



INTERAGENCY CONNECTION

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

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(405) 231-4167

Strategic Connections resulting in Unique Solutions

Chair's Corner



Summer has begun! The temperatures are heating up and so are our FEB's activities!

Last month we celebrated Public Service Recognition Week with our annual Awards ceremony. Photos of the event and each nominee are available on Dropbox and can be accessed by sending an email to LeAnn.Jenkins@gsa.gov for an invite. The program can also be accessed at <https://www.oklahoma.feb.gov/Documents/2018AwardsProgram.pdf>

This year we had a "red carpet" backdrop added for nominees and others to take photos. I, along with our FEB Director and Vice Chair took advantage of the backdrop to capture a photo!



Michelle Coppedge- LeAnn Jenkins-Basharat Siddiqi

As part of our *Public Service Recognition* efforts, we also posted Federal agency mission videos on our Facebook page, <https://www.facebook.com/OklahomaFEB/>. One was posted for each day, Monday through

Friday, beginning May 7th through May 29th. I want to thank all the agencies that submitted videos for this initiative!

With growing recognition among the **Federal security community** that a "one-size-fits-all" approach is no longer acceptable, the Interagency Security Committee's (ISC) Risk Management Process has come to serve as the standard for physical security within the federal government. Realizing the need to educate security personnel, the ISC RMP Training Program was formed. The ISC RMP is the first and only training program recognized and certified by the ISC to train federal security professionals in the ISC Risk Management Process, such as the training offered through the Federal Executive Board (pg 10).

Our **Leadership Series** (classroom training) is well underway and has been well attended. We anticipated the need for this training in light of OPM's study on leadership training programs for new and experienced supervisors. The results of that study were just published and can be viewed at: <https://chcoc.gov/content/federal-supervisory-training-program-survey-results>.

Our **Executive Quarterly meetings** are on track. To our FEB members, agency leaders, watch your emails for information on our next agency tour scheduled in September.

Michelle Coppedge
Michelle Coppedge, Chair

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6 POWER TIPS FOR HAVING A TOUGH CONVERSATION

You tried to deal with the issue when it was small but there's no improvement. Now it's time for a tough conversation.

Power Tips for Tough Conversations:

#1. Build positive relationships:

Positive relationships are the foundation for successful tough conversations.

Pat people on the back more than kicking them in the pants. You suck the life out of people when all you do is point out what's wrong.

#2.

Preparation:

Tell people they matter by being prepared when they show up.

Don't say, "I'll be with you after I finish this email."

1. Set your phone to 'do not disturb' before they arrive.
2. Put your computer to sleep.
3. Get your head in a positive space.
 - Write down three positive qualities you see in the person.
 - Record your best intention.
4. Think more about what you want than what you don't want.

"Before anything else, preparation is the key to success." Alexander Graham Bell

#3. Location:

Your office is number three on the list of best places to have a tough conversation.

Have tough conversations in their office, not yours. If their office isn't an option, choose a neutral space or take a walk.

Remove physical barriers. Don't sit behind your desk, for example.

#4. Stay open:

Prepare for a tough conversation with a trusted adviser or coach, but don't script everything you plan to say.

#5. Get to the point quickly:

Avoid chit-chat. The feedback sandwich is full of baloney. It's a terrible waste of positive affirmations.

1. "Let's jump right in."
2. "There's an issue I'd like to



discuss."

#6. Turn to the future:

Turn tough conversations toward the future quickly.

Don't spend 45 minutes explaining what's wrong and 10 minutes discussing how to make it right.

1. State the issue.
2. Give an example.
3. Declare your positive intention for them.
4. Ask, "How might you improve in this area?"

<https://leadershipfreak.blog/2018/03/22/6-power-tips-for-tough-conversations/>

Spotlighting Information in Public Service

Did you Know?

Federal Protective Service

The Oklahoma federal family has a new member. K9 Jula, a two year-old female German Shepard, recently joined her handler, Inspector David Harrison, as part of the Federal Protective Service (FPS) team in Oklahoma City.

FPS Explosive Detection Canine teams provide a strong visible and psychological deterrent against criminal and terrorist threats and are considered the most effective countermeasure available for detection of explosives. Comprised of a dog and a law enforcement handler, FPS K9 teams conduct searches for a variety of explosive materials near building exteriors, parking lots, office areas, vehicles, packages, and people in and around federal facilities. They also provide immediate and specialized response to bomb threats and unattended packages or other such dangerous items. Most often, these detection activities allow the K9 teams to detect or quickly rule out the presence of dangerous materials and allow the business of the government to continue with minimal or no interruption. Since the inception of the FPS K9 program 1998, it has grown from 12 teams to a fully operational, national program of more than 70 authorized teams. This is the first FPS K9 team assigned to Oklahoma.

