



# INTERAGENCY CONNECTION

215 Dean A. McGee, Suite 153, Oklahoma City, OK 73102

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(405) 231-4167

## Chair's Corner



Enter Summer!  
 Last month our Federal Executive Board celebrated yet another Public Service Recognition Week! We had 102 nominees who were recognized and the photos have all been

placed in a "Dropbox" file that can easily be shared with any of our agencies wishing to have access to the photos (for in-house newsletters, to share with your Headquarter agency, post to your intranet site, etc.) Contact LeAnn Jenkins in the FEB office if you would like to access the photos.

A list of all the 2012 Award nominees are provided in this newsletter along with the identified winners of each category. Please take a moment to read through (the list may contain individuals you know)!

This time of year we begin to experience some changing of our FEB members. Our Vice-Chair, Kirby Brown with Fort Sill will be leaving to become part of the Fort Leavenworth Army Combined Arms Center of Excellence. With his departure, I have appointed Julie Gosdin, District Director of the US Postal Service as Vice-Chair for the remainder of the fiscal year. Julie has been an active part of our Federal Executive Board for years, chairing the Local Federal Coordinating Committee (LFCC) for the Central Oklahoma Combined Federal Campaign for several years (and still remains an active member of the LFCC), as well as our FEB's Executive Policy Council.

A current listing of the FEB's Executive Policy Council members is provided in this newsletter. If you think you may be interested in serving at a future date, please discuss with these individuals or me. We can share the benefits of the extra involvement!

### Upcoming Training:

This year we have reduced the number of training offerings due to the budgetary challenges everyone is experiencing; although that may be the very reason we should increase. The FEB hosts training at the local level to reduce the cost of the training, through reduced registration fees and eliminating the need for travel lodging and per diem.

The one classroom training event we will be offering this year hits on a timely issue in the workplace. All of our employees are being tasked to do more with less (and have been for years). It seems that with each passing year, the challenge increases in difficulty; we would like to offer some training that may provide a bit of relief! In August we will host a one-day training event on how to utilize currently available technology to increase efficiency & effectiveness. We hope that by the end of the day, participants will be able to leverage their resources to multiply their efforts! A registration is provided in this newsletter for your convenience.

  
 A.D. Andrews, Chairman

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## Annual FEB Awards Banquet - FY 2012 Nominees

### Clerical/Administrative Category

- Nita Burke, VA Medical Center, Oklahoma City
- Susan Eisenhower, Agriculture Research Lab, El Reno
- Eric L. Ice, NEXRAD Radar Operations Center, Norman
- Sandra Vaughn, VA Regional Office, Muskogee

*The Winner is: Madeline Clevenger from the Mike Monroney Aeronautical Center*

### Clerical/Administrative-DOD Category

- Deborah G. Hill, 97th Air Mobility Wing, Altus AFB
- Jessica Tovar, US Army/Office of the Staff Judge Advocate, Fort Sill

*The Winner is: Janet Gail Flick from the Naval Reserve Officers Training Corps Unity in Norman*

### Outstanding Community Service Category

- Amy Bandi, Social Security Administration, Oklahoma City
- Nancy Beck, NEXRAD Radar Operations Center, Norman
- Kathy Ervin-Johnson, US Postal Service, Oklahoma District, Tulsa
- Juan Ramon Flores, 72<sup>nd</sup> Air Base Wing, Tinker AFB
- Eilene Gibbens, Agriculture Research Service Grazinglands Research Lab, El Reno
- Jeffery Alan Kindschuh, 97th Air Mobility Wing, Altus AFB
- Shayla Mackey, VA Regional Office, Muskogee
- Erik Salazar, Mike Monroney Aeronautical Center, Oklahoma City

*The Winner is: Emily E. Clark from the National Park Service/Chickasaw National Recreation Area, Sulphur*

### Outstanding Diversity Contribution Category

- Mary Culley, VA Medical Center, Oklahoma City
- Misty Johnson, 97<sup>th</sup> Air Mobility Wing, Altus AFB

