



# INTERAGENCY CONNECTION

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

<http://www.oklahoma.feb.gov/>

(405) 231-4167

## Chair's Corner



Since April is typically regarded as the month most of us file our income tax, I thought it appropriate to remind you of the article in last month's newsletter regarding the change in Oklahoma Income tax filing for federal CSRS retirees that would be of benefit.

With the approach of spring comes a flurry of FEB activities, events, and training opportunities!

**Administrative Professional Training:** This one-day training (April 27, 2008) is designed for support staff and introduces a new way of looking at the profession, as the workplace shifts to a multi-functional, generalized performance environment. Twelve key competencies will be addressed: Appointment coordination, manager support, managing office technology, meeting preparation and coordination, office communication, office organization, problem solving, professional behavior and image, professional development, supporting multiple managers, task and project management, and time management.

**Shared Neutrals Academy:** The Shared Neutrals Program is a project of the Oklahoma Federal Executive Board (FEB) to provide mediation as an alternative to formal processes for disputes in the federal workplace. We will be hosting a one-week training session for possible mediators for our cadre (April 28-May 2). Please complete the form included in this

newsletter for only nominees(s) you feel will represent the Shared Neutrals, our Federal Community, and your Agency with the highest standards in their role as an impartial mediator.

**Annual FEB Awards Program:** Our annual luncheon to recognize high-performing federal employees is scheduled for Monday of Public Service Recognition Week (May 5, 2008). Plan to attend this event to applaud the efforts of federal employees nominated by their agencies for recognition.

**CAP Program:** The FEB will host Computer Accessibility Program training on May 15<sup>th</sup> to showcase a program available to all federal agencies, to accommodate employees with disabilities with electronic equipment that will assist them in performing their duties.

**Dealing with People in Difficult Situations:** This one-day training (May 29) is designed so that participants will learn effective styles that can be used to deal with conflict and people who present themselves to us as difficult.

Registration forms for all of these activities are included in this newsletter for your convenience. They can be completed and faxed to the FEB Office.

Kevin McNeely, Chairman

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## What's Wrong With You, Why Don't You Understand Me?

Recently while waiting for our lunch to be served in a nearby restaurant, my husband Michael and I were discussing our son's upcoming science fair project. Michael was describing the steps that my son should follow to complete the assignment. While Michael was going through this elaborate process, I diligently tried to follow what he was saying, but I sat there completely clueless. As I struggled to gain a better understanding of what he was talking about, my normally affable husband started to show distinct signs of irritation. His unspoken message was "what's wrong with you, why don't you understand me?" He then proceeded to draw his plan on a napkin in an effort to get his brilliant idea into my dense head. It worked. When Michael started to show me what he was describing, I was able to easily understand his ideas.

People often have problems when they communicate with each other. The communication process is very complex and there are many opportunities for breakdowns to occur. As a result, people can become frustrated, instructions are not carried out correctly, people get offended, and conflict can occur. You can minimize these problems and increase the odds that others will understand you by following these simple steps:

*Take responsibility for the communication* – When we communicate with others it is very tempting to blame them for not understanding us. Surely we with our outstanding oratory skills cannot possibly be at fault. The problem with this attitude is that it does not achieve our outcome of getting the other person to comprehend what we are trying to say. When we take responsibility for getting a message across to others it frees us to do whatever it takes to achieve that result.

*Check non-verbal feedback* – When you speak to someone don't assume that you are making yourself clear to the other person. Check for non-verbal feedback. People give us many clues as to whether or not they understand us. Do they look confused? Are they unusually quiet? When asked if they have any questions, do they answer with a hesitant no? These are all subtle signs that the individual is not sure of what you just said. Continue communicating until you see signs that your message has gotten through.

*Be flexible* – When communicating with others, he/she who has the most flexibility wins. If you speak to someone and you can tell by the non-verbal cues that he has no idea what you are talking about, change the way you are communicating. That is what my husband did. When he realized I did not

understand his words, he began drawing pictures. Keep changing your communication style until you find the one that works with that particular individual.

*Recognize that people understand information in different ways* – People do not understand things in the same way. Some people understand things better when they see them, others when they hear them and others when they do or get a feeling about them. Several years ago, a life insurance salesman came in to meet with Tammi, one of my employees, to discuss insurance needs. He started to describe different insurance options and as he was doing so, Tammi's eyes started to glaze over. I could tell that she had no clue what the salesman was saying. (He obviously wasn't very good with non-verbal cues.) I told him that Tammi understands things better when they are written down. He replied that he would write things down later on in his presentation. (I guess flexibility wasn't his strong point either.)

