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Chair's Corner



In my first newsletter article as Chair of the Oklahoma Federal Executive Board, I want to ask your continued support of our FEB; your efforts are the ingredients to the “secret sauce” in Oklahoma!

As Vice-Chair of our FEB, I've had the opportunity to be involved in many of our projects and work along John Fox, our previous Chair and members of our Executive Policy Council. I am excited to carry on the efforts that began under John's leadership and begin new ones as we identify areas of opportunity in response to national initiatives.

Our Federal Executive Board is active and successful due to the efforts, involvement and support of its members! I ask that you continue your support of our FEB and invite you to let me know if there is anything we may do to assist through development programs or ideas that would provide a collaborative, interagency response to issues facing the federal workforce in Oklahoma.

I am pleased to introduce our incoming FEB Vice Chair, Basharat Siddiqi. Mr. Siddiqi is the Division Administrator of the Federal Highway Administration in Oklahoma City and has been involved with our FEB since arriving in Oklahoma.



In addition to Basharat Siddiqi, John Fox (now Ex-Officio), and I, the members of our Executive Policy Council for FY 2018 are:

- Jeffrey Allen, Executive Director, Air Force Sustainment Center
- David Andra, Meteorologist-in-Charge, National Weather Service Forecast Office, Norman
- David Engel, Chief Administrative Judge, Social Security Administration, Tulsa
- Joe Gallagher, Deputy to Commanding General Army Fires Center of Excellence, Fort Sill
- Julie Gosdin, District Director, US Postal Service, Oklahoma City
- Dottie Overall, Director, Small Business Administration
- Rose Roberson, Superintendent, BIA-Anadarko Agency
- Ken Valentine, Special Agent in Charge, US Secret Service

Soon, we will be planning our FY 18 activities; I would appreciate any input you wish to provide.

I hope to see you at our meeting on October 13th!

Michelle Coppedge
Michelle Coppedge, Chair

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3 STEPS WHEN GOOD INTENTIONS BLOW UP

Every leader knows what it's like to saddle up and ride into a hurricane of personal attack.

Storms are tipping points for success or failure.

The issue isn't the storm, it's how you deal with it.

Reputations are formed and solidified in storms.

When good intentions blow up:

You try to serve well and make things better, but things get worse. People doubt your good intentions and complain about your performance.

It stings when people speak evil of the good you're trying to accomplish. Complaints go up. Encouragement goes down.

Good intentions aren't enough.

Temptation:

You'll be tempted to pull up and turn away when you encounter personal storms. But pulling back in storms is deadly for leaders.

Don't shoot yourself in the foot when good intentions blow up in your face.

Suppose you're trying to encourage everyone on the team, but some feel

overlooked. Others complain that you're playing favorites. It stings.

You might isolate yourself. Worse yet, resentment might set in. You pull back from encouraging anyone. You think,

"Why bother? You're damned if you do and damned if you don't."

Ride into the storm:

Ride into the storm when team

members speak evil of your good. Don't pull up or turn away.

The turbulence you avoid finds you. Don't let hurt feelings defeat you.

Step 1: Lean in. "Oh, I'm sorry you feel that way." Apologize, even if you didn't intend harm.

Step 2: Declare good intentions. "I'm committed to encourage people." Don't hide. Don't make excuses.

Step 3: Invite involvement. "What suggestions do have that would help me better express my commitment to encourage people?" Invite complainers/attackers to help you make things better.



<https://leadershipfreak.blog/2017/08/16/3-steps-when-good-intentions-blow-up/>

Spotlighting Information in Public Service

Did you Know?



U.S. Department of Housing and Urban Development (HUD)
Oklahoma City Field Office

The Oklahoma City Field Office is the larger of two HUD Field Offices serving the citizens of the State of Oklahoma. It is a full service office comprised of 11 program areas and a total strength of approximately 96 employees. The Agency administers various grants and loan guaranty programs which have an annual impact of approximately \$1.8 billion in Oklahoma.