FPS Explosive Detection Canine teams must complete the 10-week TSA Explosives

Detection Canine Handlers Training course held at Lackland Air Force Base in San Antonio, TX and a six week FPS Canine Operational Training Course before being certified as operational. In addition to their initial training, K9 Jula and Inspector Harrison are required to maintain proficiency throughout the year and recertify annually, while also participating in numerous training exercises throughout the year with local, state, and federal law enforcement agencies.

K9 Jula and Inspector Harrison are assigned to provide Explosive Detection Canine support to over 250 federal facilities in both Oklahoma and Arkansas, so you may see them in and around some of your facilities in the future. Jula is not aggressive, but,

as with all working dogs, she should not be approached when she is on-task. Please join me in welcoming K9 Jula to Oklahoma City.

You can contact FPS 24/7 through the Denver Mega-Center at 877-437-7411.



LeAnn Jenkins-Jula-David Harrison



Inspector Harrison and Jula

You can reach Inspector Harrison directly at david.l.harrison@hq.dhs.gov

How to Uncover Your Communication Weaknesses

Sometimes, we're aware of our weaknesses. Perhaps more often, we're not.

That may be because we've never received straightforward, accurate feedback – a factor that's especially true for executives as they rise to positions where reports are less willing to critique them honestly. It may be because overlooking our flaws is easier than confronting them.

Regardless, communicating well means learning to navigate through and past communication weaknesses. To do that requires that we uncover our communication weaknesses.

It's not easy. In fact, it can be intimidating. But the reality is that nobody is perfect, and there's power in vulnerability. We've worked with top-level executives at major corporations who have come to realize their inability to engage audiences. We've worked with rising leaders to identify and overcome timidity in communication.

Everyone has weaknesses. Identifying your shortcomings is the first step toward improving.

So, don't stay blind to your communication weaknesses; putting your head in the sand will only hinder your career, your ability to perform your job, and, ultimately, even your relationships.

Communication skills are essential in nearly any position, and anyone can learn the techniques that are necessary to communicate well. Instead of staying intentionally ignorant, take stock of your skills, seek out accurate feedback, and pursue avenues toward improvement.

It can be an intimidating endeavor. But you don't have to go it alone – we're here to help. And as you identify your weaknesses, you'll grow as a communicator.

Ready to get started?

The Signs You May Need to Improve as a Communicator

Unsure whether or not you have a communication weakness worth addressing? Let's start by identifying a few of the common

flags that signify potential issues.

Often, these signals won't appear independently; if your communication skills require significant improvement, you'll tend to see a few of these signals pop up repeatedly.

1. You see glazed eyes when you present.

We've all been there at some point: in the middle of a presentation, only to look around the room and see nodding heads, glazed eyes, and a general state of complete disinterest.

Glazed eyes are generally not a good sign.

Now, by no means can you expect to consistently capture and maintain the full attention of everyone in every room you present in. In today's age of cell phone distractions, that's practically impossible. But if, more often than not, people seem to zone out when you start speaking, it's a surefire sign your presentation skills can be improved.

2. People are always asking you for more information.

If you find yourself consistently being asked for more information, it's a sign you may need to work on improving your communication skills.

For example, if you lead a meeting where you present what you feel are the key points, only to be bombarded with questions asking for additional information, you've likely misaligned your message with your audience's needs. This is often a side effect of shaping a presentation around a data-heavy PowerPoint, as opposed to crafting a message around integral issues using story-based examples.

There will always be questions – and that's a good thing, in terms of discussion and engagement. Questions themselves aren't a problem. It is a problem, though, if you're consistently asked to elaborate on mission-critical information that you should have addressed to start.

3. People ask about things you've already said.

Along those lines: it's a problem if you're

How to Uncover Your Communication Weaknesses (cont'd)

consistently receiving questions around information you've already presented.

If that's the case, you may be presenting too much information for people to process. Or, you may be presenting information unclearly. Either way, you likely have a communication issue.

4. You're afraid.

Are you afraid of public speaking? If you are, you're not alone – public speaking is the most common fear, after all. But there's a good chance that you may need to work on your speaking skills.

