



## EFFECTIVE OFFICE PROFESSIONAL REGISTRATION

**SUBJECT:** The Effective Office Professional  
**WHEN:** Wednesday, April 21, 2004  
**TIME:** 8:00 a.m. - 4:30 p.m.  
**LOCATION:** Waterford Marriott  
6300 Waterford Blvd, Oklahoma City

**REGISTER EARLY: Room capacity is 125. Registrations will be accepted in the order received—when room capacity is reached, registrations will be refused.**

NAME: \_\_\_\_\_

AGENCY: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

PHONE: ( ) \_\_\_\_\_ FAX: ( ) \_\_\_\_\_

\$75 per attendee (if registered before 3/31/04)

\$85 per attendee (if registered after 4/01/04)

Agency/Registrant may pay by cash, check, credit card or government voucher. (If paying by Credit Card, please call the FEB Office with the information AFTER the registration is submitted.)

Please mail this registration form to:

Oklahoma Federal Executive Board  
215 Dean A. McGee, Suite 320  
Oklahoma City, OK 73102

or fax to: (405) 231-4165

**Cancellation Policy:** Understanding that unforeseen circumstances may preclude an individual from attending, refunds and cancellations will be permitted through April 9, 2004. However, after that date, registrations must be honored by the individual or agency involved. If you are unable to attend, substitute attendees are authorized and encouraged!

## The Effective Office Professional



*Surviving Difficult People and Emotional Hijackings  
Our Communication Epidemic*

**SPONSORED**  
*by the*  
**Oklahoma Federal Executive Board**



Wednesday, April 21, 2004  
(Administrative Professionals Day)

**Waterford Marriott**  
**6300 Waterford Blvd, Oklahoma City**

## OUR INSTRUCTOR

Ron Gappa is an Organizational Development Consultant with the Federal Aviation Administration's Aeronautical Center. Prior to his employment with FAA, Ron owned his own business, Gappa and Consultants. His clients have included numerous businesses and governmental agencies.



Prior to forming Gappa and Consultants, Ron was the director of adult education at Francis Tuttle Vo-Tech. He has also worked as an administrator and adjunct professor of psychology for Oklahoma State University.

Ron is a native Oklahoman and a Vietnam Veteran. He is a licensed private pilot, certified scuba diver, and enjoys traveling.

### WHO SHOULD ATTEND?

Any administrative support employee tasked with "doing more with less". During times of reduced resources, it is important to equip employees with tools that help in increasing effectiveness and efficiency (on the job and off the job). Don't pass up this opportunity to train your "first line of defense"; the people you depend upon to provide a good impression of your organization.



***Rather than lunch and a plant, give a day of training that will last all year! Unlock the potential!***

### AGENDA FOR THE DAY

7:30-8:00 a.m. Registration with Continental Breakfast  
8:00 a.m. Seminar Begins  
*Lunch is included on-site during the training due to the amount of material to be covered and exercises conducted during lunch.*  
4:30 p.m. Conclusion

*This training has been reviewed and determined to meet the newly established Congressional Restrictions for training. It is also appropriate for agencies to "pay registration for employees to attend a training seminar sponsored by a Federal Executive Board", Comptroller General decision B-245330, dated 12-17-91.*

## The Effective Office Professional

### *Surviving Difficult People and Emotional Hijackings*

Objectives:

- Learn why "Difficult People" are difficult and what their "payoff" is
- Learn how to cope better with Difficult People and to remain sane
- Learn how to stop playing their game and regain your power
- Learn how to interact more effectively with Difficult People
- Learn the differences between "Guilt" and "Shame"
- Learn how to stop "blowing up" or "losing it"
- Learn how to avoid and survive an "Emotional Hijacking"
- Learn why we say or do something inappropriate and then feel guilty or shameful
- Learn strategies to successfully deal with Emotional Hijackings



### *Our Communication Epidemic*

Objectives:

- Increase your awareness you are always communicating even when you are not talking
- Learn how the genders communicate differently and why they don't always communicate
- Recognize how we dehumanize others with our words
- Learn to identify the "real issues" or the hidden agenda in communication
- Learn how to deal with or avoid "power words"
- Learn how to establish and maintain instant rapport
- Learn how people communicate in three representational systems

