



INTERAGENCY CONNECTION

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

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

(405) 231-4167

Chair's Corner



Happy New Year!

I hope everyone made it through the ice of December. It was timely that the FEB's Hazardous Weather and Emergency Communication Plan was issued just prior to the ice storm in December; the Plan is also posted on our website for easy access and continuing availability.

I hope that all of our federal leaders found the "Situational Updates" sent by the FEB to be helpful in responding to Regional and Headquarter office requests for information. The final Situational Update was sent on December 21, 2007; however, future recovery information will be provided through joint Oklahoma Emergency Management-FEMA news releases as needed or through our FEB office.

Notes of interest: This year's training schedule, coordinated and hosted by the FEB is beginning to take shape. Dates and topics that you may wish to mark for yourself, your supervisors, managers and leaders include:

- Friday, March 28, 2008: *Communications and Conversations: Crucial, Critical, and Cumbersome*
- Thursday, May 29, 2008: *Dealing with People in Difficult Situations*

The one that you will want to mark on your

calendars for your support staff which will be on Administrative Professional Day:

Wednesday, April 21, 2008: *Becoming an Inner-Circle Assistant (the Next Generation)*

We have planned this full day training to include the book of the same title. While the author of the book will not be the instructor, it will be someone she has trained and entrusts to teach the topic.

Registration forms for each of these training opportunities is included in this newsletter for your convenience.

Reminder to all Federal Executive Board Members: We have an Executive Forum scheduled this month, please use the registration form sent to you via email to register for this event. If you have questions, please contact the FEB Office at 405-231-4167 for information, registration forms, etc.

Your participation is the key ingredient in making our FEB a viable resource for the federal community in Oklahoma!

Thank you for all that you do,

Kevin McNeely, Chairman

<i>Inside Story</i>	<i>Pg</i>	<i>Inside Story</i>	<i>Pg</i>
Civility Cafe	2	Leaving a job with grace	7
Spotlighting Agencies	3	Leadership Training	8
Address your liabilities	4	Upcoming Events	9
FTC releases consumer	5	Admin Support Training	10
fraud	6	Leadership Training	11



“Recipes from the Civility Café

Civility is a hot topic! The café attracted the largest turnout for any of FCG’s events.

“It is time to be reintroduced to a world we have forgotten, a world where people naturally congregate because we want to be together. A world where we enjoy the age old process of good conversation, where we’re not afraid to talk about what matters most to us. A world where we are not separated, classified, or stereotyped. A world of simple greeting, free from technology and artificiality. A world that constantly surprises us with the wisdom that exists not in any one of us but in all of us. And a world where we learn that the wisdom we need to solve our problems is available when we talk together.” Meg Wheatley

The Federal Consulting Group invited Coaches, Leaders, and Movers & Shakers to a jazzy café. Jan Earnest and Judy Bradt worked with Joan to explore Civility as a Way of Being.

Take-aways:

- A deeply respectful foundation for everyday conversations and actions that matter.
- A blueprint for how to confront uncivil behavior.
- A way to view the leadership conversational landscape with new eyes.
- The catalyst to create a space for human imagination and intellectual capital to flourish.
- Empowerment to take responsibility for moving civility into other strategic initiatives.

Beef Jerky

In the June 29, 2007 “McKinsey Quarterly,” Robert Sutton provides a strong case for “Building the Civilized Workplace.” Sutton discusses the cost of sustained practice of hostile verbal and nonverbal behavior, excluding physical contact.

“Organizations that put up with jerks not only can have more difficulty recruiting and retaining the best and brightest talent but are also prone to higher client churn, damaged reputations, and diminished investor confidence.

Innovation and creativity may suffer, and cooperation could be impaired, both within and outside the organization—no small matter in an increasingly networked world.”

“There is good news and bad news about workplace jerks.

The bad news is that abuse is widespread and the human and financial toll is high. The good news is that leaders can take steps to build workplaces where demeaning behavior isn’t tolerated and nasty people are shown the door.”

