



INTERAGENCY CONNECTION

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

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

(405) 231-4167

Chair's Corner



Just in time for tax season:

New information affecting Oklahoma Income tax filing of federal retirees covered by the Civil Service Retirement System is provided on page two of this newsletter. This comes from a new state law passed in an effort to provide equity between CSRS and FERS retirement systems and how the State of Oklahoma regards the annuities for income tax purposes. Feel free to pass on to those you know that may take advantage of the income exemption for state tax purposes.



Special Note: Public Safety answering points have been encountering an increased number of 9-1-1 calls from children who are playing with used cell phones.

The increased frequency is attributed to the large number of new cell phones following the holidays, after which, adults are giving their used cell phones to children to play with (as toys).

Because of Federal Communication Commission rules, all cell phones, even those with inactive accounts, are pre-programmed to make a live call if 9-1-1 is dialed. As a result, kids playing with used cell phones can effectively connect a call to emergency services.

The calls take time for dispatchers to process and analyze and may prevent the operators from dispatching timely services to legitimate, incoming emergency calls.

To effectively reduce the occurrence of these

unintentional calls, it is important to remove the cell phone battery to ensure it is not operational. Please pass this information to your staff and family members.

Managing Conflict: A study conducted by the US Merit Systems Protection Board (MSPB) reveals the importance of how agencies manage organizational conflict. The study indicates that this may be more important to employee satisfaction than whether or not conflict actually occurs. MSPB's article on this study is reprinted on page six of this newsletter for your information.

FEB service area: While we do not engage every Executive, Senior Manager, Supervisor, or employee with every program, the impact of interagency programs and intergovernmental partnerships can be significant in Oklahoma. The work of our FEB serves more than 300 federal offices and almost 79,000 employees:

Military	34,905	(verified through the DoD Almanac)
Civilian	34,583	(verified through OPMs civilian employment reports)
Postal Service	9,193	
	78,681	Total Federal workforce in Oklahoma

Thank you for all you do in support of our Federal Executive Board!

Kevin McNeely, Chairman

<i>Inside Story</i>	<i>Pg</i>	<i>Inside Story</i>	<i>Pg</i>
State Tax Rules	2	Difficult Situations Trng	7
Ethics re: gifts	3	Mediation Training	8
FEEA scholarships	4	Upcoming Events	9
Relationships	5	Admin Support Training	10
Managing Conflicts	6	Communications Training	11



Rules affecting the Oklahoma Income Tax filing of Retired Federal Employees

There is a new Oklahoma Income Tax exclusion for individuals receiving retirement benefits from the Civil Service Retirement System.

Civil Service Retirement in Lieu of Social Security

Each individual may exclude 20% of their retirement benefits received from the Civil Service Retirement System (CSRS), including survivor benefits, paid in lieu of Social Security to the extent such benefits are included in the Federal Adjusted Gross Income. Multiply your taxable CSRS retirement benefits by 20% and enter here. The amount remaining will qualify for retirement exclusion on Schedule 511-A, line 5. Enter your Retirement Claim Number from your Form CSA 1099-R in the box on Schedule 511-A, line 3. Enclose a copy of Form CSA 1099-R with your return. To be eligible, the CSA 1099-R must be in your name. Note: Retirement benefits paid under the Federal Employees Retirement System (FERS) do not qualify for this exclusion.

Military Retirement

Each individual may exclude 75% of their retirement benefits or \$10,000, whichever is **greater**, but not to exceed the amount included in the Federal Adjusted Gross Income. The retirement benefits must be from any component of the Armed Forces of the United States.

Oklahoma Government or Federal Civil Service Retirement

Each individual may exclude their retirement benefits, up to \$10,000, but not to exceed the amount included in the Federal Adjusted Gross Income. (To be eligible, you must have retirement income in your name.) For any individual who claims the exclusion for CSRS retirees on Schedule 511-A, line 3, do not include on this line the amount you already claimed on Schedule 511-A, line 3. For any individual who claims the exclusion for

military retirees on Schedule 511-A, line 4, the amount of the exclusion on this line cannot exceed \$10,000 minus the amount already claimed on Schedule 511-A, line 4 (if less than zero, enter zero).

