



announcing

**THE 11TH ANNUAL PUBLIC SERVICE
PROFESSIONAL DEVELOPMENT
SERIES**

**FEDERAL EXECUTIVE BOARD
GREATER LOS ANGELES
FY 2013 TRAINING OPPORTUNITIES**

NOVEMBER 15, 2012

JANUARY 17, 2013

MARCH 21, 2013

MAY 16, 2013

JULY 18, 2013

SEPTEMBER 19, 2013

Who Should Attend?

All Public Service Professionals who:

- Work in an organization that is undergoing change**
- Are seeking ways to improve their individual skills**
- Need local, low-cost, solution-focused training**

INFLUENCING OTHERS TO WORK TOGETHER

The 11th Annual Public Service Professional Development Series has been created to meet the intergovernmental needs unique to public service.

The Public Service Professional Development Series addresses the mutual professional development demands identified by the public service partners located throughout Southern California.

Joining together to focus on our similar training requirements allows us to offer courses designed specifically for public service employees. By leveraging resources available through federal, state, and local governments, and our private industry partners, we have the ability to offer low-cost training provided by well-respected sources. Note: For Federal Agencies this training series supports the Federal Supervisory Training Act (S. 674), which aims to enhance Federal Employees and Manager Performance.

*This series also offers flexibility that is not available in most long term training programs. You can send one person to all six seminars creating a comprehensive training opportunity or you can send a different individual to each seminar, tailoring the program to each professional development need. This flexibility allows you to budget for an entire years worth of courses at the lowest possible rate. You pay once for six training programs and you decide how to distribute the tickets which will be sent to you in advance of the first session. If you or your designee cannot attend - send someone else. Use them as developmental tools or possibly incentive awards. **You decide!***

Take advantage of this unique opportunity for exceptional quality training at an affordable price!

- Special Thanks to VA Greater Los Angeles Healthcare System (VAGLA), Donna M. Beiter, R.N., MSN, Director, Christopher R. Sandles, MBA, FACHE, Assistant Director, Harold D. Goings Jr. II, Director, Human Resources, Gail Prude, Chief, Acquisition and Material Management Service, for providing Resources for publication.
- Training Programs arranged by Ira H. Needleman, Chair, FEB, Shared Training Forum.
- Graphic Design prepared by Scott Hathaway, Associate Chief, External Affairs/Multi-Media, (VAGLA), & Prints Charm'n, Inc.
- Ruben Manzano, Reproduction Section, (VAGLA).

November 15, 2012 * 8:30a.m. - 12:30p.m. * Session 1
“Making Yourself Indispensable” – Build employee ownership and engagement
Speaker/Sponsor: Mark Samuel, IMPAQ, Author of “Making Yourself Indispensable”

Becoming indispensable is about increasing one’s value and staying focused on priorities that ensures results in the midst of many distractions. It is to be noted that harness racing horses wear blinders so they are not distracted from reaching their goal. Discussions will center on developing clear commitments for improving performance, communication, leadership and teamwork. You don’t have to be perfect to be successful. You will learn by using “recovery plans”, you can make mistakes, get off-track and still achieve successful results. During this interactive session you create your own “Personal Picture of Success” to identify those actions that will leverage your strengths and address your challenges for excellence in your organization. Let’s develop a roadmap for success!

January 17, 2013 * 8:30a.m. – 12:30p.m. * Session 2
“Leadership Isn’t for Cowards” – How to Lead Courageously
Speaker/Sponsor: Michael Staver, M.A.- The Staver Group, Author of “Leadership Isn’t for Cowards”

Courage has to do with the willingness and ability to face what needs to be faced and to do what needs to be done. Be confident that your values are being consistently excuted and felt in every aspect of the business, the community where you live, and in the lives of those you influence. To what extent are you living and leading in alignment with those beliefs and values. People crave courageous leadership. For instance, it takes courage to make decisions whose outcome will affect the success of the organization. It is the courageous leader who despite the pressure of the budget, external forces in the environment, or personal gain, will make the decisions that are people focused. You will learn how great leaders stay focused and why courage matters.

March 21, 2013 * 8:30a.m. -12:30p.m. * Session 3

“Indispensable By Monday” – Transmit leadership thinking to every front- line employee – We can do that!

Speaker/Sponsor: Larry Myler, By Monday LLC, Author of “Indispensable By Monday”

When we teach employees to think like leaders, amazing things happen. Predictable, measurable improvement will always result from pushing the leadership mentality down to those who have not traditionally been thought of as leaders. This knowledge and expectation result in improved quality, and productive outcomes for organizations. When you “fire it up”, and transform and educate your staff, employees mindsets quickly shift from thinking that “nothing I do affects the agency’s performance” to the understanding that “everything I do effects the agency’s performance”. Leaders already know this. Why doesn’t everyone else? This interactive workshop will show you how to successfully transfer leadership thinking and behaviors to your workforce.

