



INTERAGENCY CONNECTION

215 Dean A. McGee, Suite 153, Oklahoma City, OK 73102

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

(405) 231-4167

Chair's Corner



This is my last article for our FEB's Interagency Connection. I will be deployed to Afghanistan and have a Change in Command ceremony in March.

My new assignment will be the Officer in Charge for Afghanistan National Police Recruiting. While I look forward to my next challenge, I review fondly the accomplishments of our FEB during my term as Chair.

We remain the only Federal Executive Board in the nation that has actually coordinated, hosted and vaccinated federal employees, contract employees in federal space, and their family members for H1N1. As of the writing of this newsletter we have had more than 20 clinics and provided seasonal flu vaccine, as well as H1N1 vaccinations to more than 1500 employees and family members.

Our annual report shows an impressive cost-avoidance for the federal community of Oklahoma totaling **\$1,768,100.19** (which is almost 11 times the cost of salaries and benefits of the FEB Office staff) and a coordinated economic impact of

\$10,194,755.16 through FEB activities.

I want to thank all of the members of our FEB and tell you how honored I have been to serve as Chairman. I also want to express how YOU increase the integrity and quality of our particular Federal Executive Board.

Through your support, involvement and participation, our FEB enjoys a quality environment of sharing information, ideas and best practices that does NOT exist in all locations. It is due to your efforts that this occurs and we enjoy the level of success we have experienced. I sincerely appreciate all of you who come and freely share your experience, background, history, and knowledge...and those of you who will "pitch in" to assist with any request we present for your consideration. Please accept my sincere appreciation! I look forward to the continued success of the Oklahoma FEB and ask you to support the next Chairperson in the reliable fashion in which you have all supported me!

LCDR David Nikodym

<i>Inside Story</i>	<i>Pg</i>	<i>Inside Story</i>	<i>Pg</i>
Training not all Equal	2	COOP Series	7
Spotlighting Agencies	3	FEMA L-548 class	8
Reduce Flu Risk	4	Leadership Training	9
Reduce Flu Risk-cont'd	5	FEB Luncheon	10
Upcoming Events	6	Pre-Retirement	11



Seven Factors That Create and Sustain Employee Passion

Creating and sustaining employee passion is a most desirable commodity . . . particularly in a do-more-with-less-and-do-it-faster world. This article will provide key insights into seven factors that strengthen employee motivation and enhance workplace morale.

1. **Purposeful Work.** Employees buy into the organization's larger purpose. It has been said that the purpose of life is to find your purpose in life. When employees are individually connected to the organization's whole picture—the vision, the mission and service to the customer, they are able to find “a reason for being.” As a young man shared with us, “I enjoy working at this not-for-profit agency because I get to interface with lots of folks who really appreciate what I do for them. My three co-workers share the same passion and we remain connected and excited. Work is like psychological glue for me. My morale remains sky high!”
2. **Fairness.** Employees perceive that there is fairness in regard to pay, benefits, workload, sharing of resources and a sense of participation. As one young woman noted, “I like working in this bank because my boss bends over backwards to hear all points of view in regard to everything that impact our well-being at work . . . including pay. She says that we may not always have a vote, but we will always have a voice. I have never worked in a place where there is such a tremendous sense of respect and fairness. I hope to work here for the rest of my career.”
3. **An Inspirational Boss.** Closely related to the previous point is the importance of

an inspirational boss. Many people get a job and quit their boss. An inspirational boss is a BLT . . . a **B**elievable, **L**ikeable and **T**rusted leader. As Colin Powell said, “You’ll know you are a good boss when people follow you out of curiosity alone.” This quotation implies that employees are prone to follow someone who is honest, forward-looking and passionate about his/her role. Part of that passion can be found in your habits of mind. An inquisitive mind is an interested one, and hence an interesting one. American author Henry James encourages each of us to “Try to be one of the people on whom nothing is lost.” In today's workplace that may mean developing the creative side of your mind, and being ever-more innovative in problem solving strategies.

4. **Flexibility.** People like flex-time, telecommuting, a reasonable dress code, spontaneous time off for a job well done and setting their own hours. As a superb accountant said, “When I can take time off to take my child to the doctor or run an errand, I deeply appreciate it. Given this freedom, I always make sure that I give back as much as I can to the company. I've worked in rigid places before and I felt like an indentured servant. This freedom means more to me than getting more money in my paycheck.” Even harder for some bosses to adjust to, and just as critical to exceeding expectations, is allowing, even encouraging flexibility in how your subordinates approach projects or create solutions. Would you be willing to accept an 80% solution if it meant a 100% increase in employee pride and confidence?