Taken from the newsletter distributed by ©Joan Wangler, Master Certified Coach, 202-362-9756, jwangler@edinassociates.com, www.edinassociates.com

To access this newsletter “What’s Cooking at the Civility Café”, in its entirety, visit the Treasury’s Federal Consulting Groups website at www.fcg.gov/pdf/civility_cafe_ezine_v5.pdf

People work for people, not for companies. A worker’s regard for his supervisor will affect his opinion of his employer. Production is related to attitude, so much so that an organization which disregards this human equation will not achieve as much as it could achieve. –Gerard R. Griffin



Spotlighting Information in Public Service

Did You Know...

U.S. Probation & Pretrial Services

The U.S. Probation and Pretrial Services System is a vital part of the federal judiciary. The system's mission is to investigate and supervise defendants and offenders. U.S. probation and pretrial services officers provide these services. Their core responsibilities--investigation, report preparation, and supervision--are explained below.

Investigation

Officers investigate defendants and offenders for the court by gathering and verifying information about them. Pretrial services officers investigate defendants who are charged with federal crimes and awaiting a court hearing. Probation officers investigate offenders who are convicted of crimes and awaiting sentencing, as well as those who are serving a term of supervision after release from prison or following a sentence of probation.

Report Preparation

Officers prepare reports that the court relies on in making decisions. Pretrial services reports help the court decide whether to release or detain defendants while they are awaiting trial. Presentence investigation reports help the court impose fair sentences for offenders in accordance with federal sentencing guidelines and applicable federal law. Officers also prepare other reports for the court, including reports that address individuals' adjustment to supervision and their compliance with conditions of release.

Supervision

Officers supervise defendants and offenders in the community and in doing so reduce the risk these persons pose to the public. Pretrial services officers supervise defendants released pending trial. Probation officers supervise offenders who are sentenced to a term of probation by the court or who are on parole or supervised release after they are released from prison.

Officers intervene with a variety of strategies aimed at maximizing defendant and offender

success during the period of supervision. These strategies include techniques both to control and to correct the behavior of persons under supervision to help ensure that these individuals comply with the conditions of release the court has set for them and remain law abiding. As part of risk control--and by order of the court--officers may direct defendants and offenders to services to assist them. These services include substance abuse or mental health treatment, medical care, training, or employment assistance. Treatment providers under contract to the U.S. courts provide many of these services. Social service resources provided by state and local programs also are used.

History

Congress laid the foundation for probation first. The Federal Probation Act of 1925 established a probation system in the U.S. courts and gave courts the power to appoint probation officers and to place defendants on probation. The Administrative Office of the U.S. Courts assumed responsibility for the probation system in 1940.

Pretrial services came along more than 50 years after probation as a means to reduce both crime committed by persons released to the community pending trial and unnecessary pretrial detention. The Pretrial Services Act of 1982 authorized implementation of pretrial services nationwide.

Part of Each District Court

There are 94 U.S. district courts nationwide, which include the U.S. territories. U.S. probation and pretrial services offices are located in 93 of them. (Probation and pretrial services for the District of the Northern Mariana Islands are provided by the District of Guam.) Some districts have both a probation and pretrial services office. In other districts, probation and pretrial services are combined in one office. In one district, the District of Columbia, only the probation office is part of the federal probation and pretrial services system.



Address your liabilities

By LILY WHITEMAN

Federal Times December 3, 2007

No matter how qualified you are for your target job, your application—like all applications—will inevitably present liabilities: aspects of your demographics, experience or personality that may, rightly or wrongly, turn off some hiring managers. If only because it's impossible to please everyone, you may, for example be perceived by at least some hiring managers as too young, too old, an outsider, too entrenched, too aggressive, too passive or a job hopper.

So when you apply for a job, you have two choices: Either ignore your liabilities and hope they won't sink your application. Or address them—preferably gingerly and perhaps in an oblique way.