*The Winner is: Pamela Circo-Webb (Sur-ko-webb) from the Defense Logistics Agency at Tinker AFB*

### Outstanding Employee with a Disability

*The Winner is: Bruce "BJ" Murphy from the VA Regional Office in Muskogee*

### Outstanding Customer Service Category

- David Baer, Social Security Administration, Oklahoma City
- Joseph Bayones, VA Regional Office, Muskogee
- Jeannean Bidy, Social Security Administration, Moore
- Tanylle M. Casper, NEXRAD Radar Operations Center, Norman
- Connie Davis, Social Security Administration, Shawnee
- Beatrice (Bea) Hooper Mike Monroney Aeronautical Center, Oklahoma City
- Courtney Perry, Army Corps of Engineers, Tulsa District
- Moshe M. Rubin, 97th Air Mobility Wing, Altus AFB
- Renee Splittstoesser, Military Personnel Division, Fort Sill
- J. Mark Waugh, US Postal Service, Oklahoma District
- Christopher Wright, DPTMS Range Control, Fort Sill

*The Winner is: Bill Jensen from the Agriculture Research Service, Grazinglands Research Lab in El Reno*

### Outstanding Law Enforcement Category

- Lori Bynum, US Secret Service, Oklahoma City
- Claude Rivers, VA Medical Center, Oklahoma City

*The Winner is: David Culver from the Transportation Security Administration in Oklahoma City*

### Supervisory Category

- Scott Bargsten, VA Regional Office, Muskogee
- Kevin E-lem Carrel, Civil Aerospace Medical Institute, Oklahoma City
- Olen D. "O.D." Curry, US Postal Service, Oklahoma District
- Tom DuChene, VA Medical Center, Oklahoma City
- Steven Smith, NEXRAD Radar Operations Center, Norman
- Kent Webb, Mike Monroney Aeronautical Center, Oklahoma City

*The Winner is: Dr. Elise Taylor from the VA Medical Center in Muskogee*



### **Supervisory-DoD Category**

- Chad C. Alexander, 97th Air Mobility Wing, Altus AFB
- George Everett Eavenson, 72d Logistics Readiness Squadron, Tinker AFB
- Christina Horvat, US Air Force, Radar Operations Center, Norman
- Kathryn A. McClure, Office of the Staff Judge Advocate, Fort Sill
- James E. Nunley, 97th Maintenance Division, Altus AFB
- Michael Simmons, DPTMS, Fort Sill

***The Winner is: Diane McCurdy from the 71<sup>st</sup> Force Support Squadron, Vance AFB***

### **Administrative, Technical & Professional, GS-8 & Below Category**

- Emilee Cofer, Social Security Administration, Oklahoma City
- Chanda Costephens, Social Security Administration, Shawnee
- William H. Greenwood, NEXRAD Radar Operations Center, Norman
- Avril "JR" Hibbs, VA Regional Office, Muskogee
- Russell P. Jones, Mike Monroney Aeronautical Center, Oklahoma City
- Karen Suchite, Social Security Administration, Moore

***The Winner is: Valinda Shelton with the VA Medical Center in Oklahoma City***

### **Administrative, Technical & Professional, GS-8 & Below-DoD Category**

- Mark A. Annis, Fire Emergency Services, Altus AFB
- Darla J. Brooks, 97th Medical Group, Altus AFB
- Elizabeth A. Knight, 214th Fires Brigade, Fort Sill
- ShaMeka Threats, Military Personnel Division, Fort Sill
- Mark Wakeam, NEXRAD Radar Operations Center, Norman Annette G. Wetz, Comptrollers Squadron, Altus AFB
- Annette G. Wetz, Comptrollers Squadron, Altus AFB

