



INTERAGENCY CONNECTION

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Chair's Corner



One month into the new Fiscal Year, we turn our sights to FY 13 with anticipation.

As public servants, we are all affected by elections and budget challenges

during this time. With both looming, this year will be full of opportunities for us to be creative in developing solutions to continue serving the public in ways that add value and make a difference!

Last month, we included an article from the San Antonio Chairman on leadership; this month, we are including an article written by the Chairman of the Baltimore FEB, entitled "When Morale Wanes, Remember Why You Became a Public Servant" (page 4). With the current budget and manpower challenges, it seemed fitting for inclusion in this month's newsletter.

Our Federal Executive Board has completed the required Annual Report of FY 12 activities and accomplishments. An Executive Summary of that report is provided on page 9-10 of this newsletter. If you are interested, the full report is available on our website: www.oklahoma.feb.gov (under reports).

By the time you receive this newsletter, the Executive Policy Council of our Federal Executive Board will have had a strategic planning session. Utilizing the FEB Strategic and Operational Plan 2013-2017, we will do our best to identify useful events/activities/initiatives for FY 13 to meet the needs of our federal agencies in Oklahoma in the following three areas:

- Emergency Preparedness, Security & Employee Safety
- Workforce Development and Support
- Intergovernmental and Interagency Collaboration and Community Outreach

As you have ideas or needs that fit into one of these three focus areas, please contact the FEB Office so that we can make every effort to coordinate, collaborate and include the initiative in this year's activities!

We wish everyone a safe and Happy Thanksgiving!


A.D. Andrews, Chairman

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Oklahoma Federal Executive Board's Interagency Training Council (ITC)

Information and Invitation from ITC Chairperson, Brad Grant

When faced with shrinking budgets, often one the first things that are cut include training resources. Training is one of the most important tools to enhance our skills and efficiency in the workplace. Agencies are now looking for cost-effective solutions to help address the growing shortage of basic and advanced education and skills needed in today's modern workplace.

Maybe we can help. The Interagency Training Council (ITC) is comprised of Federal, State, County and local government agency employees. Our goal is to promote collaboration and cooperation with our members to help reduce training costs, improve efficiency and provide cost-effective opportunities for training to government employees. The training enables employees to better serve customers to meet their needs.

The ITC meets monthly to discuss the latest in opportunities in training and employee development. Members discuss changes in the latest training methods, practices and regulations. The information provided allows us to maximize training dollars by sharing resources, exchanging information and ideas among members, identify improvements in policies and procedures and explore practical solutions to training and development problems.

A typical monthly meeting is a presentation by a Council member or invited instructor. Here are some of our training sessions from the past year:

- Personal Safety
- Emergency Preparedness
- Defendant Offender Workforce Development Overview

- Social Security Benefits and Information online
- Changes in the Law for Individual Income Tax
- Severe Weather Safety
- Technology in using Metro Library Resources
- Crucial Conversations
- Lean Six Sigma
- Generational Diversity
- Dedication of the memorial for the USS Oklahoma in Hawaii

ITC officers for 2013 are:

Chair: Brad Grant, NWS

Vice-Chair: Adrienne Covington-Graham, OSU-OKC

Secretary: Javier Solis, Tinker AFB

Programs: Sherri Beasley, EEOC

Within our membership, we provide affordable, customized training for all types of work. Some of the sponsoring members provide training through the Office of Personnel Management, Rose State College, the Oklahoma County Health Department, OSU-OKC, Tinker Air Force, FAA, Social Security Administration, and the Oklahoma Association of Community Colleges.

Our Council has been invaluable in a time of staff reductions and limited resources. The developed network of collaboration has proven to be beneficial to its member agencies. If you are a government agency, and would like to join, contact ITC Chair, Brad Grant at 405-325-2997 or bradford.n.grant@noaa.gov



Spotlighting Information in Public Service

Did you Know...there is an App for that?



America's Economy

Bureau of the Census



Published September 06, 2012

App Links:

iPhone Download:

<http://itunes.apple.com/us/app/americas-economy-for-iphone/id551790789?ls=1&mt=8>

iPad Download:

<http://itunes.apple.com/us/app/americas-economy-for-ipad/id551807697?ls=1&mt=8>

Android Download:

<https://play.google.com/store/apps/details?id=air.gov.census.mobile.phone.americaseconomy>

App Description

Take the pulse of the U.S. Economy straight from your phone. The America's Economy app provides real-time updates for 16 key economic indicators released from the U.S. Census Bureau, Bureau of Labor Statistics, and Bureau of Economic Analysis. Key economic measures on employment, manufacturing, international trade, retail sales, and residential construction and sales allow those who follow the U.S. economy to be the first to see whether the indicator has gone up or down since the previous report, and trends over time.

