INTERAGENCY CONNECTION

215 Dean A. McGee, Suite 153, Oklahoma City, OK 73102 http://www.oklahoma.feb.gov/ (405) 231-4167

Chair's Corner

Happy Spring!

First, I want to thank all the agencies that participated in our first **Interagency/Inter-governmental job fair** for people with disabilities! I had my agency represented and it was so successful, I understand that most of the booths did not have a break in the flow of people to even take a break for lunch! We had 30 organizations participating with a booth for this event and I want to say thank you to all that made this such a wildly successful offering!

The FEB had the opportunity to discuss the value of our **Push Partner Program** with officials from the Centers for Disease Control during their assessment of the Push Partner Program in March. This is a valuable collaborative effort that has been in place since 2009 and allowed us to offer H1N1 vaccinations in the workplace in the fall of 2009.

The FEB also hosted the first **National FEMA course (L-262)** held outside Washington, DC in March. At the conclusion, we had four individuals sit for the final exam which resulted in two people finalizing all the requirements for COOP Practitioner Level II certification! Congratulations to: *Jon Hall, FAA and Tim Flaig, Oklahoma City/County Health Department*

The Federal Executive Board has an **Executive Forum** scheduled this month. It has been a while since we've gathered, and I look forward to seeing the federal agency leaders of Oklahoma!

It was an interesting winter with two major snow storms and the budgetary challenges of a couple of continuing resolutions; thankfully, our year is progressing.

This month we will host our annual **Administrative Office Professional Training** on April 27th. A registration is provided in this newsletter for your convenience. This training is a unique opportunity for all of your clerical and support staff to gather for a day of skills-building and network with staff from other agencies.

The registration forms for June and August sessions of this year's FEB **Leadership Symposium** are provided on our website and in this newsletter. The curriculum was designed for agencies to take advantage of a sliding scale of savings and enabling them to send the maximum number of people.

Oklahoma's **Leadership FEB** program is underway! This year's class participants met for their first forum on March 16th at the National Oceanic and Atmospheric Administration and will gather at the Federal Prison in El Reno, OK for their April class.

Our annual **Public Service Recognition Awards Program** is scheduled for Monday, May 2, 2011. This event is held only once each year and is an opportunity for us to recognize federal employees who have been nominated by various federal agencies across the state. Their accomplishments are many and impressive in nature. I look forward to meeting these individuals who have distinguished themselves among their peers.

Jon Worthington, Chairman

Don't let stress disrupt your entire workforce

Too much stress can demoralize a workforce,

but staying calm these days is a tough act for any manager. Keep the turmoil under control for your employees with these tips:

- Keep surprises to a minimum. When your workforce doesn't know what's going to happen next, they'll have a hard time focusing on what they need to do right now. Make sharing information a priority so they don't feel blindsided by events they can't control.
- Maintain your sense of humor. The challenges your organization faces may be serious, but you don't have to be—at least not all the time. Find ways to bring a little laughter into your workplace: posting cartoons, sharing jokes (as long as they're appropriate for the workplace), and finding the lighter side of workplace incidents.
- Watch your own mood. Your employees are looking to you for guidance and reassurance. If you're angry or depressed, they'll pick up on it and follow suit. Don't pretend everything's wonderful when it's not, but strive to maintain an even temper and an upbeat attitude so your workforce doesn't lose hope.
- Let employees express themselves. A certain amount of venting is healthy. Listen to their worries and concerns, and don't expect them to ignore reality. Once they get it off their chests, their emotions will be less powerful, and they'll be able to get back on track.

—Adapted from the Leadership Development Connection website

Overqualified candidate? No problem; just follow this three-pronged approach

Issue: Employee Recruitment & Retention March 2011

With so many skilled, experienced people out of

work, employers face the question of whether to hire someone who's obviously overqualified. You may worry that a former high-level executive who's now answering tech-support calls will be bored, angry, and ready to leave for any slightly better opportunity. But don't jump to conclusions.

Here's how to approach the issue of the overqualified candidate:

- Bring the question into the open. Don't ignore the candidate's work history when you talk during your interview. Ask how he or she might use those high-level skills in the job you need to fill. An overqualified employee might have good ideas for improving your organization that a recent graduate wouldn't.
- Probe candidates' motivations. Find out why this person is interested in the position, given that it's not as prestigious as previous jobs. A former VP may be looking for a role with less stress, searching for a chance to start over in a different field, or just driven to do something different. Don't assume that a candidate is just looking for a temporary position until a better one opens up, or you may miss your opportunity to snap up a valuable employee.
- Look for maturity. Experienced professionals can be more flexible and adaptable because of everything they've been through. Look at their track record in developing new skills and responding to change in their organizations.