***The Winner is: Janice Lee Page from Aerospace Sustainment at Tinker AFB***

### **Administrative, Technical & Professional, GS-9 & Above Category**

- Katrina E. Avers, Civil Aerospace Medical Institute, Oklahoma City

- Dana Foley Ph.D., VA Medical Center, Oklahoma City
- Stephen Gains, Social Security Administration, Oklahoma City
- Brian Harden, Mike Monroney Aeronautical Center, Oklahoma City
- Georgia Hines, Aviation Systems Standards, Oklahoma City
- Jessica Lindsey, VA Regional Office, Muskogee
- Thomas J. Nichols, Flight Procedure Standards, Oklahoma City
- Blane Short, VA Medical Center, Muskogee
- Tamara Stubblefield, Social Security Administration, Moore
- Alan Verser, Agriculture Research Service Grazinglands Research Lab, El Reno

***The Winner is Terrell "B" Ballard from the NEXRAD Radar Operations Center in Norman***

### **Administrative, Technical & Professional, GS-9 & Above-DoD Category**

- Dr. Keith Hardiman, Aerospace Sustainment, Tinker AFB
- Melissa A. Heindselman, Office of the Staff Judge Advocate, Fort Sill
- Fernando Morelos, DPTMS, Fort Sill
- Dorinda S. Nesmith, Army Fires Center of Excellence, Fort Sill
- Charles W. North, 97th Air Mobility Wing, Altus AFB
- Darcelle "Darcy" Saxion, NEXRAD Radar Operations Center, Norman
- Mitzi A. Sturdevant, Civil Engineer Squadron, Altus AFB

***The Winner is: Aaron Goldner from the Army Corps of Engineers Tulsa District***

### **Trades and Crafts –Category**

- Charles Deprey, VA Medical Center, Muskogee
- Clayton Dowis, VA Medical Center, Oklahoma City
- Travis Turner, VA Regional Office, Muskogee

***The Winner is: Robert Thacker Jr. with the Mike Monroney Aeronautical Center in Oklahoma City***

### **Trades and Crafts –DoD Category**

- Kenneth W. Norman, 97th Air Mobility Wing, Altus AFB
- Darrell W. Reagan, Civil Engineering Squadron, Altus AFB

***The Winner is: Lynn Ann Hopper with the Aerospace Sustainment at Tinker AFB***



## Annual FEB Awards Banquet - FY 2012 Nominees (cont'd)

### Outstanding Team Category

- 97<sup>th</sup> Air Mobility Wing, Altus AFB
- Aviation Safety Division, Transportation Safety Institute, Oklahoma City
- Challenger CL-605 Aircraft Modification Team, Aviation System Standards, Oklahoma City
- Civil Engineer Operations Flight Team, Altus AFB
- F100-PW-229 Logistics Management Team, Aerospace Sustainment, Tinker AFB
- Institutional Training Directed Lodging & Meals Redesign, Installation Management Command, Fort Sill
- HUD/VASH Team, VA Medical Center, Oklahoma City
- Oklahoma City Title 16 Unit, Social Security Administration, Oklahoma City
- Voluntary Services, VA Medical Center, Muskogee
- Washington Coast Team, NEXRAD Radar Operations Center, Norman
- Workstudy Team, VA Regional Office, Muskogee

**The Winner is: the Critical Power Distribution System Instructor Team from the FAA Academy in Oklahoma City**

*We want to applaud the efforts of each of our nominated employees and teams! Your actions highlight the “Honor” in Public Service!*



## WHAT CUSTOMERS EXPECT



1. Be accessible
2. Treat me courteously
3. Be responsive to what I need and want
4. Do what I ask promptly
5. Provide well-trained and informed employees
6. Tell me what to expect
7. Meet your commitments and keep your promises
8. Do it right the first time
9. Follow up

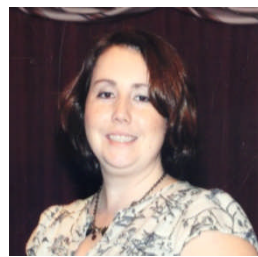
10. Be socially responsible and ethical  
*Going through past FEB files, I found this information taken from an article in the February, 2003 issue of Call Center Magazine which we included in the FEB Staff work binder in 2004. (Some things are worth repeating)*

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### New Face in the FEB Office

Nichole James joined the Oklahoma FEB Staff on April 30, 2012.