Key Features

- Quick overview of indicators measuring the U.S. economy
- Detailed page for each indicator with trend data
- Share indicators on Facebook, Twitter and via email
- View release schedules for indicators
- Set up notifications and custom views

Indicators

- Advance Monthly Retail Sales
- Advance Report Durable Goods
- Business Inventories
- Construction Spending
- Homeownership Rate
- International Trade
- Manufacturers' Goods
- Monthly Wholesale
- New Residential Construction
- New Residential Sales
- Personal Income
- QFR – Manufacturing
- QFR – Retail Trade
- Quarterly Services Survey
- Real Gross Domestic Product
- Unemployment Rate

App Screen Shots



<http://apps.usa.gov/americas-economy.shtml>



When Morale Wanes, Remember Why You Became a Public Servant

By Reginald Wells

Taken from GovExec.com posting on September 27, 2012

http://www.govexec.com/excellence/promising-practices/2012/09/when-morale-wanes-remember-why-you-became-public-servant/58363/?oref=govexec_today_nl



Image via Berkut/Shutterstock.com

These are turbulent times. We face a plethora of challenges--budget cuts, shrinking workforces, pay freezes, increasing workloads, negative rhetoric about federal employees, their work ethic and their value to the public. Without proper attention to our employees' morale, we will be hard-pressed to weather the turbulence successfully.

From my perspective, it all begins at the top. Leadership must set the tone by communicating service expectations and offering transparency about the nature of problems affecting the agency and its workforce. At the Social Security Administration (SSA), agency leadership has been extremely attentive to the information needs of employees. The messages we convey give as much insight as possible--offering encouragement to all those who are working hard to fulfill the mission.

While communication strategies need not be elaborate, it is sometimes necessary to go beyond typical methods. For example, I recently initiated monthly brown bag

luncheons, allowing employees to come together in an intimate setting to discuss issues important to them with my deputy and me. The feedback was extraordinary and those who attended expressed tremendous gratitude for our sensitivity to their concerns and our willingness to be as accessible as possible. When public servants have any doubt about the relevance of their role or the importance of their work on behalf of the American public, they have only to return to the source of their decision to become public servants.

It means remembering that they became public servants because they wanted to make life better for people and, in the case of the SSA, to ensure that people receive their retirement benefits or desperately needed disability or survivor benefits. That is often more than enough motivation to reenergize and strengthen their engagement and commitment. Understanding the importance of the particular role you play in a noble cause is always a transforming and validating experience.

Dr. Reginald Wells, Deputy Commissioner for Human Resources and the Chief Human Capital Officer at the Social Security Administration (SSA), was a panelist for the discussion on "Breakthrough Practices for Increasing Employee Motivation" at Excellence in Government Live on Sept. 6, 2012. Dr. Wells is also the Chairman of the Baltimore Federal Executive Board.



Communicating Electronically: What Every Manager needs to know

Electronic communication has become one of the most popular ways for managers to quickly and efficiently communicate with their employees. But that doesn't mean managers are doing it *right*. If you rely on email to communicate, remember these seven rules:

1. **Keep it to one screen or less.** When email readers see words running off the bottom of the screen, they tend to start scanning rather than reading, potentially missing the key elements of your message. Edit yourself ruthlessly and cut out every extra word.
2. **Write in bullet points.** Online usability tests have shown that when people read messages off a computer screen, they find it easier to read and retain the information if it is broken into bulleted points, rather than long, dense paragraphs.
3. **Give the “meat” of the message in the subject line.** The subject line is the headline for your email. It needs to grab people and tell them exactly what the email is about. Here's a good formula for subject lines: *subject + active verb + object*. And be as specific as possible. “Meeting rescheduled” is a bad subject line; “Feb. marketing meeting rescheduled to Feb. 17” is a good one.
4. **You're sending emails from a wireless device, let people know.** If you are a BlackBerry user (or, as some people call them, a Crackberry addict), make sure

you include a tagline telling people you're using one of those devices, which will help explain the terse nature of your message. Otherwise, you could come across as rude.