Once they're onboard and acclimated to your culture, their maturity can be a source of leadership for your team.

—Adapted from the IT Business Edge website

Spotlighting Information in Public Service

Did you Know……U.S. Secret Service

The mission of the United States Secret Service is to safeguard the nation's financial infrastructure and payment systems to preserve the integrity of the economy, and to protect national leaders, visiting heads of state and government, designated sites and National Special Security Events.

Investigative Mission

The Secret Service was established as a law enforcement agency in 1865. While most people associate the Secret Service with presidential protection, its original mandate was to investigate the counterfeiting of U.S. currency, a mission the Secret Service is still mandated to carry out.

Today the agency's primary investigative mission is to safeguard the payment and financial systems of the United States. This has been historically accomplished through the enforcement of counterfeiting statutes to preserve the integrity of United States currency, coin and financial obligations.

Since 1984, the Secret Service's investigative responsibilities have expanded to include crimes that involve financial institution fraud, computer and telecommunications fraud, false identification documents, access device fraud, advance fee fraud, electronic funds transfers and money laundering as it relates to the agency's core violations.

To combat these crimes, the Secret Service has adopted a proactive approach that utilizes advanced technologies.

Criminal Investigations

The United States Secret Service is responsible for maintaining the integrity of the nation's financial infrastructure and payment systems. As a part of this mission, the Secret Service constantly implements and evaluates prevention and response measures to guard against electronic crimes as well as other computer related fraud. The Secret Service derives its authority to investigate specified criminal violations from Title 18 of the United States Code, Section 3056.

Criminal investigations can be international in scope. These investigations include: counterfeiting of U.S. currency (to include coins); counterfeiting of foreign currency (occurring domestically); identity crimes such as access device fraud, identity theft, false identification fraud, bank fraud and check fraud; telemarketing fraud; telecommunications fraud (cellular and hard wire); computer fraud; fraud targeting automated payment systems and teller machines; direct deposit fraud; investigations of forgery, uttering, alterations, false impersonations or false claims involving U.S. Treasury Checks, U.S. Saving Bonds, U.S. Treasury Notes, Bonds and Bills; electronic funds transfer (EFT) including Treasury disbursements and fraud within the Treasury payment systems; Federal Deposit Insurance Corporation investigations; Farm Credit Administration violations; and fictitious or fraudulent commercial instruments and foreign securities.

Counterfeit Currency

The Secret Service has jurisdiction over violations involving the counterfeiting of United States obligations and securities. Some of the counterfeited United States obligations and securities commonly investigated by the Secret Service include U.S. currency (to include coins), U.S. Treasury checks, Department of Agriculture food coupons and U.S. postage stamps.

The Secret Service remains committed to the mission of combating counterfeiting by working closely with state and local law enforcement agencies, as well as foreign law enforcement counterparts, to aggressively pursue counterfeiters. The Secret Service maintains a working relationship with the **Bureau of Engraving and Printing** and the **Federal Reserve System** to ensure the integrity of the nation's currency.

Financial Crimes

The Secret Service exercises broad investigative jurisdiction over a variety of financial crimes. As the original guardian of the nation's financial payment systems, the Secret Service has a long history of protecting American consumers and industries from financial fraud. In addition to its original mandate of combating the counterfeiting of U.S. currency, the passage of federal laws in 1982 and 1984 gave the Secret Service primary authority for the investigation of access device fraud, including credit and debit card fraud, and parallel authority with other federal law enforcement agencies in identity crime cases. The Secret Service also was given primary authority for the investigation of fraud as it relates to computers.

In the early 1990s, the Secret Service's investigative mission expanded to include concurrent jurisdiction with the United States Department of Justice regarding Financial Institution Fraud. Also during this time, the Internet and use of personal computers became commonplace and expanded worldwide. The combination of the information revolution and the effects of globalization caused the investigative mission of the Secret Service to expand dramatically. As a result, the Secret Service has evolved into an agency that is recognized worldwide for its investigative expertise and for its aggressive and innovative approach to the detection, investigation and prevention of financial crimes.