The retirement benefits must be received from the following: the civil service of the United States*, the Oklahoma Public Employees Retirement System of Oklahoma, the Oklahoma Teacher's Retirement System, the Oklahoma Law Enforcement Retirement System, the Oklahoma Firefighters Pension and Retirement System, the Oklahoma Police Pension and Retirement System, the Employee retirement systems created by counties pursuant to Sections 951 et seq. of Title 19 of the Oklahoma Statutes, the Uniform Retirement System for Justices and Judges, the Oklahoma Wildlife Conservation Department Retirement Fund, the Oklahoma Employment Security Commission Retirement Plan, or the Employee retirement systems created by municipalities pursuant to Sections 48 - 101 et seq. of Title 11 of the Oklahoma Statutes. Enclose a copy of Form 1099-R.

*Do not include on this line any CSRS retirement benefits already excluded on Schedule 511-A, line 3.

Note: An early distribution from a retirement fund due to termination of employment prior to your retirement or disability does not qualify for the \$10,000 retirement income exclusion. Generally, there is a "1" in box 7 of your Form 1099-R for this type of distribution. This distribution may qualify for the "Other

More information is available through the Oklahoma Tax Commission's tax rules document, OAC 710:50, available at: <http://www.tax.ok.gov/rules/rule5007.pdf>

If unsure, always consult your CPA or tax professional.



Spotlighting Information in Public Service Did You Know...

Ethics Regarding Gifts

Executive branch employees are subject to restrictions on the gifts that they may accept from sources outside the Government. Generally they may not accept gifts that are given because of their official positions or that come from certain interested sources ("prohibited sources"). Prohibited sources include persons (or an organization made up of such persons) who --

- are seeking official action by, are doing business or seeking to do business with, or are regulated by the employee's agency, or
- have interests that may be substantially affected by performance or nonperformance of the employee's official duties.

In addition, an employee can never solicit or coerce the offering of a gift, or accept a gift in return for being influenced in the performance of an official act. Nor can an employee accept gifts so frequently that a reasonable person might think that the employee was using public office for private gain.

There are a number of exceptions to the ban on gifts from outside sources. These allow an employee to accept --

- a gift valued at \$20 or less, provided that the total value of gifts from the same person is not more than \$50 in a calendar year
- a gift motivated solely by a family relationship or personal friendship
- a gift based on an employee's or his spouse's outside business or employment relationships, including a gift customarily provided by a prospective employer as part of bona fide

employment discussions

- a gift provided in connection with certain political activities
- gifts of free attendance at certain widely attended gatherings, provided that the agency has determined that attendance is in the interest of the agency
- modest refreshments (such as coffee and donuts), greeting cards, plaques and other items of little intrinsic value
- discounts available to the public or to all Government employees, rewards and prizes connected to competitions open to the general public.

There are other exceptions, including exceptions for awards and honorary degrees, certain discounts and other benefits, attendance at certain social events, and meals, refreshments and entertainment in foreign countries.

These exceptions are subject to some limitations on their use. For example, an employee can never solicit or coerce the offering of a gift. Nor can an employee use exceptions to accept gifts on such a frequent basis that a reasonable person would believe that the employee was using public office for private gain.

If an employee has received a gift that cannot be accepted, the employee may return the gift or pay its market value. If the gift is perishable (e.g. a fruit basket or flowers) and it is not practical to return it, the gift may, with approval, be given to charity or shared in the office.

Reference: 5 C.F.R. §§ 2635.201-205.

Source:

http://www.usoge.gov/pages/common_ethics_issues/comm_on_ethics_issues_pg2.html



FEEA scholarship applications are available from January through March each year

(During those months, the application will be available at www.feea.org/scholarships.html.) Applications are due back at FEEA headquarters by the end of March each year (see application for current deadline). Awards are announced by September 30. Lists of winners from prior years are available on the Scholarship Winners page. Information about scholarships sponsored by various organizations and administered by FEEA is available on the Special Scholarships page.