The formal jurisdictional boundaries of the Office encompass the central and western two-thirds of the state. However, all HUD programs are administered throughout the state by staff based in the Oklahoma City Field Office. This includes areas located in the Tulsa Field Office Jurisdiction (the eastern third of Oklahoma). In addition, two programs administered from the Oklahoma City Office have jurisdictions that extend beyond the State of Oklahoma. These include the Southern Plains Office of Native American Programs (SPONAP) serving a five-state area and the FHA Single Family Mortgage National Servicing Center, which operates nation-wide.

HUD's mission is to create strong, sustainable, inclusive communities and quality affordable homes for all. HUD is working to strengthen the housing market to bolster the economy and protect consumers; meet the need for quality affordable rental homes; utilize housing as a platform for improving quality of life; build inclusive and sustainable communities free from discrimination, and transform the way HUD does business.

The offices within the Oklahoma City Field Office are:

Field Policy and Management – Coordinates and integrates overall operations, planning, and service delivery; and provides a central point of contact with outside customers – ranging from individual citizens

to elected officials.

Community Planning & Development – Administration of grant programs including Community Development Block Grant, HOME Investments Partnership, Emergency Solutions Grants, Housing Opportunities for Persons With AIDS & Supportive Housing Program.

FHA Mortgage National Servicing Center – Servicing & Loss Mitigation of FHA insured single family mortgages for the entire US; educate borrowers, lenders, housing counselors, etc. to reduce mortgage default risk.

SPONAP – One of six offices administering Native American Programs in the US; serves 47 federally recognized Indian tribes located in Oklahoma, Kansas, Louisiana, Missouri, Arkansas, & Texas. Major funding sources include: Indian Housing Block Grant & Indian Community Development Block Grant.

Public and Indian Housing – Ensures safe, decent, and affordable rental housing; creates opportunities for residents' self-sufficiency and economic independence, and assures the fiscal integrity of all program participants.

Multifamily Housing – Assists multi-family communities in Oklahoma through mortgage insurance programs and/or rental assistance; other programs include supportive housing for the elderly & for persons with disabilities.

Fair Housing & Equal Opportunity (FHEO) – Investigates complaints of violations of Fair Housing-related laws.

Other Offices – General Counsel, Office of Inspector General, Office of Human Capital Field Support, Office of Information Technology, Economic Development and Analysis, Office of Housing Counseling, and Office of Health Care Programs.

Oklahoma City Field Office

301 NW 6th Street, Suite 200

Oklahoma City, OK 73102

Phone: (405) 609-8400

Email: OK_Webmanager@hud.gov

Five Ways Smart People Beat Stress

By Dr. Travis Bradberry, co-author of *Emotional Intelligence 2.0*, and cofounder of TalentSmart

There are two kinds of people in this world: those who believe they can make things happen and those who believe things happen to them.



staring yet another job-hunting rejection in the face, they refuse to wave the white flag. They redouble their efforts.

The first group are convinced that the outcome of their lives and careers is more or less in their own hands, and they wouldn't have it any other way.

Here's How It Works

The second group take more of a Forrest Gump approach—they sit around and wait for the bus to take them somewhere.

The empowered outperform everyone else because the ability to manage your emotions and remain calm under pressure has a direct link to your performance. [TalentSmart](#) has conducted research with more than a million people, and we've found that 90% of top performers are skilled at managing their emotions in times of stress in order to remain calm and in control.

University of Florida psychologist Tim Judge and his colleagues have shown overwhelmingly that people who feel that they control the events in their lives (more than the events control them) and are confident in their abilities end up doing better on nearly every important measure of work performance.

Anxiety is an absolutely necessary emotion. Our brains are hard-wired such that it's difficult to take action until we feel some level of anxiety (also called stress). In fact, performance peaks under the heightened activation that comes with moderate levels of anxiety.

In Judge's studies, these individuals—we'll call them "the Empowered"—were found to do the following:

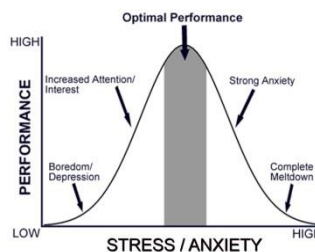
The trick is to manage your stress/anxiety and keep it within optimal levels in order to achieve top performance.

