Election Results for 2011

Paul E. Fanning

On behalf of the East Tennessee Local Section, let me extend my sincere appreciation to all the nominees who agreed to run for election. Congratulations to Rebecca Glaspie (Secretary), Stephen Miller (Vice Chair), and Braxton Sluder (Treasurer) for being elected to serve as 2011 Officers and to Mark Harrison for being elected to serve a three-year term as Director, and heartfelt thanks to Richard Colberg, Heather McNabb, and Mark Shelton for rounding out such a strong ballot. Our Local Section is fortunate to have such great volunteer participation, and I'm confident that each of the nominees will continue to impact our Local Section in positive and beneficial ways. The official transition will occur during the Officer's meeting on Thursday, 1/6/11.

I'd also like to acknowledge the valuable service provided to our Local Section by Richard Berg as Secretary, Burts Compton as Director, Dustin Tremaine as Treasurer, and Patrice Riesenberg as Vice Chair and Program Chair. Best wishes to Richard, Burts, and Dustin in their future endeavors, and good luck to Patrice as she takes over as Local Section Chair. Many thanks, and good luck to Jennifer Mize and Lauren Moyer as they continue in their Director roles.

Let's give our support to our Local Section leadership as they guide our Local Section to bigger and better things.

Letter from the Chair

Patrice Riesenberg

I hope everyone had a great Holiday in December! It's time to get started again for the New Year. I don't want to repeat everything from the election results shown above, but want to send my sincere thanks to the outgoing as well as current volunteers that keep our AIChE section going.

If anyone has any ideas or recommendations for our local AIChE section, please pass them along to me. I look forward to working with, and for, all of you as your current East TN AIChE Chair.

Programming Calendar

Program	Speaker	Date
Dealing with Difficult People	Joanne Ward, Eastman	Jan 20, 2011
Heat Transfer Basics	Brad Killen, Eastman	Feb 2011
Distillation 4 Hour Seminar	Dan Summers, Sulzer Chemtech	Mar 2011
Common safety issues	Pete Lodal, Eastman	Mar 2011
Global Perspectives	Greg W. Nelson, Eastman	Apr 2011
A Fun (but Educational) History of Chemistry joint meeting with ACS celebrating the International Year of Chemistry	Dr. Al Hazari, UTK Professor of Chemistry	May 2011

Recap of December Program

Patrice Riesenberg

Emergency Response Leadership: Out of the Frying Pan and into the Fire!
Presented by Pete Lodal, Technical Fellow, Eastman



Pete presented an entertaining, but educational look at leadership in a crisis. He recommended the book “Small is Beautiful”, by E.F. Schumacher, and talked of its concepts of convergent thinking (normal to engineers) vs. divergent thinking (necessary for leadership). Managers have subordinates while Leaders have followers. Throughout the talk, Pete presented educational quotes from various well-known people, including Milton Friedman, Dwight D. Eisenhower, and Chesley Sullenberger.

Planning before a crisis is essential. Pete presented several ways to plan ahead of time including getting to know emergency responders, reviewing past incidents, exercises and drills, and preparing “Emergency Preplans”.

Preparedness and *Response* follows. Quite often, the Incident Commander is **not** the highest ranking person on the scene. At Eastman, it is always the Fire Captain on duty. He suggested keeping senior management’s “hands off the hose”, and let the trained people do their job. Often for the technical person, leadership in a crisis may be in the form of providing expert information to the first responders, such as specific chemical or process hazards, which the first responders can then use to handle the incident. Or, a person’s role may be to provide logistical, communication, or resource assistance.

Pete presented the hot air balloons landing in Eastman as one example, although he had other examples as well. This situation was funny simply because no one got hurt, and only a sodium light was damaged. While we all like seeing Mr. Potato Head outside of Research, the balloons could easily have hit lightning rods, distillation

columns, and pipe bridges. Leadership and *divergent* thinking by the Fire Captain at the time, along with the assistance of multiple people in the plant, helped everything work out safely.

In the *Recovery* phase, post incident critique and investigation is necessary. Pete closed by presenting his final thoughts and several great *Resources* on this topic including “The 50 Incidents that Define Process Safety” CCPS (2008).

To view a copy of Pete’s presentation (without the Eastman specific document links), please see the East TN AIChE website at: <http://www.tnengineering.net/AICHE/> and scroll down to Web News Archive.



Company Contact list update

Rich Berg

Our company contact list is already bearing fruit. In December, our BAE company contact (and current AIChE Treasurer) Braxton Sluder worked with officers at Eastman to establish a remote link to Pete Lodol's safety program. Congratulations to the new BAE engineers who are now “plugged in” to our programs!

If your non-Eastman company has chemical engineers on staff, please consider being a company contact. As the “focal point” for AIChE at your business, you could assist us in disseminating current, targeted information within your company as well as to other chemical engineers in the NE Tennessee/SW Virginia region. These duties could include:

- 1) Informing us about new engineers at your company so that we can make sure they are included in our electronic distribution list

- 2) Encouraging chemical engineers at your company to participate in our Local Section meetings (typically lunch time seminars), either in person or via a remote link
- 3) Hosting/coordinating a tour or other AIChE event at your place of employment

The expected time commitment for this is pretty minimal, but it can be as involved as you wish to make it, and you would be providing a valuable service to our Local Section. If you would like to volunteer to be a company contact, or you would like more information about becoming a company contact, please feel free to contact Rich Berg (423-229-7393, rberg@eastman.com).