When he finally began to write things down, it was as if a light bulb had gone off in Tammi's brain. Her eyes cleared up, she shook her head up and down at key point and it was obvious by her non-verbal feedback that she was beginning to understand the salesman's presentation. Use non-verbal cues to determine if the person understands you. If not, try showing her what you mean or getting her emotionally involved in what you are saying.

*Don't Make People Wrong* – When we communicate with others the chances are very good that we will have to change strategies along the way. Don't make people wrong because their communication style is different from yours (no what's wrong with you attitude.) If you do, you will not only have to deal with communication problems but also conflict and negative feelings. Instead recognize that each person's uniqueness adds color to the mosaic of life and do whatever you need to do to get your message across correctly.

While it isn't possible to completely eliminate communication problems, by following these steps you can minimize misunderstandings, reduce frustrations, and achieve better outcomes. As for Michael, he's learned to draw pictures for me when we talk and now I understand him just fine.

Copyright 2007, © Personal Peak Performance Unlimited. All rights reserved. Used with permission. Della Menechella is a speaker and trainer who helps organizations achieve greater success by improving the performance of their people. She is a contributing author of *Thriving in the Midst of Change* and the author of the videotape, *The Twelve Commandments of Goal Setting*. She can be reached at 732-985-1919 or [della@dellamenechella.com](mailto:della@dellamenechella.com). Visit [www.dellamenechella.com](http://www.dellamenechella.com) for other free articles about how to achieve peak performance.



## Spotlighting Information in Public Service Did You Know...

### **U.S. Geological Survey**

The United States Geological Survey (USGS) was established on March 3, 1879, just a few hours before the mandatory close of the final session of the 45th Congress, when President Rutherford B. Hayes signed the bill appropriating money for sundry civil expenses of the Federal Government for the fiscal year beginning July 1, 1879. Today, The USGS serves the Nation by providing reliable scientific information to describe and understand the Earth; minimize loss of life and property from natural disasters; manage water, biological, energy, and mineral resources; and enhance and protect our quality of life.

The USGS employs the best and the brightest experts who bring a range of earth and life science disciplines to bear on problems. By integrating their diverse scientific expertise, the USGS is able to understand complex natural science phenomena and provide scientific products that lead to solutions. Every day the 10,000 scientists, technicians, and support staff of the USGS are working for you in more than 400 locations throughout the United States.

As the Nation's largest water, earth, and biological science and civilian mapping agency, the U.S. Geological Survey (USGS) collects, monitors, analyzes, and provides scientific understanding about natural resource conditions, issues, and problems. The diversity of their scientific expertise enables us to carry out large-scale, multi-disciplinary investigations and provide impartial scientific information to resource managers, planners, and other customers.

### **Minerals Management Service Minerals Revenue Management**

The Indian Compliance and Asset Management is a special organization within the Minerals Revenue Management, which is specifically dedicated to serving mineral producing tribes and individual Indian mineral owners (Allottees).

This service organization has a team site in Oklahoma which serves as a focal point for both Indian mineral issues and contact with the Indian community, Allottees, and involved federal agencies.

Their mission is to serve as an advocate for the fulfillment of MRM trust responsibility and to resolve Indian mineral related issues.

Indian mineral leases (which are not federal leases and located only onshore) are administered by the Bureau of Indian Affairs and the Bureau of Land Management. The MMS MRM, in conjunction with the Bureau of Indian Affairs, provides revenue management services for mineral leases on Indian lands.

Some federal lands are leased to individuals and companies for minerals development. Lease holders competitively bid, initially pay a bonus and subsequently, rent for the right to develop these onshore and offshore lands.

If minerals are found, extracted and sold, the federal government is entitled to a certain percentage of, or royalty on, the production.

Money collected for Indian mineral leases is all turned over to respective Indian tribes or individual Indian mineral owners through the Office of Trust Funds Management.

MRM is comprised of more than 500 federal and 300 contractor employees, including accountants and computer experts, auditors, geologists, economists, administrators and more. While expertise may vary according to his or her profession, each employee is charged with enthusiasm toward total quality service to their customers, the MMS and the Nation.