5. **Spell-check your emails.** Yes, it takes an additional five seconds. But if you want to hurt your credibility, send an email to 50 people with six misspelled words in it.
6. **Encourage questions via email.** Don't use it as a one-way medium. The true strength of email is its interactive nature. When you blast out an email to employees, make sure they know it's okay to send questions or concerns back to you. And then make time to answer them.
7. **Remember: You're not the only one sending emails to your staff.** Your employees are likely suffering from “e-mail rage.” They are getting organizational announcements, HR messages, facility updates, corporatewide memos, notes from colleagues, cafeteria updates...to say nothing about the emails from friends, family, and junk-mailers. Do your best to email only when you need to, so you don't add to the in-box clutter. And if you're ever worried about an important email getting lost in the electronic shuffle, switch to a low-tech solution: Pick up the phone.



Reprinted from Communication Solutions for today's manager



What to Know before Retiring

Based on the emails I've been getting, a lot of you are thinking seriously about retiring this year. The reason is obvious. With frozen pay increases and negative attitudes in the press, on TV and even on the Hill, now may seem like the time to jump ship.

If you are one of those who think the time has come to leave, you'll want to know which is the best day to retire. The right date for you is the one on which you are 1) eligible to retire, 2) set financially and 3) emotionally ready to go.

In this column, I'll help you determine if you are eligible to retire and provide you with tools to help you decide if you are financially able to do so.

Retirement eligibility

Whether you are a Civil Service Retirement System (CSRS) or a Federal Employees Retirement System (FERS) employee, you can retire at age 62 with five years of service or at age 60 with 20 years of service. If you are a CSRS employee, you can also retire at age 55 with 30 years of service; but if you are a FERS employee with 30 years of service, you can only retire at your minimum retirement age (MRA). MRAs range between 55 and 57, depending on your year of birth.

Further, as a FERS employee you can retire at your MRA with at least 10 years of service. The downside is that your annuity will be reduced by 5 percent (5/12 of 1 percent per month) for every year you are younger than 62. Of course, you could reduce or eliminate that penalty by postponing the receipt of your annuity.

If you are offered an opportunity to take early retirement, the age and service rules are different. For both CSRS and FERS, they are age 50 with 20 years of service or any age with 25. However, if you are a CSRS employee, your annuity will be reduced by 2 percent per year (1/6 of 1 percent per month) that you are younger than 55, but if you are a FERS employee, the 5 percent per year age penalty is waived.

How your annuity is calculated

If you are a CSRS employee, use this formula:

.015 times your highest three consecutive years of average salary (your high-3) times five years of service, plus .0175 times your high-3 times five years of service, plus .02 times your high-3 times all remaining years and full months of service.

When determining total years of service, include any unused sick leave. Note that 174 hours of sick leave

equals one month.

If you are a FERS employee, use this formula:

.01 times your high-3 times your years and full months of service, including half of your unused sick leave. (Change the percentage to .011 if you are 60 and have at least 20 years of service.) When determining your total years of service, include only half of your unused sick leave unless you are retiring on or after Jan. 1, 2014. As mentioned above, 174 hours of sick leave equals one month.

If you are a FERS employee with a CSRS component in your annuity, you'll have to use both formulas to figure out your combined annuity.

A couple of points on timing

The rules governing retirement dates are different for CSRS and FERS. If you are a FERS employee, you have to retire no later than the last day of a month to be eligible for an annuity payment in the following month. For example, if you retired on Oct. 31, you'd be on the annuity roll in November. If you retired on Nov. 1 or later, you wouldn't be on the annuity roll until December.

If you are a CSRS employee, you can retire up to the third day of a month and be on the annuity roll in that month. However, your payment for that month will be reduced by 1/30th for every one of those three days that you weren't on the annuity roll. For example, if you retired on Nov. 3, your November payment would be only 27/30th of the full amount. If you retired on Nov. 4 or later, you wouldn't be on the roll until December.

Every employee has a limit on how many hours of annual leave he can carry over from one year to the next. So, if you have a lot of "use or lose" leave, there's an incentive for you to retire at the end of a leave year to avoid losing those hours. For most employees, the 2012 leave year ends Jan. 12, 2013.

In the past, there was an incentive to retire as close to the end of the leave year as possible. That's because your unused leave is projecting forward as if you were still on the job. When new pay rates go into effect on or after Jan. 1, more of those hours will be paid at the higher rate than if you retired before that. However, in this era of no pay increases, there's little to be gained by pushing your retirement to the last possible moment.

Taken from FederalTimes article, dtd 10-1-12 by Reg Jones, head of retirement and insurance programs at the US Office of Personnel Management.