Tri-Cities Egg Drop Competition

Rich Berg

On Saturday, March 12, our AIChE Local Section will team up with the Holston Section of ASME to hold the fifth annual Egg Drop competition at the Kingsport Town Center (a. k. a. Fort Henry Mall). Last year we had around 150 drops, nearly 300 participants, and we drew an amazingly large crowd at the mall. It is always a fun event, and a great way to talk to elementary and high-school aged kids who are engineers-in-the-making! There is even a team event so if you are up for the challenge, you can create a device for a fresh egg to withstand a 22 foot drop! There is a lot more information (and registration information) at the website – www.asme-eggdrop.org.

This is a totally volunteer-driven event, and a lot of volunteers are needed. Please contact Rich Berg (224-7393 or rberg@eastman.com) if you wish to volunteer. Requests for volunteers will be made in future program meetings, and more complete information will be sent out as soon as we receive it. Thanks much!

Professional Engineering Exam Review Course

The Professional Engineering Exam for Chemical Engineers is offered twice annually: in the middle of April, and at the end of October. In the past, the East Tennessee Section of AIChE has offered a review course for those planning to sit for the exam. The winter months seem to be more conducive to studying for the exam, so the course has traditionally been offered in February and March. Many who do not plan to sit for the exam until October also attend the class, however, in order to refresh their memories about the topics they will be reviewing.

If you are interested in attending this course, please contact Joe Parker at 423-229-3850 (e-mail jparker@eastman.com).

Upcoming review courses are listed below:

Spring 2011 Schedule

Date	Subject	Instructor	Time & Location
February 3	Material & Energy Balances	Mark Harrison	6 pm, B-310, Room 115
February 10	Thermodynamics	Tim Nolen	6 pm, B-310, Room 115
February 24	Kinetics	Eleanor Cwirko	6 pm, B-310, Room 115
March 03	Mass Transfer	Joe Parker	6 pm, B-310, Room 115
March 10	Heat Transfer	Brad Killen	6 pm, B-310, Room 115
March 17	Fluid Mechanics	Rob Schisla	6 pm, B-310, Room 115

B-310 is the Toy F. Reid Employee Center. No pass is required for access.

The address for your GPS is

400 South Wilcox Drive
Kingsport TN 37660

Each session will last two to three hours. The cost is \$25 per person.

EVEN IF YOU ALREADY HOLD AN ENGINEERING LICENSE, YOU MAY WISH TO ATTEND THIS COURSE! The State of Tennessee requires each licensed engineer to obtain 24 Professional Development Hours (PDHs) over a two-year period in order to retain his or her engineering license. The East Tennessee Section of AIChE will award PDHs according to the number of class hours attended. Students who attended all sessions of the course in 2010 received 15 PDHs, more than enough to satisfy the requirement for one year.

What's new at National AIChE

AIChE [Pay Your Dues](#)

Renew your yearly membership for 2011.



[Save the Date: 2011 Spring Meeting & 7th Global Congress on Process Safety](#)

Don't miss the premier technical conference for Chemical Engineers working in industry, March 13-17 in Chicago, IL. Program highlights include invited featured speakers, the 7th Global Congress on Process Safety, the 23rd Ethylene Producers Conference, the 11th Natural Gas Utilization Conference, the 14th Topical Conference on Refinery Processing and much more.



[Get Chenected at the blog just for ChemEs](#)

Chenected is the spot on the web where chemical engineers can mix it up. Respond to posts, have a laugh, find lots of useful stuff. Even see what went on at the 2010 AIChE Annual Meeting. You can even link your postings to your own Facebook, Twitter and LinkedIn pages. Visit today and come back often.

SmartBrief [Sign up for AIChE SmartBrief](#)

Your weekly guide to news and information for Chemical Engineers. Every Tuesday, AIChE SmartBrief delivers news and technical information selected especially for chemical engineers. This FREE e-newsletter is available simply by clicking on the link above and completing the subscription form.

Calendar of upcoming events



Several great programs are planned for the upcoming programming year. Topics include:

- Dealing with Difficult People, Joanne Ward, January 20th, 2011
- Heat Transfer Basics, Brad Killen, February 2011
- Distillation Seminar, Dan Summers (Sulzer Chemtech), March 2011
- Common Safety Issues, Pete Lodal, March 2011
- AIChE Spring Meeting, March 13-17, 2011, Chicago, IL
- Globalization and Eastman, Greg W. Nelson, April 2011

Keep Up With the Local Section Online

Up-to-date information about the East Tennessee Section of the American Institute of Chemical Engineers can be found [on our website \(www.tnengineering.net/AICHE\)](http://www.tnengineering.net/AICHE). The website includes the Local Section Bylaws, List of Officers from 1945 to present, and an archive of Pipeline Newsletters - to mention only a few aspects of the information covered. Photos from past events can be found, along with contact information for the Local Board. Review the site occasionally and keep up with the local section!

2011 Local Section Officers, Directors, & Support Staff

Chair:	Patrice Riesenber	229-8980
Chair-Elect and Program Committee Chair:	Stephen Miller	224-7350
Secretary:	Rebecca Glaspie	229-6144
Treasurer:	Braxton Sluder	578-6225
Directors:	Mark Harrison	229-6952
	Jennifer Mize	224-7018
	Lauren Moyer	229-2208
	Tim Nolen	229-8287
Local Section Webmaster:	Mark Shelton	229-4753
Short-Course Coordinator:	Joe Parker	229-3850
Professional Development Coordinator:	Ashfaq Shaikh/Mark Kettner	229-8840
AIChE Pipeline Newsletter Co-Editors:	Joey Watson	229-6486
ETEAC Representative:		

American Institute of Chemical Engineers
PO Box 7448
Kingsport, Tennessee 37664-7448