



# INTERAGENCY CONNECTION

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

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

(405) 231-4167

## Chair's Corner



Spring Weather challenges are upon us. Each year, prior to the Winter Weather challenges, the Oklahoma FEB updates our **Emergency Communication Plan**

which we use for *any* kind of weather that may create a disruption to federal operations. This just serves as a reminder that in any event, we communicate and collaborate within our federal community. During spring storms, weather updates are provided by the National Weather Service through our FEB and situational updates are provided after any disaster.

Airport and receiving a thorough tour by our TSA Director, Kevin Donovan and staff, followed by a visit to the Federal Transfer Center where Warden Fox hosted them the remainder of the day.

In April our FEB hosted the first of the **Leadership & Supervision Training Series**, which will be followed by additional training sessions each month for a total of five trainings. Since these trainings are offered on a menu-type selection, the remaining four sessions are still available for additional registrants.

Our FEB will host two Thrift Savings Plan training sessions in July; one will target early to mid-career planning, the other will focus on mid-career to pre-retirement preparation. One session will be in the morning, the other in the afternoon with workshops in the middle that have information applicable to both groups. This is a unique partnership with the Securities & Exchange Commission to bring TSP personnel in to Oklahoma for these sessions. Save the date: July 31, 2015. TSP Training registrations will be available in next month's newsletter.



The first full week of May is **Public Service Recognition Week** and we will be honoring many federal employees who have been nominated for recognition! We will be gathering on Monday, May 4<sup>th</sup> for a luncheon at which we will recognize the accomplishments of each nominee. Their names will be listed in our June newsletter and the Awards Program will be available on our website on the day of the luncheon. We have a tradition of not announcing the winners until the day of the luncheon; thus the reason they are not listed in this month's newsletter.

Our **Leadership FEB class** enjoyed their April Forum. They visited Will Rogers World

*Julie A. Gosdin*  
Julie Gosdin, Chairperson

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## Emotional Labor: Often Overlooked, Always Present

Article taken from Winter 2015 ISSUES OF MERIT, a publication of the US Merit Systems Protection Board, Office of Policy and Evaluation

Many Federal jobs routinely require employees to manage their emotions—and the expression of those emotions—to perform effectively. This emotional management may be called “emotional labor” (EL) and employees in many public sector jobs must cope with its demands.

**What is EL?** EL is the effort that an employee must apply to suppress private feelings in order to show appropriate work-related emotions. It is the process of managing one’s own emotions, sensing the emotions of others, and using that knowledge to govern actions on the job.<sup>1</sup> EL can take a toll on employees; one large study found that the more employees have to conceal their emotions as part of the job, the more discomfort they experience, the lower their sense of well-being, and the poorer their job performance.<sup>2</sup>

**Which Federal positions require EL skills?** Many public sector jobs have particularly high EL demands.<sup>3</sup> Employee-citizen interactions are at the core of public service work and much EL is performed on a regular basis. For example,<sup>4</sup> diplomats in the State Department must “finesse” relationships with their international counterparts on politically charged policies. Federal Emergency Management Agency employees must service the needs of citizens under traumatic circumstances when their lives have changed dramatically. Corrections and law enforcement officers routinely attempt to gain voluntary compliance from difficult members of society. Social workers investigate and report abuse and are sometimes called to take action in emotionally charged environments. All of these jobs require considerable EL.

**What strategies can employees use to cope with EL?** There are several ways that employees cope with emotional stressors in the workplace. Some of these strategies include developing:<sup>5</sup>

- *Rapport*: establishing a deep understanding with others so as to communicate effectively;
- *Emotional armor*: learning to be less sensitive to personal attacks and how to keep your cool; and
- *Emotional façade*: learning to express an emotion one does not actually feel.