1. Sell more than other employees do
2. Give better customer service
3. Adjust better to new assignments
4. Take home an average of 50 to 150% more in annual income

We all know that living under stressful conditions has serious physical and emotional consequences. So why do we have so much trouble taking action to reduce our stress levels and improve our lives? Researchers at Yale have the answer. They found that intense stress actually reduces the volume of gray matter in the areas of the brain responsible for self-control.

In Good Times And Bad

Of course, when good times are rolling, nearly all of us believe we have the world by the tail. What makes the Empowered in Tim Judge's studies special—whether they work the shop floor or in the C-suite—is that they don't get overwhelmed when the going gets tough.



Just like you, the Empowered feel intense stress and anxiety when hard times strike, but they use this anxiety differently. Since the Empowered believe that they have control over the outcomes in their lives, their anxiety fuels passion instead of pity, drive in lieu of despair, and tenacity over trepidation.

As you lose self-control, you lose your ability to cope with stress. It becomes harder for you to keep yourself out of stressful situations, and you're more likely to create them for yourself (such as by overreacting to people). The Yale

Whether the Empowered find themselves presiding over a division with tanking revenues, on the receiving end of a scathing performance review, or

research shows us why so many people get sucked into progressive rounds of greater and greater stress until they completely burn out (or worse).

Dwindling self-control is particularly scary when you consider that stress affects physiological functions in the brain, contributing to chronic diseases like hypertension and diabetes. And stress doesn't stop there—it's linked to depression, obesity, and decreased cognitive performance.

Here's How You Do It

If you don't have the tools in place to keep your anxiety in check when it comes on strong, you'll never realize your full potential.

You can get better at managing the anxiety you inevitably feel when facing difficult and uncertain situations. You just need to follow the steps that successful and empowered people take to keep their anxiety from taking over.

The key thing to understand before getting started is that you are indeed facing uncertainty—the outcome of your future has not been decided. It's up to you to develop the beliefs and mental toughness that will make you one of the Empowered.

Step 1: Expect and Prepare for Change

People change and businesses go through ebbs and flows. It's a fact that even the Empowered in Judge's study can't control. They've found themselves out of work. Their companies have fallen on tough times. The difference is that they believe they are fully capable of dealing with changes and making something positive happen.

In other words, they are mentally prepared for change—and you can be too.

If you don't anticipate change naturally, you need to set aside some time regularly—either every week or every other week—to create a list of important changes that you think could *possibly* happen. The purpose of this task is not to predict every change you'll face. Rather, it will open your mind to change and sharpen your ability to spot and respond to impending changes. Even if the events on your lists never happen, the practice of anticipating and preparing for change will give you a greater sense of command over your future.

Step 2: Focus on Your Freedoms, Not Your Limitations

We've all had the old mantra *life isn't fair* beaten into our brains since we were young. This mantra is a voice of despair, anxiety, and passive inaction. While it's true that we sometimes have limited ability to stop negative events from occurring, we are always free to choose our response.

On your list of possible changes from step one, jot down all of the positive ways in which you can take action and respond to each change. You'll

surprise yourself with how much control you can wield in response to seemingly uncontrollable circumstances.

Step 3: Re-write Your Script

Step three is going to be the hardest because it requires you to change the mode of thinking that you've grown accustomed to. Over time, we all develop mental scripts that run through our heads and influence how we feel about our circumstances and what we do in response to them. These scripts go so far as to tell us what to say and how to act in different situations.

In order to be empowered, you'll need to rewrite your script.

To do this, recall a tough time you went through recently. What was it you *believed* about your circumstances that prevented you from making the most of your situation or responding more effectively?

Write this script down, and label it your *hard-luck* script.

Since hindsight is 20/20, go ahead and write a more effective and empowered mental script that you wish you had followed next to it. This is the *empowered* script you will use to replace your *hard-luck* script.