### *A new face in the FEB Office*



With 13 years of federal service (8-1/2 yrs active Navy and 4-1/2 yrs civilian service), Julie Murray is on loan to the Federal Executive Board from the Oklahoma City Military Entrance Processing Station (MEPS).

Julie is excited about being loaned, part-time, to the Federal Executive Board; she is the primary support for the Shared Neutrals Program and excited to learn about all that we do; helping with anything she can and learning more about the federal agencies in our community through federal employees.

While at the FEB she is developing projects and trainings for federal and state employees, as well as coordinating mediators for agency requests and EEOC Court Ordered Referrals.

### *Upcoming Retirement Seminars*

The Federal Executive Board of Oklahoma is currently working on coordinating full-day retirement seminars to be held in the fall time-frame for federal employees. This effort is designed to address the multiple retirement systems in a way that employees can attend the session that concentrates on their specific retirement plan.

These particular workshops will be broken out to address the unique differences of the various retirement systems:

- Civil Service Retirement System
- Federal Employees Retirement System
- Law Enforcement Retirement Systems
- Firefighters Retirement Systems

Watch for future information that will be provided in this monthly newsletter and on the FEB website.

### *Mediation Services available through Coordinated Federal Resources*

The Shared Neutrals Program is a project of the Oklahoma Federal Executive Board (FEB) to provide mediation as an alternative to resolve disputes in the federal workplace. Since 1998, we have had mediators as a shared resource from our federal community, trained through a partnership with the State Supreme Court of Oklahoma and multiple federal agencies. The vision is to resolve disputes at the earliest possible date to increase the quality of communication within the workforce, resulting in maintaining a productive work environment and reducing cost and time involved with formal processes.

**Benefits:** The FEB Shared Neutrals Program uses mediation as an economical and expeditious option by which disputes can be resolved. This method of dealing with workplace disputes is favorable to all parties, without bias. Neither party surrenders legal rights or entitlements when using the Shared Neutrals Program. Mediation is one way by which disputes may be resolved. Government agencies and private sector companies are using a variety of Alternative Dispute Resolution (ADR) processes in increasing numbers and with great success.

**What is it?** Mediation is provided as an informal method of resolving disputes with a fellow employee, manager or colleague. In mediation, a neutral person (a Mediator) helps two or more persons explore ways to resolve their differences and reach an agreement to best address their mutual interests. All parties must be willing to resolve the problem for this process to be successful. Mediation, unlike arbitration or court proceedings, has no focus on "placing blame" with the Mediator having no authority to force a decision on the parties involved. Those involved in the dispute decide what is important and make decisions based on those factors. A Mediator assists the parties in becoming "decision-makers" through establishing communication which leads to an understanding of each other and allows the individuals to create options and solutions to address their concerns.

*The one page request to access mediation services is provided on the following page for your convenience.*





# Leadership Development Training May 29, 2008



## Dealing with People in Difficult Situations



Participants will learn some of the styles we use to deal with conflict and people who present themselves to us as difficult.

Participants will learn and practice ways of communicating with difficult people in order to get what we want without sacrificing the relationship with the other person.

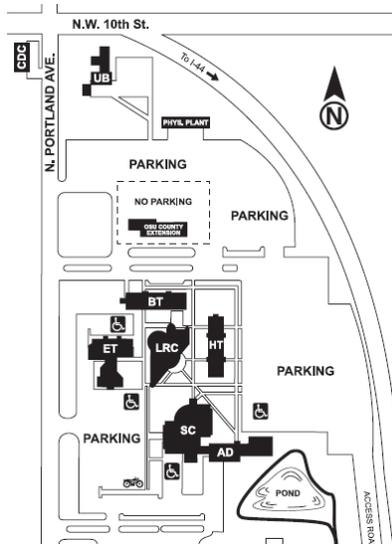
This day-long workshop utilizes presentation, discussion, small group dynamics, and role playing to achieve the objectives.

Date:	Thursday, May 29, 2008
Time:	7:30 a.m. Registration, 8:00 a.m. - 4:00 p.m. Training
Location:	OSU-OKC Campus, Student Center, 900 N. Portland, Oklahoma City
Cost:	\$125.00
Who Should Attend?	Supervisors, managers, team leaders and team members. Anyone in a working environment that relies heavily on communication and relationships with co-workers, stakeholders, and customers.