How can EL be given appropriate attention in the workplace? Once employers recognize that some jobs require more EL than others they can use this information to strengthen their workforce. For example, realistic job previews can be used to describe the extent of EL required for successful

performance on a job. Position announcements can highlight emotional demands (e.g., the position announcement for a Medical Support Assistant at the Department of Veterans Affairs may acknowledge that the job requires the ability to appropriately respond to emotionally distressed patients). Other suggestions for addressing EL in the workplace include:<sup>6</sup>

- *Use buffering*: Assign emotionally intelligent and seasoned employees to be the first point of contact to manage the emotional demands and needs of customers.
- *Teach “display” rules*: Establish and communicate organizationally approved norms or standards for emotional expression that employees can learn through observation, instruction, feedback, and reinforcement.
- *Offer staff assistance programs*: Provide access to stress management and emotional health services to help employees manage the burden of EL.
- *Teach problem-solving techniques*: Build employees’ confidence in handling emotionally-charged and unpredictable situations.
- *Improve emotional intelligence*: Train employees on how to effectively recognize and respond to other people’s emotions.

Focusing on EL is a way to examine jobs for their stress- and strain-inducing potentials. It also affords new opportunities to improve employees’ ability to meet these challenges. Like physical and mental labor, EL is a form of effort that should be part of understanding jobs and the employees who do them.

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1. Mastracci, S., Guy, M.E & Newman, M.A. (2010). *Emotional labor: Why to teach it, how to teach it*. *Journal of Public Affairs Education*, 16, 2, pp. 123-141.

2. Hulsheger, U.R. & Schewe, A.F. (2011). On the costs and benefits of emotional labor: A meta-analysis of three decades of research. *Journal of Occupational Health Psychology*, 16, pp. 361-389.

3. Guy, M.E., Newman, M.A. & Mastracci, S.H. (2008). *Emotional labor: Putting the service in public service*. Armonk, NY: M.E. Sharpe.

4. Mastracci, S., Guy, M.E & Newman, M.A. (2010). *Emotional labor: Why to teach it, how to teach it*. *Journal of Public Affairs Education*, 16, 2, pp. 123-141.

5. Guy, M.E., Newman, M.A. & Mastracci, S.H. (2008). *Emotional labor: Putting the service in public service*. Armonk, NY: M.E. Sharpe.

6. Mind Tools ([http://www.mindtools.com/pages/article/newTMM\\_44.htm](http://www.mindtools.com/pages/article/newTMM_44.htm)).



## Spotlighting Information in Public Service

### Did you Know?

#### **ICE expands reach of smartphone app designed to locate child predators and rescue their victims**

WASHINGTON— The first U.S. federal law enforcement app designed to seek the public's help with fugitive and unknown suspected child predators is now available for Android smartphones, and in Spanish for both Apple and Android versions.

U.S. Immigration and Customs Enforcement's (ICE) Homeland Security Investigations (HSI) launched the initial [Operation Predator app](#) for Apple products in September 2013. Within 36 hours of its launch, the app helped HSI special agents apprehend a suspect. The latest versions of the app are expected to significantly increase public outreach to help locate child predators and rescue their victims.

"This app is one piece of our commitment to ensuring child predators have absolutely nowhere to hide," said Acting ICE Director Thomas Winkowski.

The Spanish language versions of the app are built-in to the iOS and Android applications and require no additional downloads. Users who already have the iOS version simply need to update the app or download it fresh from the Apple Store or iTunes.

ICE's predator app allows users:

- to receive alerts in their smartphones about wanted predators,
- to share the information with friends via email and social media tools,
- to provide information to HSI by calling or submitting an online tip, and
- to view news about arrests and prosecutions of child predators.

The app also provides additional resources about HSI and its global partners in the fight against child exploitation.

The iOS version of the app can be downloaded from Apple's [App Store and iTunes](#); the Android version is available on the [Google Play store](#).

The first ICE app released in 2013 received honorable mention for "Best App" in PR News' 2014 Social Media Icon Awards June 2 in New

York City. It was one of eight award finalists. The iOS version of the Predator app has been downloaded more than 93,400 times since its initial launch in 2013.

HSI requests anyone with information about the fugitives profiled in the app to contact the agency in one of two ways, which can both be done through the app:

- Call the HSI Tip Line, which is staffed 24-hours a day: 866-347-2423 from the United States and Canada, or 802-872-6199 from anywhere in the world, or;
- Complete an online tip form at [www.ice.gov/tips](http://www.ice.gov/tips).