Ms. James held positions at the Oklahoma City Air Logistics Center and the 552 Air Base Wing, both located at Tinker Air Force Base, OK.



Prior to her federal service, Ms. James was active duty in the US Air Force as a Navigator on the E-3 AWACS at Tinker AFB, OK.

She has a Bachelors Degree in

Environmental Science from the University of Idaho, Moscow, ID and has recently completed her Master's degree in Public Administration from the University of Oklahoma, Norman, OK.

Please welcome Nichole when you have the opportunity or hear her cheery voice when calling the FEB office!





## MSPB Report Examines Violence in the Federal Workplace

*An upcoming MSPB report looks at violence in the Federal Workplace and how it can be reduced.*

“Workplace violence includes any physical assault, threat of assault, harassment, intimidation, or bullying that an employee experiences while at work or on duty. Estimates of the costs of workplace violence in the U.S. each year run into many billions of dollars. Some of these costs, including lost work time and wages, medical costs, workers’ compensation payments, and legal and security expenses, are easier to quantify than others—such as reduced worker productivity, low employee morale, and increased employee turnover.

A 2005 Bureau of Labor Statistics survey found that state and local government establishments experienced incidences of workplace violence at a greater rate than private industry establishments due to the higher percentage of these government employees who worked directly with the public, worked with unstable or violent persons, worked in high crime areas, or guarded valuable goods or property. As these characteristics also describe many Federal employees, MSPB undertook a study to examine violence specifically in the Federal workplace.

Our initial findings indicate that it is not only those organizations in which employees have routine direct contact with violent or unstable people that are affected by workplace violence; nor is it only those organizations located in high-crime areas. These groups are certainly at risk, but all Federal organizations can be affected by workplace violence since one of the most common perpetrators of violence in the Federal workplace are Federal employees. The seeds that may spark a violent outburst by an employee may be rooted in conflict with other employees or supervisors, conflict with customers, or conflict outside the workplace such as daily economic or personal pressures.

Our initial findings also indicate that, although most Federal employees believe their agencies take sufficient steps to ensure their safety from violence in the workplace, agencies may need to give more attention to preventing violence perpetrated by employees.

Our report will outline some actions that Federal organizations can take to help reduce the number of violent incidents in their workplaces. When issued, the study report will be available at [mspb.gov/studies](http://mspb.gov/studies). In the meantime, there are many good sources of information regarding workplace violence, including the FBI’s *Workplace Violence—Issues in Response* and the National Institute for Occupational Safety and Health’s *Workplace Violence Prevention Strategies and Research Needs*.”

*This article is reprinted from the May 2012 Issues of Merit, a publication of the U.S. Merit Systems Protection Board, Office of Policy and Evaluation.*

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### Workplace Violence: Resources

Handbook developed by US Office of Personnel Management and an Interagency Working group: Dealing with Workplace Violence - A Guide for Agency Planners available on the internet at: [http://www.opm.gov/employment\\_and\\_benefits/worklife/officialdocuments/handbooksguides/workplaceviolence/full.pdf](http://www.opm.gov/employment_and_benefits/worklife/officialdocuments/handbooksguides/workplaceviolence/full.pdf)

Employee Assistance Programs can be extremely important in the prevention and intervention of workplace violence incidents; the delivery of critical incident stress debriefings; and providing assistance to employees during agency restructuring. (5 U.S.C. 7361, 7362, and 7904; 5 CFR part 792)