Suppose, for example, you suspect your hiring managers will be significantly younger than you. You can help minimize the chances that your age will illegally be held against you by staying current in your field. (Sorry, you can't save this one for the last minute.) No matter how old or young you are or how experienced you are, you will increase your marketability by emphasizing in your job applications and interviews your knowledge of the latest computer applications, management trends, policies, regulations, and overall approaches in your field and the methods you use to stay current in your field. Remember: You don't want to come across like the information technology expert who stopped learning about new software after mastering DOS.

Your methods for staying current in your field may, for example, include contributing to professional organizations, providing training, receiving and giving mentoring, taking online or brick-and-mortar classes, publishing articles or books, obtaining certifications or completing self-study. Also, if possible, provide success stories about how your use of the latest tools or techniques in your field together with your varied and extensive experience helped your current organization operate more efficiently.

Also, refrain from including your entire work history on your resume'. Even federal job applications now require applicants to include only their last 10 years of experience. Include much older experience only if it is high-level experience

that is directly relevant to your target job.

Most hiring managers care only about applicants' latest experience. So if your resume' waxes on endlessly about decades of ancient experience, it will probably only emphasize your age and bore harried hiring managers without advancing your case.

Some hiring managers may be intimidated by your experience and may decline to hire you only to avoid the awkwardness of correcting, overruling, and supervising an elder. So in interviews, consider reassuring the hiring manager. Artfully weave into your interview a line like: "Because I have a significant amount of experience, you might think that I might be rigid and might not take directions well. But I want to reassure you that I understand that you would be my supervisor, and that it would be my obligation to support you. I also want to emphasize that I am energetic, flexible, and take direction well. I am certainly prepared to accommodate and profit by any approaches that you may suggest."

Ensure your dress and grooming doesn't reinforce negative stereotypes about older people. For interviews, dress neatly, in new clothes and in contemporary professional styles. (Hint: if your interview outfit is of the same ages as John Travolta's white suit from "Saturday Night Fever," it is way past time for an update.) Also, before each interview, get your hair cut, and if you color your hair, do it professionally.

If you're at or near retirement age, reassure hiring managers that you enjoy working, would stay on the job for the long haul, and have no plans to retire in the foreseeable future.

Ask your references to describe you to your potential employers as a high energy, forward-thinking professional who offers a wealth of valuable experience.

Also, if appropriate, describe your experience shattering gender or racial glass ceilings in your resume' and application essays, and mention it in answers to interview questions. But shield yourself from political and religious biases by, if possible, excluding from your resume' information revealing your own beliefs.



FTC Releases Consumer Fraud Survey

30.2 Million Americans - 13.5 Percent of U.S. Adults - Fell Victim to Fraud

The Federal Trade Commission released a statistical survey of fraud in the United States that shows that 30.2 million adults – 13.5 percent of the adult population – were victims of fraud during the year studied. More people – an estimated 4.8 million U.S. consumers – were victims of fraudulent weight-loss products than any of the other frauds covered by the survey.

Fraudulent foreign lottery offers and buyers club memberships tied for second place in the survey. Lottery scams occur when consumers are told they have won a foreign lottery that they had not entered. Victims supplied either personal information such as their bank account numbers or paid money to receive their “winnings.” In the case of buyers clubs, victims are billed for a “membership” they had not agreed to buy. An estimated 3.2 million people were victims of these frauds during the period studied.

“The FTC uses a one-two punch to fight fraud,” said Lydia Parnes, Director of the FTC’s Bureau of Consumer Protection. “Our enforcement program stops the most widespread and egregious practices, and our education program helps alert consumers to the tricks of the fraud trade. We encourage everyone to click on our Web site – ftc.gov – not only to find out how to recognize a scam, but also to report it. That’s the best way to help end rip-offs of all kinds.”

Fraudulent prize promotion schemes ranked fourth in the fraud survey, with an estimated 2.7 million victims reporting making a purchase, a payment, or attending a sales presentation to receive a prize that either was never delivered or was not what the consumer expected.

Work-at-home programs, in which the purchaser earned less than half of the income the seller had promised, ranked fifth among the fraudulent schemes covered by the survey. An estimated 2.4 million individuals fell victim to these schemes, and many purchased more than one fraudulent work-at-home program.