Members of the public should not attempt to personally apprehend suspects.

[Operation Predator](#) is an HSI-led, international initiative to protect children from sexual predators. Since the launch of Operation Predator in 2003, HSI has arrested more than 10,000 individuals for crimes against children, including producing and distributing online child pornography, traveling overseas for sex with minors, and sex trafficking children. In fiscal year 2013, more than 2,000 individuals were arrested by HSI special agents under this initiative.

HSI encourages the public to report suspected child predators and any suspicious activity through its toll-free Tip Line at 1-866-DHS-2-ICE or by completing its [online tip form](#). Both are staffed around the clock by investigators. Suspected child sexual exploitation or missing children may be reported to the National Center for Missing & Exploited Children, an Operation Predator partner, via its toll-free 24-hour hotline, 1-800-THE-LOST.

For additional information about wanted suspected child predators visit the online [suspect alerts page](#). HSI is a founding member and current chair of the [Virtual Global Taskforce](#), an international alliance of law enforcement agencies and private industry sector partners working together to prevent and deter online child sexual abuse.



## 10 WAYS TO BE A MATURE LEADER EVEN IF YOU'RE YOUNG

I just got home from a conversation about maturity with some really smart college students. This post is inspired by our conversation.

### 10 expressions of immaturity:

1. Don't realize or don't care that their behaviors have negative consequences for teammates.
2. Won't make commitments. *Commitment requires responsibility, something immaturity can't tolerate.*
3. Repeat ineffective behaviors, while hoping to achieve better results.
4. Say things like, "Deal with it," and, "I don't care what you think."
5. Break promises. Immaturity and unreliability are bedfellows.
6. Always know the right thing to do.
7. Reject wise counsel.
8. Focus on serving themselves, even if others suffer.
9. Create drama. Everything's a crisis to the immature.
10. Repeat the past because they don't learn from it.

### 5 things immature leaders end up saying:

1. I didn't mean to hurt you.
2. I didn't realize this would impact your area.
3. Get over it.
4. I'm right.
5. What's wrong with you?

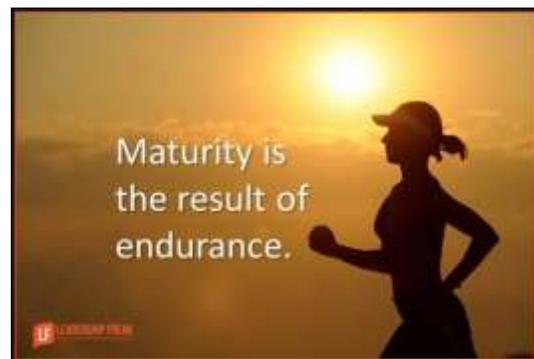
### Mature leaders:

1. Maintain perspective. Solve drama, rather than create turmoil. Don't turn molehills into mountains.
2. Press through setbacks and

obstacles. *Maturity is the result of endurance.*

3. Continue striving for excellence, even after achieving excellence.
4. Seek input and listen to suggestions. Mature leaders ask, "What do you think." Babies need their own way.
5. Admit failures without making excuses.
6. Appreciate and honor mentors, coaches, and advisers.
7. Let go past failures and offenses. *Mature leaders don't circle black-holes.* Never allow the past to define your future, especially if it's dark.
8. Rise to service quickly and freely.
9. Commit to learning, unlearning, and relearning.
10. Aggressively face forward.

Immature leaders circle the past. Mature leaders always press into the future.



