



INTERAGENCY CONNECTION

215 Dean A. McGee, Suite 349, Oklahoma City, OK 73102

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

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Strategic Connections resulting in Unique Solutions

Chair's Corner



The first full week of this month is **Public Service Recognition Week** (May 6-12, 2018)! This year's theme is *Connecting Citizens with their Government*. Our FEB

will be showcasing individual accomplishments during our annual **FEB Awards Ceremony** on Monday, May 7th. I hope you have already registered to attend! In addition to our huge luncheon to celebrate the individual accomplishments, we will be showcasing the federal agencies in our area by posting mission-related videos on our Oklahoma FEB Facebook page. Visit <https://www.facebook.com/OklahomaFEB/> to view the many videos we have received!

Also this month, we kick off our **Leadership Training Series!** Our FEB has coordinated five days of training, spread over five months, on five different topics, led by five different instructors. The one-page registration form is provided in this newsletter for your convenience; as you will see it provides a menu of training options for your workforce.

We have coordinated a **Risk Management Process and Facility Security Committee Training** with the Inter-agency Security Committee (ISC). Last year, in the first phase of the National Compliance Advisory Initiative, the ISC provided awareness

training. Building on that foundation, this four-hour, instructor-led training course includes an in-depth look at the Risk Management Process and Facility Security Committee membership. A registration is at:

https://www.oklahoma.feb.gov/Documents/20180712_ISC_Registration.pdf

In addition to the “**Driving Concern**” training scheduled in Oklahoma City, we have coordinated a session to be held **in Tulsa**. This training provides your managers, HR professionals and safety instructors with the resources you need to address distracted driving, drowsy driving, aggressive driving, passenger restraint, impaired driving, and other traffic safety topics in your workplace. Our Driving Concern also offers tools and resources to help you build an agency-wide traffic safety program.

Our Federal Executive Board will be represented at the **National FEB meeting** in Washington, DC in July to learn new national initiatives and issues that may affect our local agencies. Look for information about that in our August or September newsletter.

Michelle Coppedge
Michelle Coppedge, Chair

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Conflict Resolution

Using the "Interest-Based Relational" Approach

Conflict is an inevitable part of work. We've all seen situations where people with different goals and needs have clashed, and we've all witnessed the often intense personal animosity that can result.

The fact is, that conflict exists; however, is not necessarily a bad thing. When you resolve it effectively, you can also eliminate many of the hidden problems that it brought to the surface.

There are other benefits that you might not expect, such as:

- Increased understanding. Going through the process of resolving conflict expands people's awareness, and gives them an insight into how they can achieve their goals without undermining others.
- Better group cohesion. When you resolve conflict effectively, team members can develop stronger mutual respect, and a renewed faith in their ability to work together.
- Improved self-knowledge. Conflict pushes individuals to examine their goals and expectations closely, helping them to understand the things that are most important to them, sharpening their focus, and enhancing their effectiveness.

But conflict can also be damaging. If you don't handle it effectively, it can quickly turn into personal dislike, teamwork can break down, and talent may be wasted as people disengage from their work and leave.

If you want to keep your team members working effectively, despite coming into conflict with one another, you need to stop this downward spiral as soon as you can. To do this, it helps to understand one of the key processes for effective conflict resolution: the Interest-Based Relational approach.

The Interest-Based Relational Approach

When conflict arises, it's easy for people to get entrenched in their positions and for tempers to flare, voices to rise, and body language to become defensive or [aggressive](#). You can avoid all of this by using the Interest-Based Relational (IBR) approach.

Roger Fisher and William Ury developed the IBR approach and published it in their 1981 book, "[Getting to Yes](#)." They argue that you should resolve conflicts by separating people and their emotions from the problem. Their approach also focuses on building mutual respect and understanding, and it encourages you to resolve conflict in a united, cooperative way.

The approach is based on the idea that your role as a

manager is not simply to resolve conflict but to ensure that team members feel respected and understood, and that you appreciate their differences. In essence, it helps you to manage conflict in a civil and "grown up" way.

During the process, your focus should be on behaving courteously and consensually, and on insisting that others do the same. Your priority is to help each side develop an understanding of the other's position, and to encourage both to reach a consensus – even if that means agreeing to disagree.