Eligibility

Current civilian federal and postal employees with at least three years of federal service and their dependent family members (children and spouses)

Dependent applicants are first eligible to apply during their senior year in high school

Employee applicants may be part-time students; dependents must be full-time

Must be enrolled or plan to enroll in an accredited post secondary school in a course of study that will lead to a two-year, four-year or graduate degree

Must have at least a 3.0 grade point average on a 4.0 scale

Application Requirements

Complete academic record, including fall semester grades

Recommendation (character reference)

List of extracurricular and community service activities

Essay -- the essay topic changes each year and is printed on the application

Awards

All awards are strictly MERIT based; we do NOT consider financial need

FEEA scholarship awards are for one year

A new complete application is required each year; students may apply each year they remain

in school and continue to meet the eligibility requirements

Awards generally range from \$500 to \$2,500

In addition to the FEEA scholarship, some winners may also receive an additional \$5,000 FEEA-NTEU Scholarship or a special Cooke Memorial Scholarship.

Awards of more than \$500 are paid in two installments -- half in the fall and the balance in December/January

All award checks are made out to the student AND the school and must be deposited into the student's school account

A complete list of awards is generally available on FEEA's web site by mid-November

Have questions about your eligibility? Please visit our Scholarship FAQ for answers to many questions.

Since 1987, FEEA has awarded more than \$7 million in college scholarships exclusively to civilian federal and postal employees and their family members.

The FEEA scholarship program is sponsored in part by the Blue Cross/Blue Shield Association, which provides at least one special distinction scholarship in each of FEEA's 26 regions. The majority of the funding for this program, however, comes from federal employee contributions to FEEA Pledge #11185 during the CFC. The amount of money donated in each region directly determines how much is available for scholarships in that area.

For more information, or to obtain a printed application, send a self-addressed, stamped #10 business envelope to:

FEEA Scholarships
Suite 200
8441 W Bowles Ave
Littleton, CO 80123-9501



HOW TO BUILD AND MAINTAIN YOUR ALL-IMPORTANT RELATIONSHIPS

Life comes down to two things--your reputation and your relationships. The purpose of this article is to focus on the latter. Because solid relationships are the most important ingredient in successful businesses and successful families, I can't learn enough about how to cultivate them. I hope you feel the same way. Here are some "hands-on, how-to" concepts for creating new relationships and deepening the ones that you already have.

1. The best compliments are unexpected. They come from left field. They come from out of the blue. I once wrote and mailed a complimentary note to a client—a tough-minded, no-nonsense CEO. When I visited his office, I noticed that he had my note on his desk next to a picture of his wife and children! I was reminded of the words of Bonnie Jean Wasmund. She once said, "People will forget what you said. They will forget what you did. But they will never forget how you made them feel." That is a profound insight!

I am not bragging about me here. You also have this marvelous ability to uncover positive and notable things about people and comment on them. Nothing builds and maintains human relationships better than delivering the kind word. And it is much better to deliver hand-written praise than it is to say it. As the CEO did, people often hang on to these meaningful words. If you really want to take it to the next level and positively impact someone, send a thank you note home to the spouse/significant other/parent of the person. Now, that's going the extra mile on someone's behalf!

2. Spread genuinely positive rumors about others. When the recipient of your accolades is not present, say something kind about that person to his/her colleagues. I have a friend who is a crackerjack office manager and her staff adores her. I have seen her use this positive rumor concept on a couple of occasions. I recently asked her, "Why do you make it a point to do that?" She replied:

My first boss taught me that a rumor can travel half-way around the world while the truth is still tying its shoes. He taught me to never spread negative rumors—only positive ones. His words of wisdom have worked wonders for me. I know that these kind words get back to the individual sooner or later. It does my heart good to know that I have strengthened a relationship with a co-worker by letting someone else relay good news to him or her. This wise lady just received another promotion and an annual award for being a superb team leader in her organization. Enough said.

3. Polls targeted at organizational leaders show that they want their employees to possess two very important things. First, they want their employees to be technically competent. Indeed, computer skills are of paramount importance in this age of technology. Second, they want their employees to exhibit leadership skills—regardless of their rank within the organization. Let's examine leadership and relationships further.