Employee Assistance Programs Web site: <http://www.opm.gov/ehs/eapage.asp>



## UPCOMING EVENTS

### June 2012

- Jun 7, 2012**      **Oklahoma Field Federal Safety & Health Council Meeting**  
10:30-12:30      USPS Distribution Center  
POC: Stephanie, 405-954-0371
- Jun 14, 2012**      **Leadership FEB**  
All Day            FBI and DEA  
POC: FEB Office, 405-231-4167
- Jun 15, 2012**      **Agency Visits: Lawton**
- Jun 20, 2012**      **Interagency Training Council**  
**10:00**              Rose State College Training Center  
POC: Stacy Schrank, 405-606-3823
- Jun 21, 2012**      **Executive Policy Council Mtg**  
10:00am-1pm      US Postal District Office  
POC: FEB Office, 405-231-4167
- Jun 27, 2012**      **Local Federal Coordinating**  
**12:00**              Committee for Central Oklahoma  
Combined Federal Campaign  
POC: FEB Office, 405-231-4167
- Jun 29, 2012**      **Naturalization Ceremony**  
12:00 noon        400 NW 4<sup>th</sup> Street, OKC  
POC: FEB Office, 405-231-4167

### INSPIRATION CORNER

It isn't the mountains ahead to climb that wear you out; it's the pebble in your shoe. –Muhammad Ali

The pessimist complains about the wind; the optimist expects it to change; the realist adjusts the sails.  
–William Arthur Ward

Greatness lies not in being strong, but in the right use of strength; and strength is not used rightly when it only serves to carry a man above his fellows for his own solitary glory. He is greatest whose strength carries up the most hearts by the attraction of his own.  
–Henry Ward Beecher

## 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:

- Kevin Donovan, Federal Security Director, TSA
- Jeremy Duehring, LCDR, Military Entrance Processing Station
- David Engel, Chief Administrative Judge, Social Security Administration, Tulsa
- Jim Finch, Special Agent in Charge, FBI
- Jerry Hyden, Director, US Department of Housing and Urban Development
- Ross Marshall, Executive Director, Tinker AFB
- Dottie Overal, Director, Small Business Administration
- Lindy Ritz, Director, FAA Mike Monroney Aeronautical Center
- Betty Tippeconnie, Superintendent, BIA-Concho Agency

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 15<sup>th</sup> of each month.

### Officers

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

**Vice-Chair:**              **Julie Gosdin**  
Director,  
US Postal Service District,  
Oklahoma City

### Staff

**Director:**                      LeAnn Jenkins  
**Assistant:**                      Nichole James



## Avoid Common Mistakes to Optimize Retirement Income

Investing for retirement income is different from investing purely for growth.

Once you retire and begin withdrawing from your investments to support your standard of living, a single mistake can mean a significant compromise to your standard of living—if not today, maybe 10 or 20 years down the road when it's too late to recover. Because of this fact, investing for retirement income is much more an exercise in avoiding mistakes, than an exercise in maximizing the potential for gains.

Avoid the following common mistakes and you'll be well on your way to maximizing the standard of living you'll enjoy throughout your retirement.

**Saving to the Thrift Savings Plan last.** The TSP is the best retirement savings and investment vehicle you'll find anywhere. While you're still a federal employee, you should direct your retirement savings into your TSP account before they go anywhere else.

Relying too heavily on investment products. There are four investment products that you should consider universally useful: TSP, low-cost exchange traded index funds, discount brokerage accounts and immediate fixed annuities. Everything you want to accomplish in investing can be accomplished optimally with some combination of these four. Most others are nothing more than expensive decoration. There is no investment product or security that meets all, or even most, needs. If you want the most out of what you've got, avoid prepackaged products.

**Ignoring risk.** There are many types of risk as you proceed toward, and through, retirement. Investors too often focus on the risk that seems the most threatening: the risk of loss in the investment markets. This focus on loss often leads investors to reduce investment volatility and sacrifice the potential for return. While you should avoid the unnecessary risk that can go with chasing more return than you need,

squeezing too much return potential out of your portfolio can doom you to failure later. Your success as an investor depends on two factors: where you are today, and what happens in the future. As the value of your portfolio falls with the vagaries of the market, its prospects for future growth actually climb. Conversely, as markets, and your portfolio's value, climb, the expected rate of return for both tends to fall.