5. **A Dynamic Culture.** As the old saying goes, “Culture eats strategy for lunch.” Research shows that people want to feel a part of a team, have a sense of continual learning and have fun on the job. As a magnificent mid-level manager asserted, “We have a simple motto here . . . it’s let’s produce terrific results, constantly learn from one another and have fun in the process. We have become a learning organization by having a “lessons learned” session each month in a staff meeting. We have fun by having a crazy socks contest each year, celebrating birthdays, celebrating holidays and doing our best to create a sense of family. I believe that food, fun and ritual create a strong sense of community and connection with one another.”
6. **Recognition.** Mary Kay Ash, the founder of Mary Kay Cosmetics, once observed, “People want two things more than sex and money. That’s praise and recognition.” Indeed, recognition rates higher than pay in almost every worker survey. One important note here: meaningful praise/recognition is sincere, immediate and specific. As one outstanding CEO shared, “When I really want to deliver powerful praise, I write a detailed hand-written note to the spouse or the significant other and mail it to their home. This has greater impact on an employee that anything I have ever done.”

7. **Tackle Change in a Head-on Fashion.**

Change is inevitable and people’s resistance to change is also inevitable. That prolific author, Anonymous, once wrote, “People don’t fear change. They fear the unknown.” Employees want to be “in on things.” Sharing all you can with them helps give them the power and the knowledge to deal with the realities at hand. During times of change, information creates awareness, and awareness can lead to understanding, support and commitment. Only through determined, targeted communication efforts with those you lead can you keep them relevant, responsive and committed.

In conclusion, you may recall the old Army recruiting poster that said, “Leaders are not born. They are made.” Well, Peter Drucker refined that idea for us when he observed that, “Leaders are not made. They grow.” If you are a leader now, please use this article as a checklist to guide your personal growth and to assess your overall effectiveness. If you are not a leader, then see yourself as a dynamic follower, using the same principles to guide your growth. And please, share this article with those you know and love. Why? Because little changes always make big differences.

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Send your clerical and 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.

Tell them you appreciate them in a way they'll remember!

Date:	Wednesday, April 21, 2010 -- (Administrative Professional's Day)
Time:	7:30 a.m. Registration, 8:00 a.m. - 4:00 p.m. Training
Location:	Crowne Plaza, 2945 NW Expressway, Oklahoma City, OK
Cost:	\$100.00

Topics	Presenter	Objective
Strategies for Financial Success	Eric Dubbell	Regardless of your income level, you can achieve financial security—if you take the time to learn a few simple principles about how money works.
Customer Service	Ellen Parrott, OCCHD	How to successfully deal with internal and external customers. How to successfully resolve issues with angry customers.
Taking Effective Meeting Minutes	Joyce Smith, Oklahoma Office of Personnel Management	Are you having trouble keeping up with "who said what?" Is it taking you days to type the meeting minutes? Minutes and transcripts of meetings are very different things, but they are sometimes confused. Learn the difference and make your minute-taking experiences better.
Diversity	Mary Pinkston, Tinker AFB	How to view your world differently
Organizing Financial Documents	Terri Talley, Allegiance Credit Union	Benefits of getting organized; Why some record-keeping systems fail; How to develop efficient bill-pay system; What records to keep, where, and how long; How to take a home inventory; What to have handy in case of natural disaster; Where to go for help

Registration

Name _____ Agency _____

Phone _____ Email _____

Method of payment: Cash Government Voucher Credit Card

Mail registration to:	Federal Executive Board 215 Dean A. McGee, Ste 320 Oklahoma City, OK 73102
Or fax to:	405-231-4165
Or email to:	Julie.Murray@gsa.gov

Cancellation Policy: Understanding that unforeseen circumstances may preclude an individual from attending, refunds and cancellations will be permitted through April 16, 2010. 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!



Join us for an informational seminar on Pre / Post Retirement Planning

For Federal Employees in any stage of their Careers



*Plan now to be sure you are financially prepared to do all the things you've wanted for
YOUR RETIREMENT!!*

Pre / Post Retirement Planning Session Topics:

- Gaining the most from your Thrift Savings--before and after retirement and avoiding losses!!
- Military Catch 62 Penalty—Payback (Possibly Unnecessary)
- Deposit and Re-deposit
- Social Security--Windfall Elimination and Public Pension Offset
- Little known methods of maximizing your monthly pension (Considerably)
- Retirement and survivor benefits for CSRS and FERS
- FEGLI Alternatives (avoid increasing costs / decreasing benefits!)