Twenty percent of African Americans and 18 percent of Hispanics are estimated to have been victims, while the rate for non-Hispanic whites was 12 percent. In addition, the survey found that younger consumers, those who did not complete college, and those with high levels of debt were more likely to be victims of fraud. Consumers between 65 and 74 years of age were 32 percent less likely to report having experienced fraud than those between 35 and 44.

The top 10 frauds listed in the report include:

- Fraudulent Weight-Loss Products (4.8 million victims)
- Foreign Lottery Scams (3.2 million victims)
- Unauthorized Billing - Buyers Clubs (3.2 million victims)
- Prize Promotions (2.7 million victims)
- Work-at-Home Programs (2.4 million victims)
- Credit Card Insurance (2.1 million victims)
- Unauthorized Billing - Internet Services (1.8 million victims)
- Advance-Fee Loans (1.7 million victims)
- Credit Repair Scams (1.2 million victims)
- Business Opportunities (.8 million victims)

Consumers also reported falling victim to other specific scams, including pyramid schemes.

Print advertising – direct mail, including catalogs, newspaper and magazine advertising, and posters and flyers – was used to pitch fraudulent offers in 27 percent of reported incidents. The Internet, including Web sites, auction sites, and e-mail, was used to make 22 percent of the fraudulent pitches. Television or radio accounted for 21 percent of the pitches, and telemarketing accounted for nine percent.

The FTC offers these tips for consumers:

Know who you’re dealing with: Do business only with companies that plainly provide their name, street address, and phone number.

Protect your personal information: Share credit card and other personal information only with companies you know and trust; never share it in email, regardless who is asking for it.



FTC Releases Consumer Fraud Survey (cont'd)

Take your time: Resist the urge to act now. Most any offer that's good today will be good tomorrow, too.

Read the small print: Get all promises in writing and read all paperwork before paying any money or signing any contracts.

Free means free: Throw out any offer that says you have to pay to get a gift or for something that's called "free." If something is free or a gift, you shouldn't have to pay for it.

Report fraud: If you think you've been a victim of fraud, report it. It's one way to get even with a scam artist who cheated you. Complain online at ftc.gov or by phone at 1-877-FTC HELP.

The FTC works for the consumer to prevent fraudulent, deceptive, and unfair business practices and to provide information to help spot, stop, and avoid them. To file a complaint in English or Spanish, click <http://www.ftc.gov/ftc/complaint.shtm> or call 1-877-382-4357. The FTC enters Internet, telemarketing, identity theft, and other fraud-related complaints into Consumer Sentinel, a secure, online database available to more than 1,600 civil and criminal law enforcement agencies in the U.S. and abroad. For free information on a variety of consumer topics, click <http://ftc.gov/bcp/consumer.shtm>.

Taken from the OKLAHOMA Center for Consumer and Patient Safety, OKCCPS.org

I don't necessarily have to like my associates, but as a man I must love them. Love is loyalty. Love is teamwork. Love respects the dignity of the individual. Heartpower is the strength of your corporation. —Vince Lombardi

A federal holiday poem

It has been a tradition to include the federal holiday poem in the December newsletter. Well....this year, I failed to do so and have received emails from some of you with the observation.

My apologies....here's the poem (even if it is late).

Twas the night before Christmas, and all 'cross the Web
Not a surfer was surfing, except for some feds.

The FAA cleared Santa for his annual flight,
As the Weather Service predicted a clear, starry night.

FEMA stood by in case of snow, ice or sleet.
As troops 'round the world maintained the peace.

When out on the Web there arose such a crowd
Of kids on their mice click, click, clicking around
'Til they landed their browsers on a special Web site
Where NORAD tracked Santa all through the night.

In English, in Spanish, in even Francais,
The radar tracked Nicholas around on his sleigh.

The radar bleep, bleeped as Santa drew close
Drawn by the heat off of Rudolph's red nose.

The satellites tingled, the warning bells jingled
When NORAD got sight of merry Kris Kringle.

Kids 'cross the land knew their friends had been wrong.
NORAD's site proved it: Santa lives on!