### Registration

Name \_\_\_\_\_ Agency \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_



Method of payment:  Cash  Government Voucher  
 Credit Card  Pay at the door

***Training will be held in the Student Center (SC), 2<sup>nd</sup> floor.***

Mail registration to: Federal Executive Board  
215 Dean A. McGee, Ste 153  
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 May 22, 2008. 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!



# CAP Training

Real Solutions for Real Needs



The Computer/Electronic Accommodations Program (CAP), established by the Department of Defense (DoD), is the Federal government's centrally funded accommodations program. CAP provides assistive technology and related services, free of charge, for individuals with visual, hearing, dexterity, and cognitive disabilities.

## Join the Federal Executive Board for a Free CAP Training Seminar: Leading the Way with Accommodations

### When

May 15, 2008                      10:00 – 12:00 PM

### Where

Oklahoma City Public Works Training Facility  
3738 SW 15<sup>th</sup> Street  
Oklahoma City, OK

### Agenda

- CAP Mission, Scope, Services
- Assistive Technology Overview
- OPM's Schedule A Hiring Authority
- Workforce Recruitment Program
- Wounded Service Members Initiative

Please **RSVP** to [Elisa.Gonzalez.ctr@tma.osd.mil](mailto:Elisa.Gonzalez.ctr@tma.osd.mil) to attend this free event by May 1, 2008. Please also identify any accommodation needs (i.e. Sign Language Interpreter, Alternate Format Request, etc).

**Hosted by the Oklahoma Federal Executive Board**





Oklahoma Federal Executive Board

## 2008 Public Service Recognition Week Employee of the Year Awards Banquet



American Society  
for Public  
Administration

Public Service Recognition Week: May 5-11, 2008!		<p><b>Event information:</b>  <b>Date:</b> Monday, May 5, 2008  <b>Time:</b> 11:30am-1:00pm  <b>Location:</b> Clarion Meridian Hotel &amp; Convention Center  737 S. Meridian  <i>Nominees should arrive no later than 11:00 a.m. for pre-brief.</i></p>
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**Driving Directions to Event:** Take I-40 west from I-35 to Exit 145, turn LEFT onto S. Meridian, Clarion is on the right. (specific directions can be obtained from [www.mapquest.com](http://www.mapquest.com))

*Complimentary on-site parking is available.*

If you require special dietary accommodation, please contact the FEB Office, 405-231-4167.

Name: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

**Cost: \$20.00 per person**

**Payment:**

Cash                       Check                       Credit Card                       Voucher

Enclosed                       Pay at the Door

***Luncheon Tickets will be mailed to the address listed above for all pre-paid registrations with sufficient time to receive before the luncheon. This allows expedited entry into the event, without checking in at the registration table.***

Please mail to:	Oklahoma Federal Executive Board 215 Dean A. McGee, Ste 153 Oklahoma City, OK 73102
Or fax to:	405-231-4165

***Make checks payable to: Oklahoma Federal Executive Board***

Cancellation Policy: Understanding that unforeseen circumstances may preclude an individual from attending, refunds and cancellations will be permitted through April 21, 2008. 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!



## Registration and Agreement for Employee Participation in the Oklahoma FEB Alternative Dispute Resolution Consortium, “Shared Neutrals Program”

Employee involvement and availability is key to this program’s success in providing mediation services for federal agencies. Supervisory support of their involvement is critical to their success.

Please indicate (by your signature below) your support of the identified employees(s)’ participation for at least one year, including 10 hours per year in the Oklahoma State Supreme Court system (qualifying the individual for State Certification). The employee’s involvement may be terminated or extended at the end of their year of service.

### The supervisor’s signature certifies each nominee meets the following criteria:

1. Possesses strong receptive and expressive skills; is a good communicator.
2. Is able to suspend advice-giving.
3. Availability: must be willing and able to commit to the program for one year (on an as-needed basis), including 10 hours per year to work with the Oklahoma Supreme Court.
4. Has a tolerance for conflict.
5. Demonstrates confidence, possesses leadership qualities.

### Maintenance of Program Integrity:

- Mediators shall accept and carry out their assignments consistent with Shared Neutrals policies and procedures.
- Mediators should not accept assignments from an agency unless the assignment is generated through the Oklahoma FEB’s Shared Neutrals program or the program within their employing agency; mediators who knowingly do so, are not functioning as Shared Neutral mediators, nor representing the FEB program
- Mediators should be aware that mediating outside the Oklahoma Federal Executive Board Shared Neutrals program and/or their employing agency could result in a charge of abuse of official time and/or otherwise affect their rights and benefits as federal employees.