Taken from Leadership Freak post 4-12-2015. You can also see this article on the Leadership Freak website at:  
<https://leadershipfreak.wordpress.com/2015/04/12/10-ways-to-be-a-mature-leader-even-if-youre-young/>



# Financial Wellness Workshop



Date:	Wednesday, June 3, 2015
Time:	9:00 a.m.- Noon
Location:	Oklahoma City Public Works Training Facility, 3738 Southwest 15th Street, OKC
Why?	Frozen salaries, furloughs and shut-down confusion! It is more important than ever for federal employees to be equipped with information on how to maximize their incomes.
Topics:	 How Money Works – basic fundamentals you were definitely never meant to “know” Debt Solutions – alleviate unnecessary stress of too much month and not enough money   Software & Apps – tools to assist you in tracking expenditures, calculate interest on loans and keep you on track for “paying on time” Retirement Planning – protecting your money and never running out   Long-Term Care – fastest growing need of people over 50
Instructor:	Eric Dubbell, Senior Vice President of Primerica

Quote from a participant:

*“In our Financial Wellness Workshop, we got a lot of great ideas that everyone should be doing but nobody teaches us. Eric helped lay it out in a way that we could see exactly what was important for us to do right now and what to focus on down the road.” Nichole*

## Registration

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

Phone \_\_\_\_\_ Email \_\_\_\_\_

Mail registration to:	Federal Executive Board 215 Dean A. McGee, Ste 153 Oklahoma City, OK 73102
Fax to:	405-231-4165
Email to:	<a href="mailto:LeAnn.Jenkins@gsa.gov">LeAnn.Jenkins@gsa.gov</a> or <a href="mailto:Lisa.Smith-Longman@gsa.gov">Lisa.Smith-Longman@gsa.gov</a>

*Cancellation Policy: Understanding that unforeseen circumstances may preclude an individual from attending, cancellations will be permitted through May 29, 2015. Since this is a “no-cost” training, we ask your courtesy to cancel early so that we can accommodate people on the waiting list, if one exists.*



### Need for Social Competencies Increases with Leadership Responsibility

Most Federal jobs require employees to work well with others. Whether these people are fellow team members, colleagues from other agencies, or members of the public, interacting with them requires well-developed social competencies.

These competences are particularly important for supervisors and leaders because their actions and attitudes set the tone for all who report to them. Further, leaders’ social competence likely has implications for an agency’s reputation.

MSPB research has documented the importance of social competencies in higher positions of leadership responsibility. One MSPB Governmentwide survey<sup>1</sup> asked employees to describe the competency for which they most needed improvement. In Figure 1, these responses are classified using the Office of Personnel Management’s (OPM) five Executive Core Qualifications (ECQs).<sup>2</sup> Within each ECQ, the responses are summarized separately for employees with five different levels of leadership responsibility. These levels are (from left to right): Nonsupervisory, Team Leader, Supervisor, Manager and Senior Executive.



Figure 1 illustrates that the two most social competency-based ECQs show an increase in training need with greater leadership responsibility. The greatest increase is in the Leading People ECQ<sup>3</sup> across the transition from Nonsupervisory to Supervisor roles. The training need for Building Coalitions competencies<sup>4</sup> also is perceived to be more important at higher levels of leadership. This makes sense, as senior leaders face added challenges of working with leaders in other organizations as well as with their own employees. Although there is a corresponding decrease in the perceived need for strengthening Getting Results and Business Oriented ECQs, they remain a high priority for most Federal leaders. The decrease in importance of these ECQs may reflect the effectiveness of selection process that grant access to leadership positions; applicants who are weak in these ECQs may have been screened out in favor of those who have already developed them.

A more recent study of competency models in 18 Federal agencies<sup>5</sup> confirmed the increasing importance of social competencies at higher levels of

leadership. This study identified competencies most responsible for successful transition to upper-level leadership roles. The key competencies for leader career success overlapped with the social competencies identified by MSPB training needs research; they included Influencing/Negotiating, Partnering, Inspiring Others, and Interpersonal Skills.

The MSPB research cited above identified social competencies as having both trainable and less trainable aspects. Recognizing the difficulty of developing less trainable competencies, MSPB has advocated focusing selection programs on these competencies to ensure that they are present in the Federal workforce. Part of the solution is to strengthen selection processes in this area, particularly for the less trainable competencies.