Many investors feel more confident with a portfolio comprised of only cash equivalents and bonds. While the volatility of such a portfolio will be relatively low, how comfortable will you be if, in exchange for this low volatility, your ultraconservative portfolio, when combined with your lifestyle, is certain to run you out of money while you still have some living to do?

**Improper focus.** Think paying off your mortgage in retirement is important in achieving the highest standard of living possible? It's probably not. The same is true of finding the best mutual fund, or continuing to defer capital gains taxes on that stock you hold in such large quantities. Too many investors focus on the trivial at the expense of the critical.

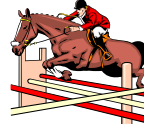
Retirement investing is not about building economic wealth, it's about supporting predictable cash flow. It doesn't do any good to be fabulously wealthy, for example, if you can't pay the bills when they're due. Having the cash you expect to have, when you expect to have it is the name of the retirement investing game.

This list of mistakes can also serve as a litmus test for your investment adviser. If he recommends any of these mistakes, you should probably look for another source of advice.

*Taken from the "PersonalAdviser-Money Matters" article in Federal Times, dated 5-7-12 by Mike Miles. Mike is a Certified Financial Planner licensee and principal adviser for Variplan LLC, an independent fiduciary in Ashburn, VA specializing in retirement planning for federal employees.*



# Half-Day Pre-Retirement Training Seminar-2012



*Be sure you are financially prepared to do all the things you've planned for your retirement!!*

<b>CSRS session topics:</b> <ul style="list-style-type: none"> <li>➤ Overview of CSRS</li> <li>➤ Survivor Benefit</li> <li>➤ Voluntary Contribution Program</li> <li>➤ Federal Employee Health &amp; Life Insurance Programs</li> <li>➤ Identity Theft Solutions</li> <li>➤ Social Security</li> <li>➤ Flexible Spending Accounts</li> <li>➤ Annuity Calculation</li> <li>➤ Thrift Savings Plan</li> </ul>	<b>FERS session topics:</b> <ul style="list-style-type: none"> <li>➤ Overview of FERS</li> <li>➤ Survivor Benefit</li> <li>➤ Voluntary Contribution Program</li> <li>➤ Federal Employee Health &amp; Life Insurance Programs</li> <li>➤ Identity Theft Solutions</li> <li>➤ Social Security</li> <li>➤ Flexible Spending Accounts</li> <li>➤ Annuity Calculation</li> <li>➤ Thrift Savings Plan</li> </ul>
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**TIME:** 8:30am–Noon OR 1:30pm-5:00pm (each day) Registration will begin 30 minutes prior to the training

**LOCATION:** OKC Public Works Training Center, 3738 SW 15<sup>th</sup> Street, Oklahoma City

**COST:** No Cost

- I am registering for the CSRS session on Wednesday, August 22, 2012, 8:30 am-Noon
- I am registering for the CSRS session on Wednesday, August 22, 2012, 1:30 pm-5:00 pm
- I am registering for the FERS session on Thursday, August 23, 2012, 8:30 am-Noon
- I am registering for the FERS session on Thursday, August 23, 2012, 1:30 pm-5:00 pm

***Seating is limited to 50 per session. Once a session is filled, future registrants will be notified and provided the opportunity to be placed on a waiting list for the next Pre-Retirement session.***

NAME(S): \_\_\_\_\_  
List name of employee and spouse on same form to receive the discounted price for spouse

AGENCY: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE: ( ) \_\_\_\_\_ EMAIL: \_\_\_\_\_

Mail this registration form to:	Oklahoma Federal Executive Board 215 Dean A. McGee, Suite 320 Oklahoma City, OK 73102
or email to:	LeAnn.Jenkins@gsa.gov

**Cancellation Policy:** Understanding that unforeseen circumstances may preclude an individual from attending, substitute attendees are authorized and encouraged!