And as feds 'round the world kept the peace through the night,
Santa looked down, and called out with his might,
"Thank you, civil servants! You fight the good fight!"

Happy days to you all, and to all a fine night!"



Leave your old job with grace and care

By LILY WHITEMAN

Federal Times, December 17, 2007

So you just accepted an offer for a new and better job, and you're eager to tell your current boss to take that job and shove it. Not so fast. You should — if possible — move on graciously without unnecessarily alienating your boss or leaving a path of emotional destruction in your wake.

Why? Because unfortunately, like a hand reaching out from the grave, a disgruntled previous boss can come back to haunt you. This can happen if, for example, he is contacted by one of your future potential employers, you need his endorsement to obtain a security clearance, you eventually unexpectedly wind up working together again at another organization or he bad-mouths you within your professional circle.

Here's how to stay in your boss's good graces when you say goodbye:

- Give adequate notice. Two weeks is standard. But if you want more time for your transition, negotiate a delayed start date with your new employer before you accept the offer
- Emphasize the positive when you quit. Say that your decision to leave was difficult. Then, explain why you're drawn to your new job — not why you're fleeing your current job.

For example, say that you accepted the new job because it will pay better, help you advance, expose you to important issues, give you impressive credentials or shorten your commute. Don't say that you're leaving because your current boss's draconian management style is unbearable, your office's politics are poisonous, your agency's mission is frivolous, or you've been perennially underappreciated.

Also, if you would consider staying on your current job if your boss would give you a promotion, telecommuting privileges or another reasonable concession, say so.

Encourage your boss to remember you favorably by reminding him how your accomplishments improved the organization. Better yet, if you finished major projects since your last review, request another review before you leave so that your latest achievements will be covered in the official record. Close your conversation by thanking your boss for

whatever growth opportunities he provided. Cite specifics, such as being assigned to dynamic projects or work groups, receiving helpful advice or feedback, being allowed to participate in training, detail assignments or other networking opportunities, or receiving promotions.

By staying positive, you will guarantee that your boss will regard your departure not as a personal affront to him but as a professional necessity for you, and will wish you well on your new job. Finally, spread the goodwill by wishing your boss success in his future pursuits.

- Support the transition. After you give notice, explain to your boss how you'll resolve your ongoing projects before you leave. Offer to train your replacement as much as time allows or leave comprehensive written instructions on your projects. On your last day, give your boss a list of any loose ends.
- Fulfill your agency's check-out requirements. Right after you give notice, ask your agency's human resources office for an explanation of the agency's checkout requirements. Don't leave the process to the last minute because it can take several days to complete.

I know this because the checkout procedures of one of my previous employers was unexpectedly lengthy — requiring confirmation from dozens of managers scattered throughout several buildings that I was not stealing confidential information (that I had never accessed) nor all manner of electronic gizmos (that I had never possessed). Meantime, I missed the beginning of my own going-away party at the end of my last day there.

- Stay in touch. Use occasional e-mails, phone calls, holiday cards or lunches to keep in contact with former colleagues and supervisors, and help them whenever possible.

Lily Whiteman is the author of "Get Hired! How to Land the Ideal Federal Job and Negotiate a Top Salary" (FPMI Solutions). She is a public affairs specialist at the National Science Foundation. Her Web site is www.Get-Hired.biz.



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.

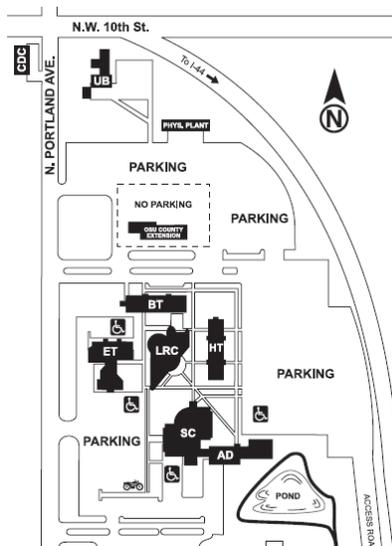
This day-long workshop utilizes presentation, discussion, small group dynamics, and role playing to achieve the objectives.