On October 26, 2001, President Bush signed into law H.R. 3162, the USA PATRIOT Act. The U.S. Secret Service was mandated by this legislation to establish a nationwide network of **Electronic Crimes Task Forces** (ECTFs). The concept of the ECTF network is to bring together not only federal, state and local law enforcement, but also prosecutors, private industry and academia. The common purpose is the prevention, detection, mitigation and aggressive investigation of attacks on the nation's financial and critical infrastructures. (www.secretservice.gov.)

Rules govern comp time for TDY

The most frequent questions to the "Ask the Lawyer column concern compensatory time and travel while on temporary duty (TDY). Given the interest and confusion, a brief review of the rules seems in order.

The entitlement to compensatory time while on official travel was one of the major new entitlements of the 2004 Federal Workforce Flexibility Act. The entitlement applies to virtually all federal employees, except senior executives. It addresses the problem that since many federal employees are exempt from the Fair Labor Standards Act, they were often not compensated for time spent traveling outside their normal work hours. There are some rules and limitations. References are provided so that you can research your particular situation.

When traveling on official business beyond their official duty station, employees are entitled to compensatory time off for travel occurring outside their normal duty hours, including travel to and from the airport, train station, hotel etc. See 5 USC5550b and 5 CFR 550.1404.

"Official duty station" is defined as a reasonable geographic area surrounding the work site, as designated by the agency. See 5 CFR 550.1403. The agncy "may prescribe a mileage radius of not grater than 50 miles to determine whether an employee's travel is within or outside the limits of the employee's official duty station for determining entitlement to overtime pay for travel." See 5 CFR 550.112(j). This seems to generate the most questions, because many employees are required to travel within the 50-mile radius of the official duty station. TDY is applicable only beyond the 50-mile radius.

An employee on TDY is entitled to compensatory time only "for time in a travel status away from the employee's official duty station when the travel time is not otherwise compensable." See 5 CFR 55.1401. According to 5 CFR 550.1403, "Compensable refers to periods of time that are creditable as hours of work for the purpose of determining a specific pay entitlement, even when that work time may not actually generate additional compensation because of applicable pay limitations." In other words, if the travel occurs during your normal work day, you are entitled to your salary, not compensatory time.

"Hours of work" is defined in 5 USC 5542(b)(2) and 5 CFR 550.112(g). If these hours exceed the normal work day, the employee is entitled to be paid overtime and is not entitled to compensatory time. Official travel away from one's duty station is considered hours of work when the travel occurs within regularly scheduled work times; when work is done while traveling, when the time spent is a necessary part of the travel time that involves work (e.g. time spent getting to the mode of transportation, driving to the airport, waiting at a bus station, etc.), when the work is carried out under arduous or dangerous conditions, or when the work results from an event that could not be scheduled or controlled administratively by an individual or agency. In other words, if you work while you travel, you get paid. If you use your travel time just to travel, you get compensatory time. If you are traveling to a disaster, for example, rather than a conference, you get overtime regardless of whether you use travel time for work or just to travel.

Federal employees are eligible for payment of travel expenses, such as airfare, when performing official travel. See 41 CFR 301-10.1-10.2. Generally, travel expenses should be paid with an employee's government-issued travel card, unless the employee has an exemption. See 41 CFR 301-51.1. If the employee receives an exemption, he or she may pay for transportation expenses with cash, personal credit cards, personal check or travelers check. See 41 CFR 301-51-101. Be careful about this one. Federal employees have been disciplined for not using their travel card when they are supposed to, or using the travel card for nontravel expenses.

These are the highlights. The rules are technical and each individual situation must be considered. Employees who travel have a statutory benefit that should be administered fairly and consistently.

Taken from "Ask the Lawyer" article in Federal Times, dated February 7, 2011 written by Bill Bransford. He is managing partner of Shaw, Bransford & Roth in Washington. He serves as general counsel to the Senior Executives Association, Federal Managers Association and other professional associations.

Doing More (Or at Least the Same Amount) with Less: Strategies That Get Results!™

We are living in times that require ingenuity and tenacity. Being up to the challenge is of critical importance if you are to survive and thrive in a do-more-with-less-and-do-it-faster world. Here are some strategies that get results:

1. Stay fit. You have been blessed with a set of skills. Indeed, you are the goose who lays golden eggs. Make time to do exercise you enjoy at least every other day. Don't buy into the "globesity" epidemic that is afflicting millions. As a mentor told me: "If doctors could put exercise in a pill, it would be the largest selling drug on earth. See yourself as a workplace athlete who has got to work for forty years or so." We all know this to be true. Now execute. Write it on your calendar and go do it!