File these away so that you can pull them out and study them whenever you are facing stress or strong anxiety. When you do pull your scripts out, compare your present thinking to your *hard-luck* and *empowered* scripts. This will keep you honest and enable you to adjust your thinking so that you're operating from an *empowered* script.

These periodic reminders will eventually rewrite your scripts completely, enabling you to operate from an *empowered* script at all times.

Step 4: Spot and Stop Negative Self-Talk

A big step in managing stress and anxiety involves stopping negative self-talk in its tracks. The more you ruminate on negative thoughts, the more power you give them.

Most of our negative thoughts are just that—thoughts, not facts.

When you find yourself believing the negative and pessimistic things your inner voice says, it's time to stop and write them down. Literally stop what you're doing, and write down what you're

Five Ways Smart People Beat Stress (cont'd)

thinking. Once you've taken a moment to slow down the negative momentum of your thoughts, you will be more rational and clear-headed in evaluating their veracity.

You can bet that your statements aren't true any time you use words like "never," "worst," or "ever." If your statements still look like facts once they're on paper, take them to a friend or colleague you trust and see if he or she agrees with you. Then the truth will surely come out.

When it feels like something always or never happens, this is just your brain's natural threat tendency inflating the perceived frequency or severity of an event. Identifying and labeling your thoughts as thoughts by separating them from the facts will help you escape the cycle of negativity and anxiety and move toward a positive new outlook.

Step 5: Count Your Blessings

Taking time to contemplate what you're grateful for isn't merely the "right" thing to do; it also lessens anxiety because it reduces the stress hormone cortisol by 23%.

Research conducted at the University of California, Davis, found that people who worked daily to cultivate an attitude of gratitude experienced improved mood, energy and substantially less anxiety due to lower cortisol levels.

Bringing It All Together

Overwhelming anxiety and empowerment are mutually exclusive. Any time you are overcome with enough stress/anxiety to limit your performance, just follow the five steps above to empower yourself and regain control.

<https://www.linkedin.com/pulse/five-ways-smart-people-beat-stress-dr-travis-bradberry>

HOW LEADERS CAN THRIVE IN A 'DISTRIBUTED EVERYTHING' WORLD

During the next 10 years, humanity will experience an explosive connectivity and asymmetric upheaval. Very little will remain constant in the new world – technology, employment hierarchy, monetary systems. That includes leaders and organizations. In the future of amplified digital connectivity, the speed, frequency, and scope of change will be dramatically different.

Anything that can be distributed will be distributed. "How will this affect you?"

Ten years from now:

Ten years from now, you could be a leader in a distributed organization. It will have no center, it will grow from the edges, and it won't be controllable. Hierarchies will come and go in shape-shifting forms resembling a swirl. Rock-star leaders will be rare. In our increasingly VUCA (Volatile, Uncertain, Complex, Ambiguous) world, simple will be great, but simplistic will be dangerous. "How do you thrive?"

Grow into a team of networked leadership:

Inner Strength and Grounding

People who do not possess an inner sense of strength will be more shocked by external disruptions. Most companies now offer mindfulness training and that is great for some people, but there are no magic means to be grounded in the face of the VUCA World.

Leaders must find an approach that works for them, including exercise, sleep, and mental focus.

Bio-Empathy

Bio-empathy involves learning the principles of nature and applying them to yourself to develop your body, mind, and leadership style. Nature works in cycles, not straight lines. Nature is loaded with dilemmas, not just problems leaders can solve.

Quiet Transparency

The ability to be open and transparent about what matters to you, without advertising yourself. Clarity of direction will be rewarded in this future, but certainty will be punished.

The disruptions of the next decade will be beyond what most leaders are equipped to handle. They will be susceptible to simplistic solutions.

Provide enough clarity to organizations to make disruption tolerable, even motivational.

1. Be explicit about where they're going, but flexible about how to get there.
2. Avoid judging too soon (the classic mistake of knee-jerk problem solvers), but realize that deciding too late can be even more dangerous.
3. Avoid judging too soon (the classic mistake of knee-jerk problem solvers), but realize that deciding too late can be even more dangerous.