## REGISTRATION

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Dates: April 28-May 2, 2008 (full days)                      Location: OKC Public Works, 3738 SW 15<sup>th</sup> Street, OKC  
 Cost: \$150.00 per person

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Name of Employee	Signature	Date
Name of Supervisor	Signature	Date
Agency	Employee’s Work Ph #	E-mail Address

Workshop attendance is limited so everyone is encouraged to register as soon as possible. The FEB office should receive registration NLT March 28, 2008.

Payment will be in the form of:  Cash     Check     Credit Card     Govt Voucher

<i>Mail this completed form to:</i>	Oklahoma Federal Executive Board 215 Dean A. McGee, Ste 153 Oklahoma City, OK 73102
<i>OR fax to</i>	405-231-4165

*Cancellation Policy: Understanding the unforeseen circumstances may preclude an individual from attending; refunds will be permitted through Thursday, April 17, 2008. However, after that date, registration must be honored by the individual or agency involved. If you are unable to attend, substitute attendees are authorized and encouraged!*



## UPCOMING EVENTS April 2008

<b>Apr 9, 2008</b> 7:30 a.m.	<b>Mayors Committee on Disability Concerns</b> 222 NW 15 <sup>th</sup> St, Rm 203, OKC POC: FEB Office, 405-231-4167
<b>Apr 10, 2008</b> 2:30 p.m.	<b>American Indian Council</b> Allegiance Credit Union 4325 N. Meridian, OKC POC: Aletha Bolt, 405-297-4575
<b>Apr 10, 2008</b> All Day	<b>Leadership FEB Forum</b> Veterans Affairs, Muskogee POC: FEB Office, 405-231-4167
<b>Apr 16, 2008</b> 10:00 a.m.	<b>Interagency Training Council</b> Federal Transfer Center, OKC POC: Ellen Parrott, 405-419-4291
<b>Apr 16, 2008</b> 2:00 p.m.	<b>Emergency Preparedness Council</b> 300 N. Meridian, OKC—FHWA POC: LeAnn Jenkins, 405-231-4167
<b>Apr 17, 2008</b> 11:00 a.m.	<b>Federal Employees Care Council</b> LaLuna's Restaurant POC: Tom Burton, 405-954-0625
<b>Apr 23, 2008</b> All Day	<b>Administrative Office Professionals</b> Holiday Inn—Norman POC: FEB Office, 405-231-4167
<b>Apr 25, 2008</b> 12:00 noon	<b>Naturalization Ceremony</b> 200 N.W. 4 <sup>th</sup> St, OKC POC: FEB Office, 405-231-4167
<b>Apr 28-May2, 2008</b> All Week	<b>Shared Neutrals Academy</b> OKC Public Works Training Center POC: FEB Office, 405-231-4167

"Federal Executive Boards are vital to the effective operation of the Federal government," OPM Director Springer said on January 11, 2008. "With more than 88 percent of the Federal civilian workforce located outside the Beltway, we must have close coordination of Federal agency activities regardless of their location or the situation."

*Communication—Collaboration—Commitment*

## Your Federal Executive Board

"Federal Executive Boards (FEBs) are generally responsible for improving coordination among federal activities and programs in...areas outside of Washington, D.C...FEBs support and promote national initiatives of the President and the administration and respond to the local needs of the federal agencies and the community." (GAO-04-384)

We applaud the efforts of the Oklahoma FEB Executive Policy Council members who ensure information is provided to direct our activities and efforts:

- Jim Akagi, US Drug Enforcement Administration
- Michael Deihl, Administrator, Southwestern Power Administration, Tulsa
- Larry Flener, Representative for the District Director, US Postal Service
- Patti Ford, Director of Staff, Tinker AFB
- Col. Jennifer Graham, 71<sup>st</sup> MSG, Vance AFB
- Sam Jarvis, Director, VA Regional Office, Muskogee
- Joe Keffer, Warden, Federal Transfer Center
- Scott Morgan, Director, US Postal Service National Center for Employee Development, Norman
- LCDR David Nikodym, Commander, Military Entrance Processing Station
- Dottie Overall, Director, Small Business Administration
- Lindy Ritz, Director, FAA Mike Monroney Aeronautical Center
- Stephen Schmelling, Director, EPA National Risk Management Research Laboratory, Ada
- David Wood, Director, VA Medical Center

This newsletter is published monthly as a cost-effective tool for communicating events and issues of importance to the federal community in Oklahoma. If you have news of interest, please fax to the FEB Office at (405) 231-4165 or email to [LeAnnJenkins@gsa.gov](mailto:LeAnnJenkins@gsa.gov) no later than the 15<sup>th</sup> of each month.