Please mark which session you wish to attend:

- April 13, 2010 9:00 am --- 11:00 am
- April 13, 2010 1:00 pm --- 3:00 pm
- April 14, 2010 10:00 am --- 12:00 noon
- April 14, 2010 2:00 pm --- 4:00 pm

Location Both Days: OKC Public Works Training Center, 3738 SW 15th Street, Okla. City

There is no cost for these informational seminars; however, registration is required due to limited seating. Any questions? Please call the FEB office (405) 231-4167

Name(s): _____ Agency: _____

Email: _____ Phone: _____

REGISTER EARLY: Seating is limited. Registrations will be accepted in the order received—when room capacity is reached, registrations will be declined.

Mail this registration form to:	Oklahoma Federal Executive Board 215 Dean A. McGee, Suite 153 Oklahoma City, OK 73102
or fax to:	(405) 231-4165

PLEASE POST FOR ALL EMPLOYEES



Continuity of Operations (COOP) Excellent Series I Practitioners Certification



In an effort to further support Continuity of Operations efforts of the federal agencies in Oklahoma, the Federal Executive Board is providing information on a FEMA developed certification program available to employees completing specific COOP training.

There are two levels of COOP certification available and some of the required training is available through independent study, online.

Individuals completing the pre-requisites can apply for certification:

1. The FEMA Emergency Management Institute will issue all certificates
2. Send certificate requests and supporting information to LeAnn Jenkins, fax to 405-231-4165
3. Please include your name, organization (spelled out), work address, email address and phone number
4. Expect to wait up to six weeks to receive your certificate

Submission for Certification Consideration

Name:	Agency:
Mailing Address:	
Phone:	Email:

Submit copies of training completion for each of the following courses, along with this registration form to the Federal Executive Board (info below). *No certificates have been issued for the Determined Accord exercise; provide date and location of attendance for verification.*

	COURSE TITLE	Completed
<input type="checkbox"/>	IS 546 or IS 546a: COOP Awareness Course,	
<input type="checkbox"/>	IS 547 or IS 547a: Introduction to COOP,	
<input type="checkbox"/>	IS-242 or equivalent E/L course: Effective Communication	
<input type="checkbox"/>	E/L/G 548: COOP Manager's T-t-T Course <u>or</u> E/G/L 549: Continuity of Operations (COOP) Program Manager Course <u>or</u> University of Maryland Preparing the States Continuity Courses <u>or</u> MGT 331 University of Maryland Preparing the States Continuity Course	
<input type="checkbox"/>	E/L 550: COOP Planner's T-t-T Workshop <u>or</u> IS 550: Continuity Planner's Workshop	
<input type="checkbox"/>	IS 100: Intro to Incident Command System (ICS) <u>or</u> ICS 100: Intro to Incident Command System <u>or</u> ICS 200: Incident Command System for Single Resources and Initial Action Incidents	
<input type="checkbox"/>	IS 230 or equivalent E/L course: Principles of Emergency Management <u>or</u> IS 230a: Fundamentals of Emergency Management	
<input type="checkbox"/>	IS 700a: Intro to National Incident Management System (NIMS) <u>or</u> IS 700	
<input type="checkbox"/>	IS 800-B: A National Response Framework (NRF), An Introduction	
<input type="checkbox"/>	E 136 <u>or</u> IS 139: Exercise Development Course/Exercise Design Course/ <u>or</u> COOP Exercise Design/ Development T-t-T Course,	
<input type="checkbox"/>	Complete attendance in continuity exercise Determined Accord (Pandemic Preparedness) <u>or</u> IS 520: Intro to Continuity of Operations Planning for Pandemic Influenzas <u>and</u> IS 522: Pandemic Influenza Exercise Course (both independent study courses are required)	
<input type="checkbox"/>	NARA/CoSA Vital Records Training (optional recommended)	

Successful completion of the above criteria will make you eligible to become a certified Professional Continuity Practitioner

Submit registration and copies of training certificates by fax to: 405-231-4165 (Attn: LeAnn Jenkins)



Oklahoma Office of Homeland Security
COOP Planner Course (550)/COOP Manager Course (548)
Oklahoma City, OK
March 23-26, 2010

550 Course Overview: The Continuity of Operations (COOP) Planner's *Train-the-Trainer Course* provides COOP training for Program Managers at the Federal, State, and Local levels of government. *Federal Continuity Directive (FCD) 1* provides direction to the Federal Executive Branch departments and agencies for developing COOP Plans and Programs. COOP Plans facilitate the performance of essential functions during any situation which may disrupt normal operations. This course is designed to provide the skills and knowledge to further develop and improve the overall quality and workability of COOP Plans.

This training includes a *train-the-trainer* module to equip the managers to train the course to others.