<https://leadershipfreak.blog/2017/08/30/how-leaders-can-thrive-in-a-distributed-everything-world/>

PEOPLE CAN'T SEE YOUR HEART WHEN YOU'RE LOST IN YOUR HEAD

I can *not* notice people. I want to notice, but I'm easily distracted.

People can't see your heart, when you're lost in your head.

It doesn't matter if you want to notice people. It only matters that you do.

Distraction blocks interaction.

I walk around distracted by a million things – what's next, problems, opportunities, and performance, to name a few. I'm contemplating a coaching client's concerns or the next presentation.

Remember you matter.

It's easy to forget that people watch leaders. A frown on your face signals problems to the team. You may not mean to be a downer, but a nagging frown drags others down.

It ain't hard, but it's important.

People talk about simple things like smiling when they describe how leaders might improve their leadership.

You object that you're not good at smiling. That's so sad.

Bad is stronger than good. You need at least three smiles to overcome the negative impact of one frown. You're in the hole baby. You better get smiling.

3 tips for frowning leaders to get their smile on.

1. Tell yourself you like people. Think of something you like about

the person in front of you. *If you don't like people, get out of leadership.*

2. Find a positive thing to believe in. What positive thing might you believe about others on the

team?

3. Admire a strength. When you walk up to someone, think about something you admire about them.



A smile that creates wrinkles around your eyes indicates that you notice positive things.

7 small things that make a positive difference.

1. Smile.
2. Show interest. "How are the kids?"
3. Pat on the back.
4. Bring coffee for the team.
5. Celebrate progress and hard work.
6. Sing happy birthday.
7. Say thank you. (A smile and a little eye contact takes 'thank you' to a whole new level.)

<https://leadershipfreak.blog/2017/08/18/people-cant-see-your-heart-when-youre-lost-in-your-head/>

FEBS: Unusual connections resulting in unique solutions! Interagency Collaboration (FAA Academy – U.S. National Park Service)

A recent outreach meeting resulted in a unique opportunity for interagency collaboration and resource sharing between Federal Managers with the Federal Aviation Administration's FAA Academy and the U.S. National Park Service (NPS). On August 2nd, FAA Academy representatives Brian Rochester, (Manager, Regulatory Standards Division, AMA-200) and Rich Michaels (Manager, Contracts and Program Administration Branch, AMA-260) from the Mike Monroney Aeronautical Center, and NPS representatives Kevin Eads (Superintendent-Pea Ridge National Military Park), Darin Huggins (Supervisor-Fort Smith National Historic Site), Michael Groomer (Chief of Education-Fort Smith National Historic Site), and Lisa Conard-Frost (Superintendent-Fort Smith National Historic Site) came together at the request of the Oklahoma Federal Executive Board Director, LeAnn Jenkins, to discuss how leadership communicates to their respective teams during this time of Government and Organizational uncertainty.

Comparisons of the unique Missions of both agencies were discussed and analyzed which led to identifying distinctions between aviation safety management vs. land management. However, the discussion also led to establishing common ground and similarities between government agencies, new ideas to consider for enhancing employee engagement and management/union collaboration, and opportunities for FAA training support of the NPS Federal flight programs.



Pictured (left to right) Kevin Eads, Darin Huggins and Lisa Frost (National Park Service), Brian Rochester and Rich Michaels (FAA Academy), and Michael Groomer (National Park Service)

The day ended with AMA-200 providing a tour of



Pictured: Lisa Conard Frost, Superintendent – Fort Smith National Historic Site (AR/OK)

FAA Academy Facilities and the U.S. Department of Transportation's Transportation Safety Institute and National Aircraft Accident Investigation School, as well as video footage being shot in the Airbus Simulator for an Academy informational/promotional video.