2. There are five major ways of working smarter rather than harder. They are contained in the **BRASH** acronym below:

Bunch & Batch. Like running all of your errands at one time, bunch/batch similar tasks together. Assembly lines are still around today and they are all about executing similar tasks with speed. Effectiveness and efficiency can be enhanced when you must "get a bunch of stuff out the door" by bunching and batching.

Redistribute. Outsourcing is a great concept. I've done a lot of temporary work in my life. Companies would hire me to do work that they did not feel was part of their core mission. They knew it was worth paying me the money because they were able to stay focused on their core mission.

Anticipate. If you're not early, you're late. Be a bit early to meetings. Keep your head on a swivel and pay attention to what is going on around you. As Steve Jobs noted, "We make what we want for ourselves." Being the anticipator is making what you want for yourself and it pays nothing but high dividends.

Standardize (your day/week). Motivation may get you started, but habit keeps you going. Since ninety percent of your behavior is dictated by habit, embrace habits (rituals) that pay off for you. The best salesperson I know eats a big breakfast every morning. This does not appeal to me, but it works for him. Another example: A doctor's office has its staff meeting at 8:00 AM every Wednesday morning; this is the optimal time based upon the flow of their workplace.

High Tech. Don't buy into technology for the sake of possessing more technology. Make sure that your technology enables your organization to (A) sell/produce more of IT (whatever IT is), (B) sell/produce IT for more or (C) cut costs. Please re-read that last sentence because these are the only three ways of remaining afloat/viable in your marketplace.

The **BRASH** acronym is worth committing to memory because it serves as a solid springboard for brainstorming methods for working smarter and doing more (or at least the same amount) with less.

3. The late Peter Drucker coined the term posteriorities. Posteriorities are the opposite of priorities. They are things you choose not to do. As the President of a company shared with me, "We used to have a nice Christmas Party every year, but we don't now. All of our employees understand that it is too costly. We have town hall meetings often and talk about other ways we can stay lean into the future. It's a healthy discussion for all of us."

Please consider staying fit, using the **BRASH** acronym and setting posteriorities. Little changes do make big differences. Find them and make them work for you!

© Mark "Tenacious" Towers 817-421-4744

UPCOMING EVENTS

April 2011

April 6, 2011 11:00 a.m. — **Executive Forum**
POC: FEB Office, 405-231-4167

April 7, 2011 — **Agency Visits-Muskogee**

April 11, 2011 — **Agency Visits-OKC**

April 12, 2011 — **Agency Visits-McAlester**

April 13, 2011 07:30 a.m. — **Mayors Committee on Disability Concerns**
St. Luke's , 222 NW 15th, OKC
POC: Diana Hubbard, 405-297-4544

April 14, 2011 All Day — **Leadership FEB Forum**
FCI-El Reno
POC: FEB Office, 405-231-4167

April 18, 2011 — **Agency Visits-OKC**

April 20, 2011 10:00 a.m. — **Interagency Training Council**
NOAA-Norman
POC: Janis Jones, 866 331-2259x 12502

April 27, 2011 All Day — **Administrative Professionals Day Training**
POC: FEB Office, 405-231-4167

April 29, 2011 Noon — **Naturalization**
200 NW 4th Street, OK
US Courthouse
POC: FEB Office, 405-231-4167

INSPIRATION CORNER

Big ideas rarely happen overnight. They usually evolve from curious minds willing to take risks.
–Mac Anderson

Principle—particularly moral principle—can never be a weather vane, spinning around this way and that with the shifting winds of expediency. Moral principle is a compass forever fixed and forever true—and that is as important in business as it is in the classroom.
–Edward R. Lyman

Everyone who has ever taken a shower has had an idea. It's the person who gets out of the shower, dries off, and does something about it that makes a difference. –Nolan Bushnell

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:

- Jim Akagi, US Drug Enforcement Administration
- Kirby Brown, Deputy Director, Fires Excellence Center, Fort Sill
- Laura Culberson, Director of Staff, Tinker AFB
- Larry Flener, Representative for the District Director, US Postal Service
- Jerry Hyden, Director, US Department of Housing and Urban Development
- Hector Ledezma, Warden, Federal Correctional Institution
- Dottie Overal, Director, Small Business Administration
- Lindy Ritz, Director, FAA Mike Monroney Aeronautical Center
- Betty Tippeconnie, Superintendent, BIA-Concho Agency
- David Wood, Director, VA Medical Center

This newsletter is published monthly as a cost-effective tool for communicating events and issues of importance to the federal community in Oklahoma. If you have news of interest, please fax to the FEB Office at (405) 231-4165 or email to LeAnnJenkins@gsa.gov no later than the 15th of each month.

Officers:

Chair: **Jon Worthington**
Administrator, Southwestern Power Administration, Tulsa

Vice-Chair: **Adrian Andrews**
Special Agent in Charge,
US Secret Service, Oklahoma City

Staff:

Director: LeAnn Jenkins
Assistant: Brittyn Combs

Too many workers focus on one aspect of retirement

While the media, investment industry and far too many investors are obsessed with the upside potential of how much this or that investment might return, the truth is that maximizing rates of return is not the primary goal of a prudent retirement plan. If you want to maximize the standard of living that can be supported by your resources in retirement, focus on controlling risk and neutralizing threats. That's because downside surprises tend to do more damage to retirement cash flow than upside surprises do to improve it.

Threats to your retirement plan abound. Whether you're still working or already retired, your standard of living in retirement faces a never-ending series of threats.

Many of these threats are beyond your control—proposals to switch to a high-five rather than a high-three salary average for computing annuities, pay freezes, zero-dollar cost-of-living adjustments on annuities, investment market crashes, runaway inflation, skyrocketing tax rates. Add to these the risk of making mistakes in your planning or other threats within your control, and it's no wonder that many retirees wind up impoverished by the end of their lives.

Most of the career feds I've worked with prefer the same, or an even better, standard of living in retirement than they lived with while working. If you fit this description, then your annuity –and Social Security for Federal Employees Retirement System annuitants—won't be enough to meet your needs. You'll have to rely on supplemental income from other sources, probably including your Thrift Savings Plan account and other savings. The old "70 or 80 percent of pre-retirement income" rule of thumb just doesn't apply.

In my experience, most federal employees without professional guidance focus, almost exclusively, on their retirement date as the key variable in their retirement planning. Most federal annuitants tend to focus on trying to limit their spending to what can be supported by their after-tax retirement income from their annuity and, if applicable, Social Security. They tend to do this because they're not sure how much they can safely withdraw from their savings, either on a regular basis, or from time to time.

If they do invade their savings for retirement income, it's usually either because they have no choice and no clue about the long-term consequences of the move, or they are relying on faulty expectations about rates of return from their portfolio. If you think you can safely base your monthly or annual withdrawals on an expected rate of return, say 5 percent per year, you're making this mistake. It's not the average rate of return that matters, it's the actual rate you realize as you are taking withdrawals that affects the viability of the plan.

In each of these cases, investors are either needlessly sacrificing their lifestyle in retirement or recklessly risking outliving their money. Like the risks you face, numerous variables affect the success or failure of your retirement plan. Your retirement date is just one of those variables.

How much you save, how much and when you plan to spend, how much you'd like to leave behind, where you live, and how you invest and manage your money are all important factors, usually within your control. Add to these controllable factors a variety of circumstances beyond your control, and retirement planning becomes incredibly complex. But there are ways to make a plan work, even in the face of unexpected changes.

Take the potential, for example, for a change in the way annuities are calculated—shifting from high-three to high-five—as has been proposed. Affected feds may be motivated to retire earlier, if they can do so before a change takes effect; or later, if the reduction in their annuity makes an earlier retirement impossible. This focus on retirement date oversimplifies the issue for an individual employee.

Sure, delaying retirement by a year will likely offset the effect of the change and allow you to maintain your planned standard of living in retirement, but so will shifting to a slightly more aggressive investment strategy, or saving a little more before retirement, or reducing your spending a little later in life, or taking steps to reduce your tax burden.

In many cases, a change from high-three to high-five can be absorbed without any change in the retirement date, and without affecting your standard of living in retirement. But, to make this happen, you'll need to consider all of the variables that affect the outcome, not just one.