548 Course Overview: The Continuity of Operations (COOP) Manager's Training Course is to provide COOP training for Program Managers at the Federal, State, Local, and Tribal levels of government. This training includes a train-the-trainer module to equip the managers to train the course to others.

Participant Audience: Law Enforcement, Emergency Medical Services, Emergency Management Agency, Fire Service, hazardous materials (HAZMAT), Public Works, Government Administrative, Public Safety Communications, Health Care, and Public Health.

Date and Location: March 23-26, 2010 8 am-5 pm; Oklahoma Highway Patrol Training Center Building # 10, Classroom E 3600 Martin Luther King BLVD Oklahoma City, OK 73136

POC for Course Information: By fax (405) 425-7295, KMCCoy@dps.state.ok.us Kathryn McCoy, or phone at (405) 425-2133.

Registration: Visit [Homeland Security's Website](#), then search for the course. Click on the name of the course, then on **REGISTER FOR THE COURSE**. If you have any questions, please contact Kathryn McCoy at 405-425-2133. Please register by February 25, 2010

Hotel Accommodations: Students who must travel more than 60 miles from their place of work to the training location within the state of Oklahoma, are eligible for free hotel accommodations. Simply mark yes on the hotel accommodations question when registering for the course. We are not able to provide accommodations the night before the course. If you have questions, please contact Kathryn McCoy (405) 425-2133. You must register before March 9th, 2010 to receive hotel accommodations.

Sponsored By: Oklahoma Office of Homeland Security and Federal Executive Board

Delivered by: Department of Homeland Security (DHS) and FEMA

Gary Davis
Training & Exercise Coordinator
Oklahoma State Office of Homeland Security
Email: gdavis@dps.state.ok.us
(405) 425.7296 or (405) 425.7295 fax
www.homelandsecurity.ok.gov

Federal registrants DO NOT qualify for the hotel accommodations. If you are travelling, you must include your hotel expenses in your TDY reimbursement request.



Taking Control of Your Daily Demands: Are You Challenging Life or Is Life Challenging You? (a leadership/supervisory development program)



Date:	June 15, 2010
Time:	7:30 a.m. Registration 8:00-4:00 Training
Location:	Clarion Hotel & Convention Center, 737 S. Meridian, Oklahoma City
Cost:	\$135.00
Instructor:	 <p>Mark Towers is the founder of Speak Out Seminars. He has been educating people in change management workshops throughout the United States, Europe, South Africa, Mexico and Canada for eighteen years. His educational, motivational and entertaining programs have provided people with the tools to truly transform their lives.</p> <p>Mark combines his background as a consultant, manager, teacher, coach, professor, therapist, broadcast personality and professional speaker to help you become a more polished, powerful and profitable individual, team or company. He is the author of eight books, three audiocassettes and one compact disc.</p> <p>Mark has earned two degrees from the University of Iowa. He received his bachelor's degree in Secondary Education in 1972 and his master's degree in Counseling Psychology in 1977. After spending several years in the education field he became a professional speaker for audiences such as ABC-TV, Hallmark Card, AT&T, Merrill Lynch, GTE and many government agencies.</p> <p>Mark Towers' research has been very extensive. Change in today's only constant. In order to cope with the current environment of "permanent white water," one must be able to continuously reinvent. Mark applies his intelligence, experience, humor and wisdom to nudge you in a new direction. Listen to the expert in managing change and you will be impacted with his positive and creative strategies for comparing with change.</p>
Topic:	<p>Living and working in today's do-more-with-less-and-do-it-faster world requires that you have your "act together." This "hands-on, how-to" seminar will provide tools that can be immediately implemented in your personal and working life. This (1) Educational (2) Motivational and (3) Entertaining session will promise a lot and deliver more. Come join us for a one-of-a-kind event. <i>During this high-content program, these are some of the things that you will learn:</i></p> <ul style="list-style-type: none"> *The best model for managing your time and energy. *How to deal with setbacks as well as successes. *Secrets of success from "movers and shakers" who get things done and positively impact those around them. *How to stay focused and not get distracted from the important stuff. *Communication skills that get the results you desire.

Registration

Name _____ Agency _____

Phone _____ Email _____

Method of payment: [] Cash [] Government Voucher [] Credit Card

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

Cancellation Policy: Understanding that unforeseen circumstances may preclude an individual from attending, refunds and cancellations will be permitted through June 8, 2010. 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!