# Guardian Accord Tabletop Exercise



Date:	Tuesday, August 14, 2012 (no cost)
Time:	8:30 a.m. registration 9:00 a.m. – 4:00 p.m. exercise
Location:	Memorial Institute for the Prevention of Terrorism 621 North Robinson Avenue, Oklahoma City, OK
Objectives	<p>This exercise is designed to increase awareness of Federal, State, territorial, tribal and local government jurisdictions, and the private sector, about the importance of incorporating the specific risks of terrorism into continuity planning.</p> <p>Upon completion of this course, participants should be able to do the following:</p> <ul style="list-style-type: none"> <li>• Increase awareness about the importance of incorporating the specific risks of terrorism into continuity planning</li> <li>• Discuss how critical Essential Functions will continue through a terrorist event and the planning required to perform those functions</li> <li>• Identify gaps or vulnerabilities in organizational continuity plans and procedures; and discuss solutions or alternative actions to challenges.</li> </ul>

**Class participation is limited; however, a waitlist will be established and applicants will be contacted should there be a cancellation (up to 3 individuals from the same agency can attend)**

Name:	Agency:
Title:	Email:
Phone:	Fax:

Name:	Agency:
Title:	Email:
Phone:	Fax:

Name:	Agency:
Title:	Email:
Phone:	Fax:


***There are no tuition fees for this course. Participants from Federal and Non-Federal governmental agencies, private industry, and contractors must pay their own transportation and lodging fees.***

Mail to:	Federal Executive Board 215 Dean A. McGee, Ste 153 Oklahoma City, OK 73102
Or fax to:	(405) 231-4165
Or email to:	LeAnn.Jenkins@gsa.gov



# Leadership Development Training Tired of “Doing More with Less”? Maximize Tools Available and Increase your Efficiency!



Date:	August 24, 2012
Time:	8:00 a.m. - 4:00 p.m.
Location:	Magnuson Hotel, 737 S. Meridian Ave, Oklahoma City
Cost:	\$165.00 per person
Why?	Has email (which was suppose to make our lives easier) dominated many of your work hours and cut into your personal time to “keep up”? Do you feel like your “smart phone” has a higher IQ than you? Do the papers that come across your desk have a tendency to gather in social groups (otherwise knows as “piles of paper”)?
Topics:	<b>Taming the E-mail Beast, Key Strategies for Managing the Mess of E-mail Overload:</b> Learn how to tame your e-mail account, with proven strategies for keeping your inbox efficient and under control by having “natural” places for your email to go. <b>Smart Phone Success, Getting more productivity (and FUN!) from your Smart Phone and Table devices:</b> Learn about the apps and peripheral devices that help take your SmartPhone (and tablets) from “cool” to “critical” when it comes to productivity, time, project, people, and e-mail management as well as “remote” productivity. <b>Ending the Office Clutter:</b> Key Strategies for Managing Info Overload, “Stacks & Piles”: Learn how to reduce the mess on your desk by having “natural” places for all of your papers, project folders, items to read, etc., to go.
Instructor:	 Randall Dean, MBA, and author of the recent Amazon.com #1 E-mail Bestseller, <i>Taming the E-mail Beast</i> has more than 20 years of experience using and teaching an advanced time management/personal organization system, including systems for effective e-mail management, office clutter reduction, optimizing your Outlook usage, and getting the most from affiliated SmartPhone/PDA devices. He has personally tested his time, e-mail, Outlook, and office clutter management systems in major corporate, academic, and non-profit settings, as well as in small and fast-paced for-profit companies, and has found the system to be flexible enough to provide great support in all of these differing environments. His speaking and training programs are consistently some of the highest-rated programs for the many conferences and clients he speaks for, including major conferences, Fortune 500 organizations, top universities, governmental agencies, and leading nonprofits -- basically anyone struggling to better manage their time, e-mail, SmartPhones, Google apps, and/or Outlook. (And he makes these topics fun and engaging too!)

## Registration

Name \_\_\_\_\_ Agency \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Method of payment:  Check  Government Voucher  Credit Card

Mail registration to:	Federal Executive Board 215 Dean A. McGee, Ste 153 Oklahoma City, OK 73102
Or fax to:	405-231-4165
Or email to:	LeAnn.Jenkins@gsa.gov

Cancellation Policy: Understanding that unforeseen circumstances may preclude an individual from attending, refunds and cancellations will be permitted through August 17, 2012. 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!