However, improved selection is not the entire solution. It cannot benefit leaders who are already in place—and have recognized their need for improvement. MSPB research is addressing training for current supervisors and other agency leaders. In a 2010 study,<sup>6</sup> we reported the training first-line supervisors wanted most as they began their supervisory duties. An upcoming MSPB report focuses on training and development for the Senior Executive Service. Both reports address the development of key abilities needed to lead the Federal workforce effectively

1. U.S. Merit Systems Protection Board, *Making the Right Connections: Targeting the Best Competencies for Training*, February 2011
2. Information about OPM’s Executive Core Qualifications is available at: [www.opm.gov/policy-data-oversight/scionr-executive-service/executive-core-qualifications/](http://www.opm.gov/policy-data-oversight/scionr-executive-service/executive-core-qualifications/).
3. The Leading People ECQ includes the competencies: Conflict Management, Leveraging Diversity, Developing Others, Team Building, and Integrity/Honesty.
4. The Building Coalitions ECQ includes the competencies: Written Communication, Oral Communication, Interpersonal Skills, Partnering, Political Savvy, and Influencing/Negotiating.
5. Sanders, K., Klein, R., Semmel, S. and Mueller-Hansen, R. (2013). *Career Accelerators: Competencies Essential to Leader Transitions in the Government*. IPAC.
6. U.S. Merit Systems Protection Board. *A Call to Action: Improving First-Level Supervision of Federal Employees*, May 2010.



## FEMA-certified “Train the Trainer” COOP Training Courses



**FEMA**

Through a partnership between FEMA and the Oklahoma FEB, we will be hosting the L-548 course in Oklahoma City to leverage resources and multiply results. Upon successful completion of the course, the attendee receives FEMA certification.

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

Upon completion of this course, participants should be able to do the following: Define COOP; Explain the business benefits of COOP; identify the elements of a viable COOP capability; identify the processes, resources, and tasks necessary to implement and manage a successful COOP Program.

*There is no cost for the training; however, the employee’s agency is responsible for all travel costs associated with this training.*

<b>Course title:</b>	L548 – COOP Program Manager’s Course
<b>Location:</b>	FAA Mike Monroney Aeronautical Center Visitor Center, Oklahoma City, OK 73179
<b>Date:</b>	August 24-25, 2015 8:00 a.m. - 4:00 p.m.
<b>Time:</b>	8:00 a.m.–4:00 p.m.

Name:	*Student ID:
Agency Address:	
Certificate mailing address:	
Phone:	Email:

**\*Obtain a FEMA Student Identification (SID) number:**

Step 1: To register, go to <https://cdp.dhs.gov/femasid>

Step 2: Click on the "Need a FEMA SID" box on the right side of the screen.

Step 3: Follow the instructions and provide the necessary information to create your account.

Step 4: You will receive an email with your SID number. You should save this number in a secure location.

Step 5: Utilize your SID in Block 3 of the Form 119-25-1 (a signed copy **MUST** accompany this form)

***A signed copy of FEMA Form 119-25-1 must also accompany this form (available on our website at [www.oklahoma.feb.gov/Forms/FEMA119-25-1.pdf](http://www.oklahoma.feb.gov/Forms/FEMA119-25-1.pdf))***

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

Please return this registration form to the FEB Office ***no later than July 31, 2015*** in order to ensure sufficient materials.

Mail to: Oklahoma Federal Executive Board 215 Dean A. McGee, Ste 153 Oklahoma City, OK 73102	Fax to: 405-231-4165	Email: <a href="mailto:Leann.jenkins@gsa.gov">Leann.jenkins@gsa.gov</a> Or <a href="mailto:Lisa.Smith-Longman@gsa.gov">Lisa.Smith-Longman@gsa.gov</a>
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## FEMA-certified “Train the Trainer” COOP Training Courses



**FEMA**

Through a partnership between FEMA and the Oklahoma FEB, we will be hosting the L-550 course in Oklahoma City to leverage resources and multiply results. Upon successful completion of the course, the attendee receives FEMA certification.

- The Continuity of Operations (COOP) Planner’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.

This course provides instructions for developing or updating a Continuity Plan according to Department of Homeland Security (DHS) Continuity Guidance.