Throughout history, leadership has been defined and in many ways. I've spent a great deal of time studying it. I believe that a fine leader is a fine teacher—a servant who educates others. Position yourself as a teacher and deliver good stuff to people within your sphere of influence. This is how to do it. . . .

- Talk less and listen more.
- Leaders go first. Make the first move to initiate a relationship. Mark Twain said, "He liked to like people; therefore, people liked him."
- Add value to the relationship by sending a small gift or emailing an uplifting piece of information. My friend calls this delivering a "faith lift."
- Take interest in a person's hometown, hobby and hot buttons (their grandchildren, their favorite sports team, etc.) Know them on a deeper level.
- There are three kinds of teachers. The kind you forget, the kind you forgive and the kind you remember. Be memorable by modeling the 3 F's of effectiveness for others—be flexible, friendly and fun.

Writing words of praise and recognition, spreading positive rumors and being a good teacher provide a foundation for you. Put your unique stamp on these relationship builders. They will strengthen those who are fortunate enough to cross your path and they will strengthen your all-important relationships in the process.



Effectively Managing Conflicts: The “X” Factor in Job Satisfaction and Retention?

How agencies handle organizational conflict may be more important to employee satisfaction than whether or not conflict actually occurs.

When seeking ways to increase employee satisfaction and retain valued employees, organizations often focus on salaries, work-life programs and recognition programs. More sophisticated employers also consider matters such as job autonomy, teamwork and the job-skills match. Data from MSPB’s Merit Principles Survey 2005 points to another area that may warrant attention: conflict management.

Figure 1 shows how employee job satisfaction and intents to leave the agency varied with employees’ experience of workplace conflict and their perceptions of how well agencies deal with workplace conflict. It is no surprise that employees who both experienced a serious conflict in their work units and also reported that the agency does not manage conflict well were, on the whole, less satisfied with their jobs and more likely to seek another job than their “conflict free” colleagues. What is surprising is that the occurrence of conflict, in and of itself, has little long-term effect on job satisfaction or retention. Instead, it is how constructively the agency handles conflict that is more important to the employee satisfaction and retention.

Employees who reported that their agency manages conflict well were more likely to be satisfied with their job and less likely to want to leave the agency than those who responded that their agency does not constructively manage conflict. This is true whether they personally experienced conflict or not. In turn, ineffective conflict management seems to affect even those who have not had a recent, direct experience of workplace conflict.

While a halo effect might partly explain employee responses to these questions (i.e., employees who are not satisfied with their job and are looking to leave may view everything about the agency more negatively, including

conflict resolution), the data do show a relationship between how workplace conflict is managed and employee satisfaction and intent to leave. And though we can’t distinguish which causes which, we can tell agencies that properly managing conflict is important and may improve your employee satisfaction and retention rates.

Figure 1. Conflict vs. Response to Conflict

Personally experienced serious conflict?		Agency generally handles conflict constructively ?		% satisfied with job	% likely to leave agency in 12 months
YES	+	YES	=	93%	16%
NO	+	YES	=	87%	17%
NO	+	NO	=	60%	26%
YES	+	NO	=	40%	35%

Source: Merit Principles Survey 2005

How Prevalent is Conflict?

MSPB’s Merit Principles Survey 2005 asked employees and supervisors if they had experienced a serious conflict in their work unit in the past 2 years.

We defined serious conflict as “one that you felt if not addressed would result in negative workforce consequences such as low morale, low organizational productivity or performance, perceived unfairness, absenteeism, attrition, or even fear.” Here’s what they said:

- 48% of supervisors reported a serious conflict
- 36% of employees reported a serious conflict

So conflict does happen, and agencies need to manage it constructively to bar its negative consequences.

Taken from the US Merit Systems Protection Board’s (MSPB) newsletter, Issues of Merit, dated January 2008.



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.