This article was written for the Federal Times, February 21, 2011 edition, by Mike Miles, a Certified Financial Planner licensee and principal adviser for Variplan LLC, an independent fiduciary in Ashburn, VA specializing in retirement planning for federal employees.

Leadership Symposium
Winning Strategies for Motivating & Enhancing Performance & Productivity

Where:	Crowne Plaza Hotel, 2945 NW Expressway, Oklahoma City, OK
When:	Thursday, June 9, 2011 (DAY TWO)
Time:	Registration will be from 7:30-8:00am – Training: 8:00am-4:00pm
Trainer:	G. "Eric" Gordon

MODULE I Motivate & Inspire Others to Greatness

- Motivational Basics	- Understanding Human Nature
- Why Are We Excited?	- Secret Motivators
- Delegation as a Motivational Tool	

MODULE II Increase Productivity & Operational Efficiency

- Defining Success	- Knowing Your Success Metrics
- Getting Team on Same Page	- Coaching and Feedback Techniques
- Building a **Faster, Quicker, Better** Organization	- CHANGE Has Come – Next Steps!
- Managing Contingencies and Problem Solving	

The bottom line is the bottom line. Can you improve your team's performance? Can you decrease costs while improving effectiveness? Can you motivate and stimulate your employees and grow job satisfaction? This day will examine practices that will help participants find answers that are right for their particular situation. All environments are different. So, our strategy begins with an assessment of each leader's environment. We begin with competency evaluations and then a Total Quality Assessment of their operations. This evaluation will allow each leader to know what is causing their performance issues and where problems lie. This will be an exciting day and participants will walk away with a "Working Strategy" for improving the production and efficiency of their operations. We begin our day discussing issues related to the motivation and retention of staff members. There is a psychology to motivating employees – we'll discuss them.

Registration

[ ] Day One Only ($159) [ ] Day Two Only ($159) [ ] Day Three Only ($159)
[ ] 2-days of the Symposium ($300) indicate which days [ ] Mar 24th [ ] June 9th [ ] Aug 18th
[ ] 3-day Symposium ($350 for all 3 days—maximum savings)

Name:	**Agency:**
Phone:	**Email:**

Method of Payment: [ ]Cash [ ]Check [ ]Credit Card [ ]Govt Voucher

Please mail to:	Oklahoma Federal Executive Board 215 Dean A. McGee, Ste 153, Oklahoma City, OK 73102
Or fax to:	405-231-4165

Checks should be made payable to the Oklahoma Federal Executive Board

Cancellation Policy: Understanding that unforeseen circumstances may preclude an individual from attending, refunds and cancellations will be permitted through June 1, 2011. However, after that date, registrations must be honored. If you are unable to attend, substitute attendees are authorized and encouraged!

Leadership Symposium
Developing Your Emotional Intelligence & Dealing with Negative & Unproductive Employees

Where:	Crowne Plaza Hotel, 2945 NW Expressway, Oklahoma City, OK
When:	Thursday, August 18, 2011 (DAY THREE)
Time:	Registration will be from 7:30-8:00am – Training: 8:00am-4:00pm
Trainer:	G. "Eric" Gordon

MODULE I Develop Your Emotional Intelligence

- Understanding the Characteristics of Emotional Intelligence	- Taking the Emotional Intelligence Survey
- The 4 Core Competencies of Emotional Intelligence	- How Emotional Intelligence will work for you

MODULE II Not Performing and Not Happy

- Winning Techniques for Dealing with Difficult People	- Keys to Eliminating Negativity in the Workplace
- Conflict Resolution Strategies	- Discipline Techniques
- Performance Appraisals	

Is confronting another employee about their poor performance stressful? Do you wish "someone else" could talk to your negative employees? Then this session will prove invaluable. We begin with a discussion about the benefits of being Emotionally Intelligent. Recent studies suggest that leaders who score high in Emotional Intelligence (EI), achieve higher levels or organizational success than leaders who score low in this area. EI techniques will give you greater power, and control for dealing with issues that get…emotional!
Conflict Resolution is an expectation of leadership, yet many leaders have anxieties related to this process. Now is the time to take control of your emotions and create a strategic approach that minimizes fear. Anger does NOT have to be a part of your feedback strategies. You can help employees perform better by learning a number of communication techniques and words that are designed to de-escalate a situation. You can learn how to minimize the negativity, get your team performing again, and lower anxiety as well. You'll create more positive vibes.