Good Enough for Government Work (a leadership/supervisory development program)



Date:	March 25, 2010
Time:	7:30 a.m. Registration 8:00-4:00 Training
Location:	Clarion Hotel & Convention Center, 737 S. Meridian, Oklahoma City
Cost:	\$135.00
Instructor:	 <p>Kyle Eastham is the author of “<i>Good Enough for Government Work – How to Squash Mediocrity in Government</i>” and “<i>Life is a Bowl of Choices</i>”. He has worked as a training manager, human resources manager, part-time Army officer (National Guard), game warden, and martial arts instructor. Kyle is currently President of the National Speakers Association - Oklahoma Chapter. Kyle and his beautiful wife Rebecca live with their dog, Tucker, in Oklahoma. When not speaking or working on his next book, Kyle enjoys singing with a barbershop music ensemble and getting involved in church activities.</p>
Topic:	<p>Kyle Eastham, will provide seven points to consider and implement to make your agency a GREAT place to work:</p> <ol style="list-style-type: none"> 1. You need to fire someone (tough to do, but it can be, and should be done. And everyone in the department knows who it should be!) 2. Develop emerging leaders. Great running backs do not necessarily make great head coaches. It’s a different set of skills. 3. Instill pride in the job & department. (Think Navy SEALs...) 4. Find a mentor. 5. Recognize & reward excellence (before they leave your agency for someone who will appreciate them – that’s very frustrating and expensive) 6. Hire & promote based on character. You can then teach the required technical skills. 7. Stop lying to employees on performance appraisals. Employees know who is doing a great job and who is a slug. Step up and be the supervisor. Call them like you see them.

Registration

Name _____ Agency _____

Phone _____ Email _____

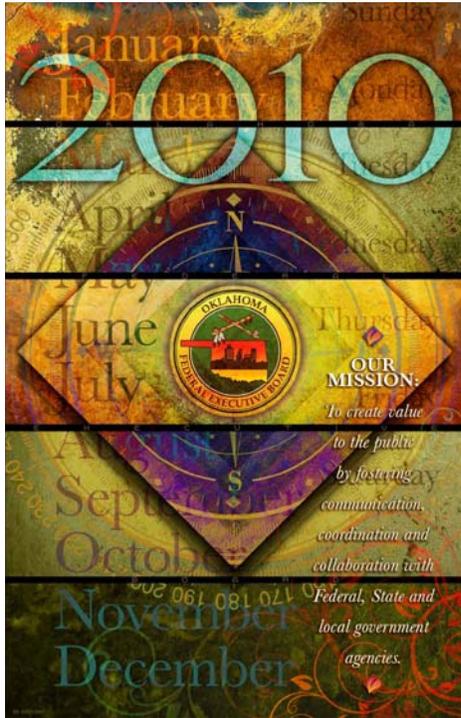
Method of payment: Cash Government Voucher Credit Card Pay at the door

Mail registration to:	Federal Executive Board 215 Dean A. McGee, Ste 320 Oklahoma City, OK 73102
Or fax to:	405-231-4165
Or email to:	Julie.Murray@gsa.gov

Cancellation Policy: Understanding that unforeseen circumstances may preclude an individual from attending, refunds and cancellations will be permitted through March 18, 2010. 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!



2010 FEB Calendar Purchase Request



To order 2010 FEB Calendar (s), please provide the information below:

I would like to order _____ # of Calendars

Pricing:

- 1-10, \$7.00 each
- 11-20, \$6.50 each
- 21-30, \$6.00 each
- 31-40, \$5.50 each
- 40 or more \$5.00 each

I fit into one of the following priority groups:

- Federal Leader in Oklahoma
- Federal Employee (military, civilian, law enforcement or Postal Service) in Oklahoma.
- Government Employee in Oklahoma
- All other

I will pick up my calendar from the FEB office.

Please ship to the following address

Name: _____

Address: _____

City, State & Zip: _____

Method of Payment:

- Cash Check Credit Card (call for information)

Mail to:	Oklahoma Federal Executive Board 215 Dean A. McGee, Ste 153 Oklahoma City, OK 73102
Fax to:	405-231-4165
Or email to:	Julie.Murray@gsa.gov



SUN	MON	TUES	WED	THUR	FRI	SAT
	1	2	3 Langston Career Fair	4	5	6
		Oklahoma FEB Shared Neutrals Academy				
7	8 10:00 Executive Policy Council	9	10 7:30 Mayors Council 2:00 Emgcy Prep Council	11 11:30 SGMP	12	13
14	15	16	17 10:00 ITC	18 3pm FECC	19	20
		FEMA National Continuity of Operations Mtg-Galveston				
21	22	23	24	25 Leadership Training	26 Naturalization	27
		L-548/550 COOP Course				
28	29	30	31	<i>March 2010</i>		

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