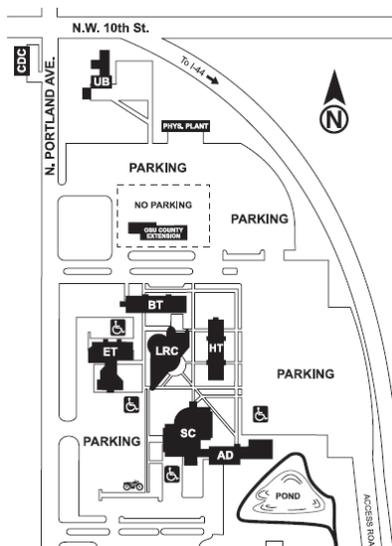
This day-long workshop utilizes presentation, discussion, small group dynamics, and role playing to achieve the objectives.

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!



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

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

Name of Employee	Signature	Date
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Name of Supervisor	Signature	Date
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Agency	Employee’s Work Ph #	E-mail Address
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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 March 2008

Mar 5, 2008 8:00 a.m.	Shared Neutrals Councils IHOP, Bricktown 401 E. California, OKC POC: FEB Office, 405-231-4167
Mar 12, 2008 7:30 a.m.	Mayors Committee on Disability Concerns 222 NW 15 th St, Rm 203, OKC POC: FEB Office, 405-231-4167
Mar 13, 2008 2:30 p.m.	American Indian Council Allegiance Credit Union 4325 N. Meridian, OKC POC: Aletha Bolt, 405-297-4575
Mar 18, 2008 All Day	Leadership FEB National Weather Service POC: FEB Office, 405-231-4167
Mar 19, 2008 All Day	Free Job Fair OSU-OKC POC: FEB Office, 405-231-4167
Mar 19, 2008 10:00 a.m.	Interagency Training Council Small Business Administration 301 NW 6 th , Ste 116 OKC POC: Ellen Parrott, 405-419-4291
Mar 19, 2008 2:00 p.m.	Emergency Preparedness Council 300 N. Meridian, OKC—FHWA POC: LeAnn Jenkins, 405-231-4167
Mar 20, 2008 3:00 p.m.	Federal Employees Care Council Federal Transfer Center POC: Tom Burton, 405-954-0625
Mar 28, 2008 All Day	Training: Communications & Conversations Registration on page 11
Mar 28, 2008 12:00 noon	Naturalization Ceremony 200 N.W. 4 th St, OKC 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, 71st 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 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



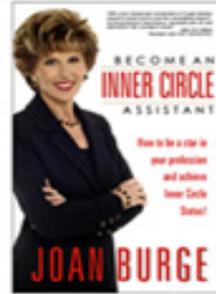
Annual FEB Administrative Professional's Day Training April 23, 2008



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, 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

Cancellation Policy: Understanding that unforeseen circumstances may preclude an individual from attending, refunds and cancellations will be permitted through April 16, 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!



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.

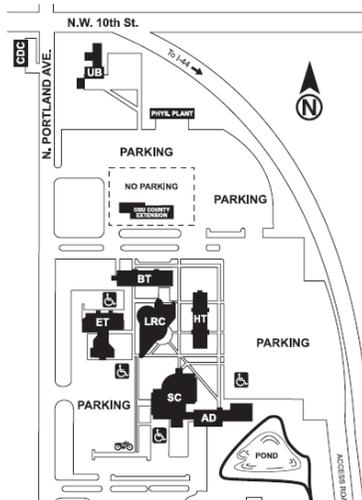
This day-long workshop utilizes presentation, discussion, small group dynamics, and role playing to achieve the objectives.

Date:	Friday, March 28, 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.

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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 March 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!



SUN	MON	TUES	WED	THUR	FRI	SAT
30	31	March 2008				1
2	3	4	5 8:00 Shared Neutrals	6	7	8
9	10	11	12 07:30 Mayors Committee	13 2:30 AIC	14	15
16	17	18 Leadership FEB	19 Free Job Fair 10:00 ITC 2:00 Emgcy Prep	20 3:00 FECC	21	22
23	24	25	26	27	28 Communications Training <i>Naturalization</i>	29

OKLAHOMA FEDERAL EXECUTIVE BOARD
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 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.