### Officers:

**Chair:** **Kevin McNeely**  
OKC Field Office Director  
US Department of Housing and  
Urban Development

**Vice-Chair:** **Barry Dodson**, Director  
USDA Risk Management Agency

**Ex Officio:** **Mike Roach**, U.S. Marshal  
US Marshals Service  
Western District of Oklahoma

### Staff:

**Director:** LeAnn Jenkins

**Assistant:** Karen Harrington

**Program Support:** Julie Murray



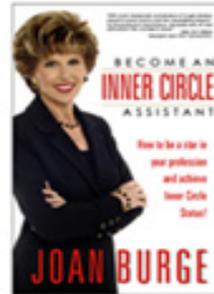
# Annual FEB Administrative Professional's Day Training April 23, 2008



## **BECOME AN INNER CIRCLE ASSISTANT "NEXT GENERATION" TRAINING for the Administrative Professional**

The words *Inner Circle* conjure up visions of an exclusive group of people whose achievements are admired and rewarded. The *Inner Circle Assistant* title doesn't show up on any organizational chart but she's the woman or the man, of the hour. The people who support company movers and shakers have the opportunity to move into an *Inner Circle* and this book outlines the steps to get there as well as thrive in the position. It is a book of strategy and workplace philosophy that will help administrative professionals become top performers in work and in their careers. In this seminar, Kathy Tosoian teaches skills in:

- A new way of looking at the profession, as the workplace shifts to a multi-functional, generalized performance environment.
- 12 key competencies: Appointment coordination, manager support, managing office technology, meeting preparation and coordination, office communication, office organization, problem solving, professional behavior and image, professional development, supporting multiple managers, task and project management, and time management.



Tell your support staff that you appreciate them in a way they'll remember!

Since the *inner circle* assistant is a thinker and relies on cognitive powers, it helps to

“know thyself”.

*Send your support staff to a day of training on Administrative Professional's Day that will provide ideas on how they can perform more efficiently, improve communication skills and leave them energized and ready to tackle their duties, refreshed.*

An autographed copy of the book is included in this training.

Date:	Wednesday, April 23, 2008 -- (Administrative Professional's Day)
Time:	7:30 a.m. Registration, 8:00 a.m. - 4:00 p.m. Training
Location:	Holiday Inn Norman, 1000 N. Interstate Drive, Norman, OK 73072
Cost:	\$100.00
Who Should Attend?	Front line employees who represent the organization to outside customers and inter-organizational employees. Those individuals who utilize their skills to navigate difficult days to the benefit of the organization.

### Registration

Name \_\_\_\_\_ Agency \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Method of payment: [ ] Cash [ ] Government Voucher [ ] Credit Card [ ] Pay at the door

Mail registration to:	Federal Executive Board 215 Dean A. McGee, Ste 153 Oklahoma City, OK 73102
Or fax to:	405-231-4165

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SUN	MON	TUES	WED	THUR	FRI	SAT
		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b> 07:30 Mayors Committee	<b>10</b> Leadership FEB 2:30 AIC	<b>11</b>	<b>12</b>
<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b> 10:00 ITC 2:00 Emgcy Prep	<b>17</b> 2:00 FECC	<b>18</b>	<b>19</b>
<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b> Administrative Professionals Day & Training	<b>24</b>	<b>25</b> Naturalization	<b>26</b>
<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>	April 2008		
	Shared Neutrals Academy					

OKLAHOMA FEDERAL EXECUTIVE BOARD  
 215 DEAN A. MCGEE AVENUE, STE 320  
 OKLAHOMA CITY, OK 73102-3422  
 OFFICIAL BUSINESS ONLY

We wish to thank the FAA Franchise Print shop for their monthly assistance in the duplication and distribution of this newsletter.