Some level of anxiety is expected, even for veteran presenters. That feeling is akin to the nerves an athlete gets before competition: the anticipation that accompanies a big stage and an intense performance. It can even play a role in driving energy and engagement.

But if you're dealing with debilitating fear when it's time to present, you could almost certainly benefit from presentations training.

If you're willing to acknowledge it and focus on confronting it, take heart: you can overcome your fear.

5. Most of your communication interactions create frustration.

This sign may seem a bit more subjective; it may also be more difficult for you to identify yourself. But, if a majority of your communication interactions result in a frustrated party, you probably have an issue worth working on.

Your own frustration is easy enough to gauge. Do you feel consistently consternated by people's inability to comprehend your messages? Are you often impatient with how long it's taking you to get your point across? If you're frustrated, the issue is more obvious.

Sometimes, though, you may be unaware of the frustration you're causing others when you communicate. You may be unintentionally condescending. You may be unknowingly impatient. You may appear disinterested without knowing it.

Uncovering these issues may require seeking out accurate feedback from the people you regularly interact with. Hearing critiques of your communication may not be easy, but acknowledging feedback is better than keeping your head in the sand and causing unnecessary frustration to those around you.

6. People avoid communicating with you.

Finally, you likely have a communication weakness if people avoid communicating with you.

For instance: if you communicate with a direct report on a project, only to have them ask somebody else come to you to ask for clarification, you may be unknowingly discouraging others from being open with you.

If your team seems to tiptoe around issues, or if they get tight-lipped in interactions with you, you may have an issue.

Don't ignore it. Dig into it. People will appreciate your vulnerability, and you'll be able to take steps toward improvement.

What to Do Next

So, you've identified a communication issue. What do you do next?

The answer: start working to improve. Although you can attempt to navigate around weaknesses – for instance, by trying to avoid public speaking as much as possible – the reality is that you'll almost always be better served by taking steps toward growth.

Because, ultimately, our careers and personal lives are built on relationships, and our relationships are built on communication. Ignoring a problem, even if it seems possible, is nearly always unwise.

Again, the good news is that everyone has communication weaknesses. From entry level employees to Fortune 100 CEOs, everyone has room to improve. And anyone can improve, by learning the skills and techniques of good communication.

The Ammerman Experience is a communications development firm that shows people how to effectively and confidently reach and influence others through the spoken word. For more information, visit www.ammermanexperience.com.

Good Managers Understand the Concept of Psychological Safety

Greg, a manager in a large company asked for his employees to be open with him. That didn't go over well since he regularly dressed down those who came to him with bad news or mistakes they'd made. He was particularly adept at cutting these employees off mid-explanation and going off on them. His weapons of choice were angrily belittling those who made mistakes.

Greg used these tactics intentionally, and he felt they worked well. He claimed they were "tools" for him to keep others on their toes and avoid mistakes.

Unfortunately, his tools eventually failed him, forcing his resignation because important information that he needed to know wasn't given to him. All because his employees feared his outrage.

The concept of "psychological safety" is one that Greg didn't grasp. The words civility, support, forgiveness, trust, and acceptance all come to mind around this idea of making others feel safe to bring him news he didn't like.

When Greg's rage made people feel unsafe, fallout happened—information was withheld from him, mutual trust disappeared, and civility and respect weren't modelled. Thus, his team began to feel it was okay to disrespect others. Incivility was a virus that infected everyone on his team.

Greg was his own worst enemy. He could use a new perspective and, had he been willing, changed in his behavior. Here's how that might have worked:

Perspective: Greg needed to grasp that controlling people with hurtful tactics just

doesn't work the way he expected. If he had put himself in their shoes, he might see and admire the courage it took for people to come to him with bad news. He might also see mistakes as learning opportunities. Greg's mindset was one of controlling people with fear so mistakes weren't made. They feared him but withheld the very information he needed. Greg's opportunity to see people as

human beings that make mistakes that can become learning opportunities may have allowed him to flourish as a leader.

Behavior: If Greg adopted a new perspective, he might be willing to change his behavior

to show more respect to others. This could take the form of being open to news he doesn't like to hear without cutting people off, listening and asking questions to better understand the situation. He could also learn to be supportive of others when they made mistakes while coaching them to learn new ways to avoid future mistakes. He could learn to genuinely thank employees for any information they provide of any sort.