To use the IBR approach effectively, everyone involved should listen [actively](#) and [empathetically](#), have a good understanding of [body language](#), be [emotionally intelligent](#), and understand how to employ different [anger management](#) techniques. In particular, you and the conflicting parties need to follow these six steps:

1. Make sure that good relationships are a priority. Treat the other person with respect. Do your best to be courteous, and to discuss matters constructively.
2. Separate people from problems. Recognize that, in many cases, the other person is not "being difficult" – real and valid differences can lie behind conflicting positions. By separating the problem from the person, you can discuss issues without damaging relationships.
3. Listen carefully to different interests. You'll get a better grasp of why people have adopted their position if you try to understand their point of view.
4. Listen first, talk second. You should listen to what the other person is saying before defending your own position. They might say something that changes your mind.
5. Set out the "facts." Decide on the observable facts that might impact your decision, together.
6. Explore options together. Be open to the idea that a third position may exist, and that you might reach it jointly.

You can often prevent contentious discussions from turning bad by following these guidelines, and they can help you avoid the antagonism and dislike that can cause conflict to spiral out of control.

However, bear in mind that the IBR approach may not be appropriate for all situations. For example, you may not be able to resolve differences in such a consensual, collaborative way if your organization is in a crisis. On these occasions, you may have to "pull rank" as a leader and make quick decisions about disputes and conflicts.

https://www.mindtools.com/pages/article/newLDR_81.htm

Spotlighting Information in Public Service

Did you Know?

CHOCTAW NATION CONNECTHOME CONVENING WORKS TO BRIDGE THE “DIGITAL DIVIDE” FOR HUD-ASSISTED FAMILIES IN OKLAHOMA



(Amber Petty from EveryoneOn (Center) and FOD Sharon Gordon-Ribeiro (Right) meet with representatives of Best Buy and other stakeholders)

Secretary Castro often calls HUD “The Department of Opportunity,” and that message was clear on October 22, 2015, when the Choctaw Nation in Oklahoma held a ConnectHome Convening in Hugo, where 30 community participants discussed how they could work together to bridge the digital divide and bring the Internet to all children, regardless of their parents’ income.

A Presidential Initiative, Connect Home calls for collaboration among local governments, public housing agencies, Internet Service Providers, philanthropic foundations, non-profit organizations, and other relevant stakeholders that will narrow the digital divide for children living in HUD-assisted communities. The Choctaw Nation is one of 28 communities selected from 40 communities across the country that applied to participate in the ConnectHome demonstration pilot.

HUD Tulsa Field Office Director Sharon Gordon-Ribeiro, who gave

opening remarks, quoted President Obama in saying, “In the 21st century global economy, access to high-speed Internet access is no longer a luxury. It’s a necessity. “ Statistics show that families with lower incomes and lower educations have lower broadband usage, placing their children at a digital disadvantage. For example, only 47% of families with incomes under \$25,000 have broadband access, in contrast to families with incomes over \$100,000, where 92% of families have broadband.

The Convening was organized by Fred Logan of the Choctaw Nation and Ms. Amber Perry, National Program Coordinator from EveryoneOn in Washington, D.C. , and by the end of it, stakeholder commitments were received from Best Buy; USDA; Boys & Girls Club; Suddenlink; Pine-Net; Cherokee Telecommunications; Vyve, and others. A representative from the Boys & Girls Club shared what the opportunity to have broadband access would mean to the 110 children that she serves each day, when she said, “ConnectHome promises hope for a brighter future for all of them.” Other cities in Region VI that accepted the ConnectHome demonstration challenge include Baton Rouge and New Orleans in Louisiana, San Antonio, Texas, and Little Rock Arkansas. For more information on Connec-tHome, go to <http://connecthome.hud.gov>.

Creating Unnecessary Work?

How do we get lost in the trivial activities of the workday?

Two reasons: Equality and Perfectionism

1. *Equality at Work* is a lie.

Not all activities at work are equal, yet we think and act with this paralyzing thought.

"Every activity is equal...and it all must get done."

We quickly find ourselves in the weeds of reoccurring themes:

- Overcommitted
- Overworked
- Overwhelmed

To prove my point, what were the three most important activities that you accomplished last week?

Shift your mindset: Act Less and Think More

We spend our day combating internal thoughts of worthiness and productivity, and we masquerade them by staying busy.

2. *Everything has to be perfect.*

Perfectionism leads to micromanaging of employees, projects, and long work days.

Perfectionism is like going outside with a pair of scissors after you have cut the grass to see if you missed any grass blades.

Think of perfectionism as a virus in the body that is working against itself.

Instead of creating new ideas and solving reoccurring problems, we are continually experiencing feelings of guilt and dissatisfaction.