May 16, 2013 * 8:30a.m. – 12:30p.m. * Session 4

“Doing More with Less” – How Social Networks and Mobile Tools Can Save You Time and Money

Speaker/Sponsor: Steve Ressler, GovLoop, founder of GovLoop and Young Government Leaders, sponsored by Graduate School USDA

In a time of tenuous budgets and transition, government at every level is striving to find more efficient ways of doing business. Whether it’s recruiting and training employees or seeking more cost- effective ways to interact with citizens, social networks and mobile applications now have proven methods for enhancing more traditional approaches to citizen engagement and customer service. This session will highlight some of the mobile applications and other tools created by making government data more available and present case studies of government agencies that are leveraging social media effectively. Join us for this exciting session that is sure to deliver several ideas for improving your operations and leveraging low- cost innovative approaches to streamlining the core functions of government.

July 18, 2013 * 8:30a.m. – 12:30p.m. *Session 5

“Tons of Room at the Top” – How to develop success friendly attitudes and habits

**Speaker/Sponsor: Jeff Beals, Keynote Publishing, LLC,
Author of “Self Marketing Power: Branding Yourself as a
Business of One”**

In today’s ultra competitive environment, it’s critically important to approach your life and your career with a pro-success attitude. Former British Prime Minister Margaret Thatcher once said, “People think that at the top there isn’t much room. They tend to think of it as an Everest”. This seminar will show you how to reach success in your career, because by adapting the right attitude, greater success is always within your reach. You have control over your life and success starts with you. Discussion points to include; embracing the traits of winners, developing personal entrepreneurship, taking the initiative, taking responsibility, exercising authority and accepting accountability. Public service agencies, if you want excitement, this is it.

September 19, 2013 * 8:30a.m. – 12:30a.m. * Session 6

**“The Power of Trust” – How to Engage Employees and
Keep Customers**

Speaker/Sponsor: Rich Brandt, M.A., RDR Group

Every organization wants committed employees and loyal customers but how do you translate these goals into reality? The single greatest factor in creating dedicated employees and enthused customers is the issue of trust. The level of trust in an organization is determined primarily by the way employees feel about leaders. This seminar will help leaders recognize the three most common ‘trust-breaking’ behaviors that can generate a sense of distrust among employees and the three corresponding ‘trustbuilding’ behaviors that lead to high employee engagement and award winning service. Participants will learn individual action planning steps designed to eliminate unhealthy behavior patterns through interactive demonstrations of integrity, caring and accountability. Attention public service agencies, let’s take a look at improving our corporate culture.

Public Service Professional Development Series Training Consultant Alumni

The Federal Executive Board of Greater Los Angeles is proud of our association with our exceptional trainers. The FEB has developed a contact list of the Alumni of "Public Service Professional Development Series" training facilitators for your use. The listing identifies past and present training consultants contact information. Please contact the trainers directly for fee schedule.

Please visit us at

<http://www.losangeles.feb.gov/documents/FEB%20Training%20Resources%202011.pdf>

Please also visit us www.losangeles.feb.gov for other information about the Federal Executive Board.

Comments from our Participants

**Well worth the cost in time and money.
This was added value to my day**

**Your material is not just for my high-ambitions
but survival tools for all levels of employees**

**I'm glad I attended this seminar. What I learned
today will help me make some changes in my life.**

**Enjoyed every bit of the presentation,
never a dull moment**

**Excellent speaker! By far one of the best I have heard.
The speaker was incredible. His humor was perfect
to bring the point home**

**I've been to quite a few of these sessions and
this has been by far the best topic & speaker- Kudos**

Ticket price includes all 6 sessions.
Tickets & Directions (free parking) will be sent to your
contact person once payment has been processed.

Mail, Fax or E-mail Registration to FEB

By: October 31, 2012

Series Fee \$415.00* **There will be a 15% agency discount for purchases
made by September 28, 2012; total agency cost is \$353.00.**

Contact Person: _____
E-mail: _____
Phone: _____ Ext. _____ Fax: _____
Agency: _____
Address: _____
City: _____ State: _____ Zip: _____

Method of Payment
 Enclosed Check Payable to FEB Credit Card VISA/MC

Number of series ordered:
(1 order is 1 ticket for each of the 6 courses)
Card Number _____
Expiration Date: ____ Mo. ____ Yr. _____
Card Holder Name, please print _____
Card Holder Signature _____
Total amount authorized for this purchase \$ _____

Federal Executive Board Phone: (562) 951-6970
Greater Los Angeles Fax: (562) 951-6902
501 W. Ocean Blvd, Suite 3200 E-mail:
Long Beach, CA 90802 kathrene.hansen@dhs.gov

All six sessions will be held at the same location:
The Grand, Long Beach Event Center
4101 E. Willow Street
Long Beach, CA 90815



Federal Executive Board
Greater Los Angeles
501 W. Ocean Blvd, Suite 3200
Long Beach, CA 90802



GREETINGS FROM THE USA