The mission of the FAA Academy is to provide leadership in training and developing its workforce and aviation community. In fulfillment of its mission, the Academy develops and conducts training courses, plans, maintains and manages the FAA's distance learning systems, and provides training program management and consultation services. Supporting the FAA's overall mission to ensure the safest most efficient aerospace system in the world, the Academy is constantly striving to be the best aviation training organization in the world. The expertise and experience of the FAA Academy staff, and the quality and value of the Academy products and services set them apart from others who offer similar products and services. The Academy offers a wide array of training and is responsive to the needs and concerns of their customers. For further information, visit www.academy.faa.gov.

The NPS is a bureau of the U.S. Department of the Interior and was established in 1916. However, the nation's first national park, Yellowstone, was established by President Ulysses S. Grant on March 1, 1872. The NPS preserves and protects over 84 million acres and is comprised of 417 nationally significant sites in every state, along with American Samoa, Guam, Puerto Rico and the U.S. Virgin Islands. For the NPS' Centennial year in 2016, national park sites welcomed over 331 million visitors. For more information, visit www.nps.gov

HOW TO BE TOUGH WHEN YOU PREFER BEING KIND

Stress increases when leaders can't bring kind and tough together.

Kind without tough makes you a pushover.

Tough without kind makes you a jerk.

Accountability is candy to some leaders.

It's easy for them to say, "No." They have no problem holding people's feet to the fire. But you aren't one of them.

Extremes:

Some leaders choose kindness and neglect toughness. They bring coffee for the staff. They exchange pleasantries and tell jokes. They're always affirming. But they avoid tough situations. They can't say, "No."

Some leaders choose toughness and neglect kindness. They avoid social pleasantries. They stand aloof because it's easy, safe, and less confusing.

Lead with kindness:

Let kindness be your first step toward people. Don't begin with toughness. Be pleasant, upbeat, curious, and affirming. But what if some take advantage of kindness?

They ask for special exemptions. Worse yet, they grant themselves special privileges.

What if the tough side of leadership is hard for you?

How to say no when you prefer saying yes:

You don't have to choose between kind or tough. Don't be Dr. Jekyll and Mr. Hyde.

When it's time to be tough, do it with



kindness.

Declare your intentions and say no with kindness.

1. I want to say yes, but this time I have to say no.
2. I work to be fair with everyone. I'd love to make an exception, but I can't.
3. I wish I could say yes, but I have to say no.
4. It's hard for me to say no, but this time I have to.

Elevate your leadership by bringing kindness and toughness together.

<https://leadershipfreak.blog/2017/09/06/how-to-be-tough-when-you-prefer-being-kind/>

**UPCOMING EVENTS
October 2017**

- Oct 4, 2017** **Leadership FEB**
All Day **VA Regional Office**
 VA Medical Center
 Muskogee
 POC: FEB, 405-231-4167
- Oct 9, 2017** **Columbus Day**
- Oct 13, 2017** **FEB Transition of Officers**
 Meeting
- Oct 30, 2017** **Agency Visits-McAlester**
 POC: FEB, 405-231-4167
- Oct 31, 2017** **Oklahoma Emergency Management**
 Tabletop Exercise

INSPIRATION CORNER

The greatest object in the universe, says the philosopher, is a good person struggling with adversity; yet there is a greater, which is the good person who comes to relieve it.

—Oliver Goldsmith

If your dream is big enough, the facts don't count.

—Don Ward

No idea is so antiquated that it was not once modern. No idea is so modern that it will not someday be antiquated.

—Ellen Glasgow

Extraordinary people visualize not what is possible or probable, but rather what is impossible. And visualizing the impossible, they begin to see it as possible. —Cherie Carter-Scott

The ability to make decisions is what separates leaders from followers. —Bruce Hyland and Merle Yost

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
- David Andra, Meteorologist-in-Charge, National Weather Service Forecast Office, Norman
- David Engel, Chief Administrative Judge, Social Security Administration, Tulsa
- Joe Gallagher, Deputy to Commanding General Army Fires Center of Excellence, Fort Sill
- Julie Gosdin, District Director, US Postal Service, Oklahoma City
- Dottie Overal, Director, Small Business Administration
- Rose Roberson, Superintendent, BIA-Anadarko Agency
- Ken Valentine, Special Agent in Charge, US Secret Service

Officers

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Director
FAA Mike Monroney Aeronautical Center

Vice-Chair: **Basharat Siddiqi**
Division Administrator
Federal Highway Administration

Ex-Officio: **John Fox**
Warden
Federal Transfer Center
Oklahoma City

Staff

Director: LeAnn Jenkins
Assistant: Lisa Smith-Longman

Human Lessons from Hurricane Harvey

Written by LeAnn Jenkins, Executive Director of Oklahoma FEB and Houston FEB.