Blaming and shaming those who make errors doesn't work to build people up or help them to feel trusted or engaged. Change your perspective and behavior, and you can make a difference in your employees' work as well as your organization's results. You may also live a happier life.

Article written by By Mary Jo Asmus
<https://www.govexec.com/excellence/promising-practices/2018/05/good-managers-understand-concept-psychological-safety/147867/>



7 Things That Make Great Bosses Unforgettable

Some bosses are harder to forget than others. While bosses can be unforgettable because they make life miserable, the most memorable bosses stick with us because they change us for the better.

When I ask audiences to describe the best and worst boss they ever worked for, people inevitably ignore innate characteristics (intelligence, extraversion, attractiveness, and so on) and instead focus on qualities that are completely under the boss's control, such as passion, insight, and honesty.

These words describe bosses who are high in emotional intelligence. And they aren't just great to work for—TalentSmart research data from more than a million people shows that bosses with high EQs outperform those who lack EQ by a large margin.

Great bosses see more in us than we see in ourselves, and they help us learn to see it too. They dream big, and show us all of the great things we can accomplish.

By taking a closer look at the unique qualities of unforgettable bosses, you can learn valuable skills, inspire your coworkers, and be on your way to becoming unforgettable yourself.

Here are some of the most common and meaningful characteristics of memorable bosses.

They're passionate. Few things are more demotivating than a boss who is bored with his life and his job. If the boss doesn't care, why should anybody else? Unforgettable bosses are passionate about what they do. They believe in what they're trying to accomplish, and they have fun doing it. This makes everyone else want to join the ride.

They're transparent. Unforgettable bosses are who they are, all of the time. They don't lie to cover up their mistakes, and they don't make false promises. Their people don't have to exert energy trying to figure out

their motives or predict what they're going to do next. Equally as important, they don't hide things they have the freedom to disclose. Instead of hoarding information and being secretive to boost their own power, they share information and knowledge generously.

They're proactive. Some bosses will throw people under the bus without a second thought. Great bosses pull their people from the bus's path before they're in danger. They coach, and they move obstacles out of the way—even if their people put those obstacles there in the first place. Sometimes, they clean up messes their people never even knew they made. And, if they can't stop the bus, they'll jump out in front of it and take the hit themselves.

They're insightful. Great bosses play chess, not checkers. Think about the difference. In checkers, all the pieces are basically the same. That's a poor model for leadership, because nobody wants to feel like a faceless cog in the proverbial wheel. In chess, on the other hand, each piece has a unique role, unique abilities, and unique limitations. Unforgettable bosses are like great chess masters. They recognize what's unique about each member of their team. They know their strengths, weaknesses, likes, and dislikes, and they use that insight to draw the very best from each individual.

They're a port in a storm. Unforgettable bosses don't get rattled, even when everything is going haywire. Under immense pressure they act like Eugene Kranz, flight director for the Apollo 13 mission. In the moments after the explosion, when death looked certain and panic seemed like the only option, Kranz kept his cool. He said, "Okay, now, let's everybody keep cool. Let's solve the problem, but let's not make it any worse by guessing." In those initial moments, he had no idea how they were going to get the astronauts home, but, as he later explained, "You do not pass **(cont'd)**



7 Things That Make Great Bosses Unforgettable (Cont'd from page 7)

uncertainty down to your team members.” People who’ve worked for an unforgettable boss often look back later and marvel at their coolness under pressure. That’s why, 45 years after Apollo 13, people are still talking about Eugene Kranz and his leadership during that crisis.

They’re human. Unforgettable bosses are human and they aren’t afraid to show it. They’re personable and easy to relate to. They’re warm. They realize that people have emotions, and they aren’t afraid to express their own. They relate to their people as a person first and a boss second. On the other hand, they know how to keep their emotions in check when the situation calls for it.

They’re modest. Unforgettable bosses don’t gloat or seek recognition. Their work is truly a team effort, and their people feel accomplished when group goals are met. Since these bosses don’t believe they are above anyone or anything, they openly address their mistakes so that everyone can learn from them. Their modesty sets a tone of humility and strength that everyone else follows.

Bringing It All Together

For many unforgettable bosses, things clicked once they stopped thinking about what their people could do for them, and started thinking about what they could do to help their people succeed.

Inspire. Teach. Protect. Remove obstacles. Be human. If you cultivate these characteristics, you’ll become the unforgettable boss that your people will remember for the rest of their careers.