Registration

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[ ] 2-days of the Symposium ($300) indicate which days [ ] Mar 24th [ ] June 9th [ ] Aug 18th
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Or fax to:	405-231-4165

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Cancellation Policy: Understanding that unforeseen circumstances may preclude an individual from attending, refunds and cancellations will be permitted through August 11, 2011. However, after that date, registrations must be honored. If you are unable to attend, substitute attendees are authorized and encouraged!

2011 Public Service Recognition Week
Employee of the Year Awards Banquet

Public Service Recognition Week: May 2-8, 2011!	***Event information:*** **Date: Monday, May 2, 2011** **Time: 11:30am-1:00pm** **Location: US Postal Service** **Nat'l Center for Employee Development** **2801 E. State Highway 9, Norman, OK** ***Nominees should arrive no later than 11:00 a.m. for pre-brief.***

Location: The facility is approximately 5 miles east of I-35 on Highway 9. NCED is on the north side of the road.(specific directions can be obtained from www.mapquest.com)

If you require special dietary accommodation, please contact the FEB Office, 405-231-4167.

Name:______________________________ Agency: ____________________________

Address: ___________________________ Phone: ______________________________

Cost: $20.00 per person

Indicate Payment:

[ ] Cash [ ] Check Enclosed [ ] Credit Card

Luncheon Tickets will be mailed to the address listed above for all pre-paid registrations with sufficient time to receive before the luncheon. This allows expedited entry into the event, without checking in at the registration table.

Please mail to:	Oklahoma Federal Executive Board 215 Dean A. McGee, Ste 153 Oklahoma City, OK 73102
Or fax to:	405-231-4165

Make checks payable to: Oklahoma Federal Executive Board

Cancellation Policy: Understanding that unforeseen circumstances may preclude an individual from attending, refunds and cancellations will be permitted through April 22, 2011. 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!

Administrative Office Professional Day
Professional Development Training
Wednesday, April 27, 2011

Topic:	No Excuses: Taking Charge of Your Career
Where:	Clarion Hotel & Convention Center, 737 S. Meridian, Oklahoma City, OK
When:	Wednesday, April 27, 2011
Time:	Registration will be from 7:30-8:00am – Training: 8:00am-4:00pm
Trainer:	Nancy J. Lewis, Progressive Techniques, Inc

In a constantly changing work environment, it is far from "business as usual", requiring everyone to take responsibility of their own careers. This one-day of training will focus on getting the results you desire. Taking ownership of your career through the process of learning the art of connecting, lifelong learning, and finding ways to enhance your skill sets through cross training or professional development courses.

In this workshop you will:

- develop strategies to move beyond networking to connecting,
- identify key people in your life who are part of your networking community,
- explore communication realities and how to speak with purpose, passion and power,
- create specific goals with action steps to move your career forward, and
- identify barriers to success and develop solutions to overcome them.

This training is an open event and would be useful for anyone serving in an administrative office support function.

Cost for this one day of training: $100.00 per person

Name:______________________________ Agency:__________________________

Address:____________________________ Phone:___________________________

Method of Payment:
[ ]Cash [ ]Check [ ]Credit Card [ ]Govt Voucher

Please mail to:	Oklahoma Federal Executive Board 215 Dean A. McGee, Ste 153 Oklahoma City, OK 73102
Or fax to:	405-231-4165

Checks should be made payable to the Oklahoma Federal Executive Board

Cancellation Policy: Understanding that unforeseen circumstances may preclude an individual from attending, refunds and cancellations will be permitted through April 21, 2011. However, after that date, registrations must be honored. If you are unable to attend, substitute attendees are authorized and encouraged!

April 2011

SUN	MON	TUES	WED	THUR	FRI	SAT
					1	**2**
3	**4**	**5**	**6** 11:00 Executive Forum	**7** Agency Visits-Muskogee	**8**	**9**
10	**11** Agency Visits-OKC	**12** Agency Visits-McAlester	**13** 7:30 Mayors Committee	**14** Leadership FEB	**15**	**16**
17	**18** Agency Visits-OKC	**19**	**20** 10:00 ITC	**21**	**22**	**23**
24	**25**	**26**	**27** Administrative Office Professionals Day—Training	**28**	**29** Naturalization	**30**

OKLAHOMA FEDERAL EXECUTIVE BOARD
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