To overcome this habit created over many years, we need to do two things:

1. Work to obtain 70-80% completion
2. Ask for help

by Eric Papp

For 1 Day Productivity Training for your staff contact www.ericpapp.com

Study: When Dog Tired, You Are Eight Times More Likely to Be in Crash



Crashes involving drowsy drivers occur at a rate nearly eight times higher than federal estimates indicate,

according to the AAA Foundation for Traffic Safety.

AAA released findings of a study in February that indicated 9.5% of all crashes and 10.8% of crashes resulting in significant property damage involved drowsiness. To achieve peak performance, adults need seven to nine hours of sleep each day, according to the National Safety Council.

More than 43% of workers are sleep-deprived and those most at risk work nights or irregular shifts. The impact in workplace settings can be profound:

- Sleep problems can cost employers up to \$2,500 per employee every year in lost productivity

Use the [NSC Fatigue Cost Calculator](#) to get a tailored estimate of costs at your organization.

On the road, NSC research shows:

- You are three times more likely to be in a car crash if you are fatigued
- Losing even two hours of sleep is similar to the effect of having three beers
- Being awake for more than 20 hours is the equivalent of being legally drunk

AAA safety tips to share:

- Avoid driving after taking medications that cause drowsiness
- Schedule a break every two hours or every 100 miles
- Travel with an alert passenger and take turns driving

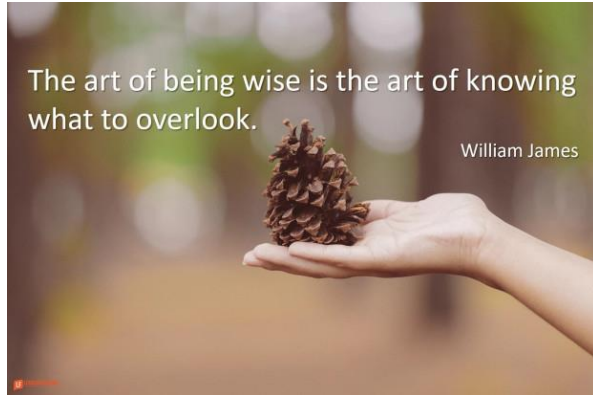
Get [fatigue fact sheets and infographics](#) from NSC to share with your workforce. Watch: [Time for All of Us to Wake Up to the Problem of Drowsy Driving](#).

THE MOST IMPORTANT THING YOU MANAGE ISN'T PROJECTS OR PEOPLE

Someone or something is controlling your attention. Often it's not you. Maybe it's an email alert or a buzzing cell phone.

Distracted leaders live inconsequential lives.

The most important thing you manage is your attention.



Need for distraction:

Our need for distraction is so strong that when we aren't distracted by notifications, we look at our cell phones to be sure we haven't missed something.

Something designed to make you more effective – notifications – makes you less efficient.

Notification distracts attention.

Meaningful work:

All meaningful work requires undistracted attention. That's why you leave the office to get deep work done.

Interruption dilutes attention.

Nobel Prize winner [Herbert A. Simon](#) explained that information consumes attention.

“A wealth of information creates a poverty of attention.” Simon

More: [How Distraction-Addicts Find Focus](#)

#1. Manage attention by eliminating distraction.

“The art of being wise is the art of knowing what to overlook.” William James

#1. Schedule shallow work between 1:00 p.m. and 3:00 p.m. These are the most distracted hours of the day for most.

#2. Eliminate distracting thoughts by writing them down. You think, “Oh, I need to stop by accounting today.” Write it down.

Help your brain focus by writing down distractions.

#3. Eliminate external distractions. I'm working in a poorly lit room. It's dark outside. I'm ignoring email. No one is around. It's quiet. In this context time slows. In a couple hours I'll come back to reality with an article to post.

1. Close your office door.
2. Turn off notifications.
3. Open ONE browser window.

#2. Manage attention with leadership intention.

Show up with two intentions.

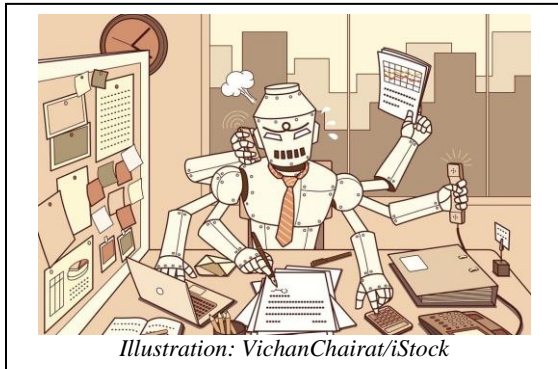
1. Establish and strengthen meaningful connection. *The key to connection is paying attention.* (Inspired by Jeff Klein's [TEDx talk](#).)
2. Accomplish relevant work. Organizational mission, vision, and values define meaningful work.