*There is no cost for the training; however, the employee’s agency is responsible for all travel costs associated with this training.*

<b>Course title:</b>	L550 – COOP Planner’s Training Course
<b>Location:</b>	FAA Mike Monroney Aeronautical Center Visitor Center, Oklahoma City, OK 73179
<b>Date:</b>	August 26-28, 2014 8:00 a.m. - 4:00 p.m.
<b>Time:</b>	8:00 a.m.–4:00 p.m.

*Prerequisites for taking this class: Successful completion of COOP Managers Train-the-Trainer Course (E/L/G or IS548); and a COOP Plan (a final or draft plan will be required for activities during the course). Each student should bring a copy of their current plan or draft plan.*

Name:	*Student ID:
Agency Address:	
Certificate mailing address:	
Phone:	Email:

**\*Obtain a FEMA Student Identification (SID) number:**

Step 1: To register, go to <https://cdp.dhs.gov/femasid>

Step 2: Click on the "Need a FEMA SID" box on the right side of the screen.

Step 3: Follow the instructions and provide the necessary information to create your account.

Step 4: You will receive an email with your SID number. You should save this number in a secure location.

Step 5: Utilize your SID in Block 3 of the Form 119-25-1 (a signed copy MUST accompany this form)

***A signed copy of FEMA Form 119-25-1 must also accompany this form (available on our website at [www.oklahoma.feb.gov/Forms/FEMA119-25-1.pdf](http://www.oklahoma.feb.gov/Forms/FEMA119-25-1.pdf))***

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

Please return this registration form to the FEB Office ***no later than July 31, 2015*** in order to ensure sufficient materials.

Mail to: Oklahoma Federal Executive Board 215 Dean A. McGee, Ste 153 Oklahoma City, OK 73102	Fax to: 405-231-4165	Email: <a href="mailto:Leann.jenkins@gsa.gov">Leann.jenkins@gsa.gov</a> Or <a href="mailto:Lisa.Smith-Longman@gsa.gov">Lisa.Smith-Longman@gsa.gov</a>
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## UPCOMING EVENTS May 2015

<b>May 4, 2015</b> 11:00 a.m.	<b>Annual FEB Awards Banquet</b> NCED, Norman POC: FEB, 405-231-4167
<b>May 5, 2015</b>	<b>Cinco de Mayo</b>
<b>May 5, 2015</b>	<b>Agency Visits:</b> <b>Okmulgee</b> <b>Muskogee</b> POC: FEB, 405-231-4167
<b>May 6, 2015</b>	<b>Agency Visit: OKC</b> POC: FEB, 405-231-4167
<b>May 8, 2015</b> All Day	<b>Leadership FEB Forum</b> FAA POC: FEB, 405-231-4167
<b>May 11, 2015</b> 9:00 a.m.	<b>Training with the Health Dept.</b> <b>Push Partner Training</b> OCCHD, 2600 NE 63 <sup>rd</sup> St, OKC POC: FEB Office, 405-231-4167
<b>May 12, 2015</b>	<b>Agency Visit: Ada</b> POC: FEB, 405-231-4167
<b>May 13, 2015</b>	<b>Agency Visit: Tinker AFB</b> POC: FEB, 405-231-4167
<b>May 14, 2015</b>	<b>Agency Visit: Clinton</b> POC: FEB, 405-231-4167
<b>May 15, 2015</b> All Day	<b>Bomb Proof Constructive Feedback</b> NCED, Norman POC: FEB Office, 405-231-4167
<b>May 19, 2015</b>	<b>Agency Visit: Tulsa</b> POC: FEB, 405-231-4167
<b>May 20, 2015</b>	<b>Interagency Training Council</b> Location TBD POC: FEB, 405-231-4167
<b>May 21, 2015</b>	<b>Emergency Prep &amp; COOP</b> OCCHD, 2600 NE 63 <sup>rd</sup> St, OKC POC: FEB Office, 405-231-4167
<b>May 25, 2015</b>	<b>Memorial Day</b>
<b>May 27, 2015</b> 12:00 noon	<b>Central Oklahoma LFCC</b> United Way-OKC POC: FEB Office, 405-231-4167