U.S. Marshals Service

On March 23, 2018, Johnny Lee Kuhlman of Oklahoma was appointed by President Trump as the twenty-third United States Marshal for the Western District of Oklahoma.



Mr. Kuhlman previously served as the Deputy Chief of the Investigations Bureau for the Oklahoma City Police Department. He began his law enforcement career in 1980 as a patrol officer with the Houston Police Department. In 1983, he joined the Oklahoma City Police Department as a patrol officer, and has risen through the ranks and served in almost every capacity over the course of his 34-year career with the department. Mr. Kuhlman holds an A.D. in police science technology from Oklahoma State University and a B.S. in organizational leadership from Southern Nazarene University.

There is no doubt Marshal Kuhlman will bring the same commitment, support, insight and hard work that he performed at the Oklahoma City Police Department. The Western District is honored to have Marshal Kuhlman and look forward to working with him.

The United States Marshals perform the essential functions of protecting the Federal judiciary, apprehending fugitives, transporting prisoners, and protecting witnesses.

**UPCOMING EVENTS
June 2018**

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|---------------------|--|
| Jun 1, 2018 | CFC Conference Call-nationwide |
| 12:00 noon | |
| Jun 4, 2018 | FEB/OPM Conference call |
| 1:00 p.m. | |
| Jun 5, 2018 | Leadership Series Training |
| All Day | Mental Toughness & Resilience in the Workplace
Remington Park |
| Jun 8, 2018 | Nat'l FEB Council Conf Call |
| 11:00 a.m. | |
| Jun 11, 2018 | Agency Visits-OKC |
| Jun 12, 2018 | Agency Visits-Lawton |
| Jun 19, 2018 | Agency Visits-OKC |
| Jun 27, 2018 | Leadership FEB |
| All Day | FAA
POC: FEB Office, 405-231-4167 |

Assorted Houston activities which will occupy our FEB Staff.

INSPIRATION CORNER

A man begins cutting his wisdom teeth the first time he bites off more than he can chew. —Herb Caen

Learning how to respond to and master the process of change—and even to excel at it—is a critical leadership skill for the 21st century. Constant, rapid change will be a fact of life for all of us. —Jennifer James

A problem well stated is a problem half solved. —Charles F. Kettering

Leadership is an active, living process. It is rooted in character, forged by experience, and communicated by example. —John Baldoni

An organization's ability to learn, and translate that learning into action rapidly, is the ultimate competitive advantage. —Jack Welch

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

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| Detail: | Sarah Musler, TSI |



INTERAGENCY SECURITY COMMITTEE PHASE II



Date:	Thursday, July 12, 2018
Location:	Oklahoma City/County Health Department, 2600 NE 63 rd St, OKC
Time:	8:00am-12:30pm
Cost:	No fee
Who should attend:	Federal Agency Leaders, Facility Security Committee (FSC) members and those involved in making facility funding, leasing, security, or other risk management decisions.



Risk Management Process and Facility Security Committee Training

Last year, in the first phase of the National Compliance Advisory Initiative, the ISC provided awareness training in 19 cities across the country. Building off that foundation, as part of Phase Two, this four-hour, instructor-led, training course includes an in-depth look at the Risk Management Process and Facility Security Committee membership. The course is offered at no cost to participants and is available at a first come, first served basis.

Receive FSC Training Credits: Successful completion of this training will meet the FSC training requirements, as the material in the course matches the material presented in the online ISC training courses. This course also acts as prerequisite training for the 3-day RMP course, hosted by OPM.

Executive Core Qualifications: Leading Change, Leading People, Results Driven, Business Acumen, Building Coalitions

REGISTRATION

Name:	Phone:
Agency:	City:
Email:	

Email registration to:	lisa.smith-longman@gsa.gov or leann.jenkins@gsa.gov
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Cancellation Policy: If you are unable to attend, substitute attendees are authorized and encouraged if within the appropriate management structure!



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	
		June 2018				1 12:00 OPM/CFC call	2
3	4 1:00 OPM/FEB	5 Mental Toughness training	6 9:30 USDA Opiod Panel-El Reno	7	8	9	
10	11 Agency Visits- OKC	12 Agency Visits- Lawton	13 Our Driving Concern-Tulsa	14 Flag Day	15	16	
17 Fathers Day	18	19 Agency Visits- OKC	20	21	22	23	
24	25	26	27 Leadership FEB	28	29	30	

OKLAHOMA FEDERAL EXECUTIVE BOARD
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