Repeat two questions:

1. How might you establish and strengthen connection?
2. How relevant is this work?

<https://leadershipfreak.blog/2018/03/16/the-most-important-thing-you-manage-isnt-projects-or-people/>

Where Do Humans Outperform AI? *Machines are better at repetitive tasks, but people have an advantage when it comes to working with their hands.*



It's easy sometimes to think of artificial intelligence as everybody's younger, smarter sibling: brilliant and talented, a source of family pride, but also kind of insufferable about it (and maybe even, eventually, a [little dangerous](#)). We already knew the kid was good at [chess](#) and [Go](#), and that's cool. Who really plays Go, anyway? But almost every day now, we hear about something else AI can do better than even the best members of the human clan.

Just recently, we've seen AI, which was known for crunching numbers, outperform human lawyers at [reviewing legal documents](#). And it can [read human handwriting](#) better than humans can. And it can [translate Chinese](#) as well as human translators. Throw those in with AI's previous merit badges for [diagnosing diseases](#), [discovering an exoplanet](#) 2,545 light years away, [negotiating a compromise](#) and a hundred other tasks and you might start wondering: What's left for humans?

Hands on

Quite a lot, actually, at least for now. For starters, although machines have always been better at repetitive tasks, humans still have a big advantage in most things that involve working with your hands. Robotics developers have made significant advances in recent years, but there is still a lot of

expense, haptic technology and other factors involved. Getting a robot to [open a door](#) is still a big deal, so robots aren't going to be performing a lot of maintenance, plumbing, electrical work or other handsy jobs in the near future. AI will likely be assisting people in those tasks, but people will still do the job.

Human interactions are another area where humans, as you might suspect, hold sway.

Sales, for instance, requires a level of empathy to help convince a customer of the benefits of a product or service. (And cynically, a measure of deceit machines aren't programmed for if the goal is to bamboozle a customer.) Counseling in any realm also would be beyond a narrowly focused machine — an AI assistant can answer factual questions, recommend restaurants and supposedly [find you a date](#), but good advice or purposeful listening is another matter. And while AI, like other programs, could prove to be a valuable teacher's aide, it can't replace a teacher, even the most boring ones.

Despite advances in natural language processing that enable AI systems to sound human when communicating, the thought behind those words is lacking, which is evident when it comes to creative forms of communicating.

Readin' 'n' Writin'

AI is making strides here, too, but not as impressively as it might seem at first. [Microsoft](#) and the Chinese e-commerce giant [Alibaba](#) separately reported early this year they had developed AI systems that matched or bested humans in reading comprehension. Each company said their AI models had scored slightly higher than humans in the Stanford University reading and comprehension test, a respected

machine reading test. The scores in the test, reflecting the percentage of correct answers to 100,000 questions drawn from 536 Wikipedia entries: Microsoft, 82.650; Alibaba, 82.44; humans, 82.304.

But as *The Verge* explains in a [breakdown of the test](#), the questions are pretty basic and reward recall of small details in answer to questions that use the same wording used in the text. In other words, the kind of stuff machines are naturally better at. The test, after all, is designed to measure machine performance, not human comprehension.

As Percy Liang, one of the Stanford computer scientists that compiled the test, told *The Verge*: “Even elementary school reading comprehensions are harder, because they often include questions like ‘Why did X do this?’ ... So they’re a lot more interpretive. We’re not even tackling those more open-ended types of questions.”

So, while AI is superior at crunching large data sets and recognizing patterns — the kind of tasks reviewing legal documents could involve — humans are still much better at critical thinking and applying lessons learned. Human lawyers and judges will decide what to do with AI’s research. That’s why AI companies are rife with new hires, enlisting people to decide what to do with AI data and results, and why Gartner predicts that by 2020, AI will [create more jobs than it eliminates](#).

Critical thinking, empathy and the other elements of “general AI” — that is, a machine that can actually think and act like a human — also apply to creativity. Machines have, for a while, been programmed to create music, poetry, fiction, even mathematical proofs. And although the

results aren’t always completely terrible, they lack the inspiration of what humans produce.