## 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:

- Jeffrey Allen, Executive Director, Air Force Sustainment Center
- Michelle Coppedge, Director, FAA Mike Monroney Aeronautical Center
- David Engel, Chief Administrative Judge, Social Security Administration, Tulsa
- Jim Finch, Special Agent in Charge, FBI
- John Fox, Warden, Federal Transfer Center
- Joe Gallagher, Deputy to Commanding General, Fires Center of Excellence, Fort Sill
- Dottie Overal, Director, Small Business Administration
- Betty Tippeconnie, Superintendent, BIA-Concho Agency

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) 231-4167 or email to LeAnnJenkins@gsa.gov no later than the 15<sup>th</sup> of each month.

### Officers

- Chair:** **Julie Gosdin**  
District Director  
US Postal Service, Oklahoma City
- Vice-Chair:** **Kevin Donovan**  
Federal Security Director  
Transportation Security Administration
- Ex-Officio:** **Adrian Andrews**  
Special Agent in Charge,  
US Secret Service, Oklahoma City

### Staff

- Director:** LeAnn Jenkins
- Assistant:** Lisa Smith-Longman



**FEB Leadership Series-2015  
Registration and Enrollment information**



Name of Participant: \_\_\_\_\_

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

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

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

**\$\$ Price Saver Series \$\$**  
**[ ] Full Series—All 5 Days \$800.00**

**[ ] Pick three for \$500.00**  
**[ ] April 24th [ ] May 15th [ ] June 5th [ ] July 17th [ ] August 7th**

**Individual Training Day “Menu Prices”**

- [ ] Supervisor’s “Fast Start” – April 24, 2015 – \$184.00
- [ ] Bombproof Constructive Feedback – May 15, 2015 – \$184.00
- [ ] Managing Change, Burnout & Negativity – June 5, 2015 – \$184.00
- [ ] Servant Leadership – July 17, 2015 – \$184.00
- [ ] Emotional Quotient – August 7, 2015 – \$184.00

Agency/Registrant may pay by:

- [ ] check
- [ ] credit card
- [ ] government voucher

Contact for Payment: \_\_\_\_\_ Phone: \_\_\_\_\_

Please mail to:	Federal Executive Board, 215 Dean A. McGee, Ste 320, Oklahoma City, OK 73102
Fax to:	(405) 231-4165
Or Email to:	<a href="mailto:LeAnn.Jenkins@gsa.gov">LeAnn.Jenkins@gsa.gov</a> or <a href="mailto:Lisa.Smith.Longman@gsa.gov">Lisa.Smith.Longman@gsa.gov</a>
Call to provide payment info:	FEB Office voice line: 405-231-4167

*Cancellation Policy: Understanding that unforeseen circumstances may preclude an individual from attending, refunds and cancellations will be permitted through April 1, 2015. 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
<b>31</b>	May 2015				<b>1</b>	<b>2</b>
<b>3</b>	<b>4</b> 11:00 FEB Awards Banquet	<b>5</b> Agency Visits: Okmulgee & Muskogee	<b>6</b> Agency Visit: OKC	<b>7</b> Agency Visit: OKC	<b>8</b> Leadership FEB	<b>9</b>
<b>10</b>	<b>11</b> 9:00 Trng w/Health Dept. 1:00 FEB/OPM Conf Call	<b>12</b> Agency Visit: Ada	<b>13</b> Agency Visit: TAFB	<b>14</b> Agency Visit: Clinton	<b>15</b> Leadership Training	<b>16</b>
<b>17</b>	<b>18</b>	<b>19</b> Agency Visit: Tulsa	<b>20</b> 10:00 ITC	<b>21</b> 2:00 Emgcy Prep/C00P	<b>22</b>	<b>23</b>
<b>24</b>	<b>25</b> Memorial Day	<b>26</b>	<b>27</b> 12:00 Central OK LFCC	<b>28</b>	<b>29</b>	<b>30</b>

OKLAHOMA FEDERAL EXECUTIVE BOARD  
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