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), 2nd 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!



UPCOMING EVENTS

January 2008

Jan 1, 2008	New Years Day
Jan 9, 2008 7:30 a.m.	Mayors Committee on Disability Concerns 222 NW 15 th St, Rm 203, OKC POC: FEB Office, 405-231-4167
Jan 10, 2008 2:30 p.m.	American Indian Council Allegiance Credit Union 4235 N. Meridian, OKC POC: Aletha Bolt, 405-297-4575
Jan 11, 2008	Welcome Visits-OKC
Jan 15, 2008 2:00 p.m.	Federal Employees Care Council Allegiance Credit Union, 4325 N Meridian, OKC POC: Tom Burton, 405-954-0625
Jan 16 2008 10:00 a.m.	Interagency Training Council Nat'l Weather Service, 120 David Boren Blvd, 2 nd Fl Conf Rm, Norman POC: Ellen Parrott, 405-419-4291
Jan 16, 2008	Executive Forum
Jan 21, 2008	Martin Luther King's Birthday
Jan 22, 2008 11:00 a.m.	Shared Neutrals Councils LaLunas, 409 W. Reno, OKC POC: FEB Office, 405-231-4167
Jan 23, 2008 2:00 p.m.	Emergency Preparedness Council 300 N. Meridian, OKC—FHWA POC: LeAnn Jenkins, 405-231-4167
Jan 25, 2008 12:00 noon	Naturalization Ceremony 200 N.W. 4 th St, OKC POC: FEB Office, 405-231-4167

FEBs promote & support national initiatives and respond to local needs of federal agencies and the community.

In the business world, everyone is paid in two coins: cash and experience. Take the experience first; the cash will come later.
—Harold Geneen

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, 71st MSS, 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 no later than the 15th 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:** Constance Ward



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

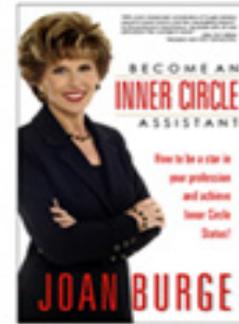


BECOME AN INNER CIRCLE ASSISTANT "NEXT GENERATION" TRAINING for the Administrative Professional

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. What's different now? What can you do about it? What does it mean to you?
- 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.

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



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

Send them 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.

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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Leadership Development Training March 28, 2008



Communications and Conversations: Crucial, Critical, and Cumbersome

How do you know if a conversation is critical, crucial, or cumbersome? Several books have been written about the importance of communication in our professional and personal lives.



In this workshop you will learn:

- how we communicate,
- why we communicate, and, most importantly,
- the best way to communicate in certain situations.

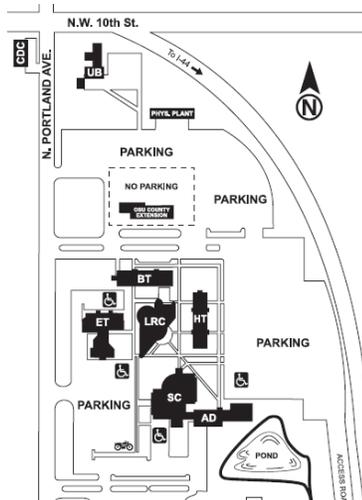
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SUN	MON	TUES	WED	THUR	FRI	SAT
January 2008		1 <i>New Years Day</i>	2	3	4	5
6	7	8	9	10	11 <i>Welcome Visits</i>	12
13	14	15	16 10:00 ITC Executive Lunch	17	18	19
20	21 <i>Martin Luther King's B-Day observed</i>	22 11:00 Shared Neutrals	23 2:00 Emgcy Prep	24	25 Naturalization	26
27	28	29	30	31		

OKLAHOMA FEDERAL EXECUTIVE BOARD
 215 DEAN A. MCGEE AVENUE, STE 320
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We wish to thank the FAA Franchise Print shop for their monthly assistance in the duplication and distribution of this newsletter.