A London computer scientist last year trained an AI bot to churn out poems in different styles on different topics, based on 7 million words found in 20th century English poetry, [New Scientist](#) reported. The program strung together words that sort of sounded like poetry, but lacked subtext or new ideas.

*The frozen waters that are dead are now
black as the rain to freeze a boundless sky,
and frozen ode of our terrors with
the grisly lady shall be free to cry.* – AI poetry

AI programs also need a lot of help in writing fiction. A short-form novel co-written by an AI system achieved a milestone when it [was accepted](#) into the Hoshi Shinichi Literary Award competition in Japan in 2016, a first for AI-generated prose. But its co-authors were a computer science team at the Future University in Hakodate that outlined the plot, fed the machine words, phrases and sentences, and generally worked at the AI’s elbow in writing the story. So, AI won’t need to clear a place on its mantle for the Nobel just yet. And no way could it win a [Bad Hemingway](#) contest.

AI can do certain jobs better than humans, but so can a blender. The fear of a world ruled by machines might someday be realized, but for now, they’re still machines, best viewed as tools that can help humans do their own jobs better, and little more.

<https://governmentciomedia.com/where-do-humans-outperform-ai>

Becoming an Active Listener

There are five key active listening techniques. They all help you ensure that you hear the other person, and that the other person knows you are hearing what they say.

1. Pay Attention

Give the speaker your undivided attention, and acknowledge the message. Recognize that non-verbal communication also "speaks" loudly.

- Look at the speaker directly.
- Put aside distracting thoughts.
- Don't mentally prepare a rebuttal!
- Avoid being distracted by environmental factors. For example, side conversations.
- "Listen" to the speaker's [body language](#) .

2. Show That You're Listening

- Use your own body language and gestures to convey your attention.
- Nod occasionally.
- Smile and use other facial expressions.
- Note your posture and make sure it is open and inviting.
- Encourage the speaker to continue with small verbal comments like yes, and uh huh.

3. Provide Feedback

Our personal filters, assumptions, judgments, and beliefs can distort what we hear. As a listener, your role is to understand what is being said. This may require you to reflect what is being said and ask questions.

- Reflect what has been said by paraphrasing. "What I'm hearing is," and "Sounds like you are saying," are great ways to reflect back.
- Ask questions to clarify certain points. "What do you mean when you say." "Is this what you mean?"
- Summarize the speaker's comments periodically.

Tip:

If you find yourself responding emotionally to what someone said, say so, and ask for more information: "I may not be understanding you correctly, and I find myself taking what you said personally. What I thought you just said is

XXX; is that what you meant?"

4. Defer Judgment

Interrupting is a waste of time. It frustrates the speaker and limits full understanding of the message.

- Allow the speaker to finish each point before asking questions.
- Don't interrupt with counter arguments.

5. Respond Appropriately

Active listening is a model for respect and understanding. You are gaining information and perspective. You add nothing by attacking the speaker or otherwise putting him or her down.

- Be candid, open, and honest in your response.
- Assert your opinions respectfully.
- Treat the other person in a way that you think he or she would want to be treated.

Key Points

It takes a lot of concentration and determination to be an active listener. Old habits are hard to break, and if your listening skills are as bad as many people's are, then there's a lot of habit-breaking to do!

Be deliberate with your listening and remind yourself frequently that your goal is to truly hear what the other person is saying. Set aside all other thoughts and behaviors and concentrate on the message. Ask questions, reflect, and paraphrase to ensure you understand the message. If you don't, then you'll find that what someone says to you and what you hear can be amazingly different!

Start using active listening techniques today to become a better communicator, improve your workplace productivity, and develop better relationships.

Read the full article at:

<https://www.mindtools.com/CommSkll/ActiveListening.htm>

**UPCOMING EVENTS
May 2018**

May 1, 2018 11:30 a.m.	Community Relations Board Federal Transfer Center
May 4, 2018 12:00 noon	CFC Conference Call-nationwide
May 6-12, 2018	Public Service Recognition Week
May 7, 2018 11:00 a.m.	FEB Awards Luncheon Remington Park POC: FEB Office, 405-231-4167
May 13, 2018	Mother’s Day
May 16, 2018 All Day	Training: Living your life on FIRE Remington Park POC: FEB Office, 405-231-4167
May 17, 2018 8:00 a.m.	Community Relations Board Federal Correctional Institute
May 18, 2018 12:00 noon	CFC Conference Call-nationwide
May 22, 2018 All Day	Leadership FEB USDA Agencies in Stillwater POC: FEB Office, 405-231-4167
May 28, 2018	Memorial Day