I saw the post below on what was learned from Katrina and realized those are the SAME lessons we learned from the Oklahoma City Bombing, as well as the historic tornadoes of 1999 and 2013. While we know that every disaster drives a different response, the human response is almost the same. In addition to the bullet points of Jerry, I wanted to add a few of my own observations regarding the Human Condition during Hurricane Harvey:

- ***First Rescue Workers on the scene are fellow victims of the same disaster.*** *Neighbors were rescuing neighbors and assisting those up and down the street who were elderly or those with small children. If they had a boat, they drained it and used it to get people out.*
- ***Leaders don't always wear a suit or uniform.*** *It may be a 15 year old who shows up with his fishing rig and a friend, braving the fast water from daylight until after dark. Taking load after load of families to dry land; unload, repeat.*
- ***Those who give the most have also lost and have little to give.*** *Local residents brought what they could to shelters and responded to requests for needed items for the various shelters in the area: diapers, toys, etc.*
- ***Disasters reveal the best and worst of the Human condition.*** *People came from surrounding areas to help....this is resiliency. The community came together for a common purpose, in a big way. Others posed as ICE Officers telling people to evacuate so they could loot their homes; there were those who took advantage of the situation, but once they were reported for price-gouging, they reduced their price to avoid the hefty fines; and don't get me started on those offering false benefits.*
- ***Communication is important—in MANY forms—and needs to be repeated.*** *With society so attuned and connected to Facebook, Twitter, Instagram and other forms of social media, we found that false information was rampant. Leaders are considered to be compassionate to provide their workforce with the information they need. It's not a "one and done" kind of situation; information to assist them in recovery needs to be repeated; these residents are overwhelmed and have more to handle than they are equipped and will most likely not remember all the info you provide unless it is something they need "right now".*

Remember What We Learned

Wherever I go and with whoever I'm working, I'm always interested in discovering what leadership lessons are to be learned and how they can be applied to improve our responses in the future.

12 years ago, in the aftermath of Hurricane Katrina, some very important leadership principles were shared with me by my Federal clients. I want to give you a list, because these insights provide a template for action that goes well beyond a singular response to a natural disaster. These leadership practices are applicable in virtually any leadership endeavor. I hope you find a way to apply them in your everyday work.

And I hope you are praying for and supporting the efforts along the Gulf Coast in the midst and wake of Hurricane Harvey.

Leadership Lessons Learned from Katrina

- *It's more important to focus on helping people than pointing fingers*
- *Those with a take charge attitude accomplished the most (made the biggest impact)*
- *A clear voice from the top is needed ... communicate ... communicate ... communicate*
- *People will respond to a need if given the opportunity*
- *We must be aware of how people react (especially to a traumatic incident) to truly help them*
- *Pondering decisions, when decisive action is needed, leads to frustration*
- *Lots of small groups getting things done is the best way to get a lot done*
- *Admit failures, where necessary, and move forward*

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SUN	MON	TUES	WED	THUR	FRI	SAT
1	2	3	4 Leadership FEB in Muskogee	5	6 Agency Visits-OKC	7
8	9 Columbus Day	10	11	12	13 FEB Transition of Officers mtg	14
15	16	17	18 Eagle Horizon	19	20	21
22	23	24	25	26	27	28
29	30 Agency Visits-McAlester	31	October 2017			

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 215 DEAN A. MCGEE AVENUE, STE 153
 OKLAHOMA CITY, OK 73102-3422
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