## What If... The Solution Your Organization Is Seeking Begins By Taking The Air Out Of Your Tires?

Posted by [Chery Gegelman](#), April 8, 2012

Several years ago I heard a great analogy about a truck that was driving on a narrow mountain road and got stuck trying to enter a tunnel. The truck could not move forward or backward. Experts tried for hours to figure out what to do. Finally a small child asked, "Why don't you take the air out of the tires?" That simple solution worked.

In our current economy, we are all aware of organizations that are like that truck. They were moving down the road and got stuck. Now they can't figure out how to get out of their present situation to meet their objectives.

Like the experts in the story, many organizations are so close to the situation that they can't see the obvious. Some are so afraid of political ramifications that they do nothing. And sadly many others are unwilling to seek simple solutions and embrace opportunities to work with others to achieve greater results.

Below are several REAL examples:

1. Managers that work in different departments have daily opportunities to serve each other at a high level.

- However the executives they report to frequently talk smack about each other and go out of their way to avoid working together.
- So the managers follow the example that has been set for them – spending more time in turf battles than aiding each other.
- Their teams become ropes in a tug-of-war.
- The result? Daily decisions to pacify egos instead of working as a team to serve customers more effectively and efficiently. Impacting customer loyalty, employee retention & revenue.

2. Executives repeatedly dismiss an opportunity to increase revenue because it's viewed as "low hanging fruit."

- Years later that opportunity is implemented and adds over 10 Million in revenue to the organization.

3. Customers ask an organization to improve their effectiveness for more than 20 years, sometimes settling for less than what they need and sometimes traveling a great distance to get what they need from a competitor.

- Partially because the customers and the organization don't speak the same language.
- And partially because no one in the organization



was empowered to make a difference anyway.

- Plans are now being made to address that opportunity.
4. Employees share specific concerns with executives for more than 5 years about the need to upgrade their tools so they can serve customers more effectively and more efficiently.

- Nothing changes.
- When crisis hits, it is impossible to achieve the company objectives and brand loyalty suffers.

5. Repeated customer requests cause an organization to spend millions to create a state of the art program that is a huge competitive advantage.

- After initiating the program, the organization fails to communicate what has been done and why - both internally and externally. So their own sales, marketing, and a majority of their operations teams are out of the loop; as are the customers themselves.
- Within a couple of years the baby is thrown out with the bathwater.

6. An executive is unwilling to work with a customer seeking a strong strategic partnership, because the customer does not have a big enough title to be worthy of his time.

- So instead of facilitating a strong alliance with an organization that is significantly more powerful than his own, the executive becomes a roadblock.
- As a result the attempted partnership starts and stops, and starts and stops, but never gains momentum and never reaches its full potential.

7. An organization has an opportunity to increase brand awareness, brand loyalty and revenue a minimum of 25%, for work they are already doing.

- All they need to do is adjust their vision and processes.
- Their future has not yet been written...

What if... The solution you seek begins by taking the air out of your tires?

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Taken from Blog Notions, a Leadership Blog

[http://leadership.blognotions.com/2012/04/08/what-if-the-solution-your-organization-is-seeking-begins-by-taking-the-air-out-of-your-tires/?\\_m=31%2e0018%2e10%2env0akw1jlg%2evn](http://leadership.blognotions.com/2012/04/08/what-if-the-solution-your-organization-is-seeking-begins-by-taking-the-air-out-of-your-tires/?_m=31%2e0018%2e10%2env0akw1jlg%2evn)



SUN	MON	TUES	WED	THUR	FRI	SAT
		June 2012			1	2
3	4	5	6	7	8	9
10	11	12	13	14 Leadership FEB	15 Agency Visits: Lawton	16
17	18	19	20 10:00 ITC	21 10:00 Executive Policy Council Mtg	22	23
24	25	26	27 12:00 LFCC	28	29 Naturalization	30

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