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:

- 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
- Kevin Stamey, Executive Director, Air Force Sustainment Center
- Ken Valentine, Special Agent in Charge, US Secret Service

INSPIRATION CORNER

It takes 20 years to build a reputation and five minutes to ruin it. If you think about that, you'll do things differently.
—Warren Buffett

What does it mean to be a leader? The first natural law of leadership answers this fundamental question: A leader has willing followers. No leader exists without gaining the support of others. Yet this core element of what it means to be a leader is typically overlooked.
—Warren Blank

To be an outstanding leader, one must be able to take a back seat without losing control of the steering wheel.
—O.A. Battista

Innovation comes only from readily and seamlessly sharing information rather than hoarding it.
—Tom Peters

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Director
FAA Mike Monroney Aeronautical Center

Vice-Chair: **Basharat Siddiqi**
Division Administrator
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Name of Participant: _____

Agency: _____

Address: _____

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\$\$ Price Saver Series \$\$
 Full Series—All 5 Days \$750.00

Pick three for \$500.00
 May 16th **June 5th** **July 10th** **August 7th** **September 19th**

Individual Training Day “Menu Prices”

- Live Your Life ON FIRE – May 16, 2018 – \$175.00
- Mental Toughness and Resiliency in the Federal Workplace – June 5, 2018 – \$175.00
- SUCCESS – It’s Everything You Think it is—July 10, 2018 – \$175.00
- Communicate with Confidence and Clarity – August 7, 2018 – \$175.00
- A Case for Collaboration – September 19, 2018 – \$175.00

Location: Remington Park, One Remington Place, Oklahoma City, OK

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 349, Oklahoma City, OK 73102
Fax to:	(405) 231-4165
Or Email to:	LeAnn.Jenkins@gsa.gov or Lisa.Smith-Longman@gsa.gov
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 May 4, 2018. 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!



Our Driving Concern Train-the Trainer



Date:	Wednesday, June 13, 2018
Time:	8:30 a.m.- 12:30 p.m.
Location:	Oklahoma Safety Council, 9810 E. 42 nd Street South, Tulsa, OK 74146
Why?	Traffic crashes exact a heavy toll on their victims and on businesses. According to the National Safety Council, vehicle collisions are the top cause of work-related death in Oklahoma. Injuries result in costly lost-time workers' compensation claims, and fatalities leave businesses exposed to liability and the possibility of paying multi-million dollar settlements.
Topics:	Our Driving Concern provides your managers, HR professionals and safety instructors with the resources you need to address distracted driving, drowsy driving, aggressive driving, passenger restraint, impaired driving, and other traffic safety topics in your workplace. Our Driving Concern also offers tools and resources to help you build a company-wide traffic safety program.
Instructor:	Eddy Tijerina , Oklahoma Safety Council
Who Should Attend?	Managers, HR professionals and safety professionals and/or instructors who are willing to return to your agency and teach the "Our Driving Concern" Curriculum, in-house, multiplying the effort and benefit!
Cost:	Thanks to a grant from OHSA, this 4-hour course is provided free of charge

In Guidelines for Employers to Reduce Motor Vehicle Crashes, the Oklahoma Highway Safety Office (OHSA) says the real tragedy is crashes are largely preventable. Recognizing the opportunity that employers have to save lives, a growing number of employers have established traffic safety programs in their companies. No organization can afford to ignore a major problem that has such a serious impact on both their personnel and the agency budget.

Please register no later than June 1, 2018.

Registration

Name _____ Agency _____

Phone _____ Email _____

Mail registration to:	Federal Executive Board 215 Dean A. McGee, Ste 349 Oklahoma City, OK 73102
Fax to:	405-231-4165
Email to:	LeAnn.Jenkins@gsa.gov or Lisa.Smith-Longman@gsa.gov

Cancellation Policy: Understanding that unforeseen circumstances may preclude an individual from attending, cancellations will be permitted through June 8, 2018. 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

SUN	MON	TUES	WED	THUR	FRI	SAT
May 2018		1 11:30 CRB-FTC	2	3	4 12:00 CFC/OPM call	5
6	7 11:00 FEB Awards Luncheon	8	9	10	11	12
13 Mother's Day	14	15	16 Leadership Training	17 8:00 CRB-FCI	18 12:00 CFC/OPM call	19
20	21	22 Leadership FEB- Stillwater	23	24	25	26
27	28 Memorial Day	29	30	31		

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