Domestic Violence Policies for the Federal Workplace

Taken from *Issues of Merit*, September 2012 edition, a publication of the US Merit Systems Protection Board, Office of Policy and Evaluation

Earlier this year President Obama issued a memorandum that called for policies to be established for addressing domestic violence in the Federal workforce. That memorandum noted that the Centers for Disease Control and Prevention (CDC) estimate that domestic violence costs the U.S. \$8 billion a year in lost productivity and health care costs alone. In addition, many victims of domestic violence are harassed in the workplace or experience other ill employment-related effects. The memorandum calls for the Federal Government, as the nation's largest employer, to be a model in responding to the effects of domestic violence on its workforce.

To that end, the memorandum directed agencies to send their policies and practices for addressing the effects of domestic violence in the workplace to the Office of Personnel Management (OPM). In a subsequent memorandum, the OPM Director stated that upon receipt and review of agency policies, OPM will, in consultation with agencies that have expertise related to domestic violence, issue guidance on the content of these policies. OPM's guidance will include steps agencies can take as employers for the early intervention in and prevention of domestic violence.

MSPB recently undertook a study to examine violence—physical assaults, threats of assault, harassment, intimidation, or bullying—in the Federal workplace. Perpetrators of workplace violence are typically placed into one of four categories—employees or former employees; individuals whose only connection to the workplace is to commit a criminal act; customers or clients; and individuals whose connection to the workplace stems from a personal relationship with an employee that is, for example, an employee's abusive intimate partner.

Our study is based on results from the 2010 Merit Principles Survey (MPS)—42,020 Federal employees responded to this MSPB survey for a response rate of 58 percent. Results indicate that current or former employees are the most frequent perpetrators of violence in the Federal

workplace. However, 7% of the survey respondents who had observed an incident of workplace violence over the past two years reported the incident was perpetrated by an employee's abusive intimate partner. Thirty% of these observations resulted in either a physical injury or damage to (or loss of) property.

As the Presidential memorandum noted, the effects of domestic violence in the workplace go beyond it being the site for a violent event—which is what our MPS data focused on. The CDC has estimated that, nationally, 96% of victims of domestic violence experience work-related problems, and that 30% of victims actually lose their jobs due to attendance or performance issues.

Among MPS 2010 participants who had witnessed workplace violence perpetrated by criminals or customers, approximately half agreed that their agencies take sufficient steps to ensure their safety from violence occurring at their workplace. However, only about one-third of employees agreed who had witnessed workplace violence perpetrated by employees, former employees, or individuals with a personal relationship with an employee. Although most other employees believe their agencies are taking sufficient steps to ensure their safety, this disparity may indicate that employees believe their agencies could do more to ensure their safety from violence perpetrated by their colleagues and their colleagues' abusive intimate partners. The President's initiative to address domestic violence in the Federal workforce may help remedy this disparity.

When issued, the report summarizing MSPB's workplace violence study will be available at www.mspb.gov/studies.

Domestic Violence Web Sites:

Federal Domestic Violence Laws—
www.justice.gov/usao/gan/documents/federallaws.pdf

Office on Violence Against Women—
www.ovw.usdoj.gov



UPCOMING EVENTS November 2012

- Nov 1, 2012** **Oklahoma Field Federal Safety & Health Council Meeting**
10:30-12:30 BOP, POC: Stephanie Schroeder, 405-954-0371
- Nov 13, 2012** **Leadership FEB**
All Day VA Agencies in Muskogee
POC: FEB Office, 405-231-4167
- Nov 6, 2012** **Election Day** 
- Nov 11, 2011** **Veterans Day** 
- Nov 12, 2011** **Veterans Day Observed**
- Nov 20, 2012** **Interagency Training Council**
10:00 am NW Library, 5600 NW 122 St, OKC
POC: Stacy Schrank, 405-606-3823
- Nov 22, 2012** **THANKSGIVING**
- Nov 29, 2012** **Emergency Preparedness & COOP Council**
2:00 pm OKC County Health Dept.
POC: FEB Office, 405-231-4167

Agency Visits will be scheduled throughout the month to welcome new federal leaders to the Oklahoma area.

INSPIRATION CORNER

Surround yourself with the best people you can find, delegate authority, and don't interfere as long as the policy you've decided upon is being carried out.
—Ronald Reagan

It's important to run not on the fast track, but on your track. Pretend you have only six months to live. Make three lists: the things you have to do, want to do, and neither have to do nor want to do. Then, for the rest of your life, forget everything in the third category.
—Robert S. Eliot and Dennis L. Breo

There are men, who by their sympathetic attractions, carry nations with them, and lead the activity of the human race.
—Ralph Waldo Emerson

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 Overall, 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 15th 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

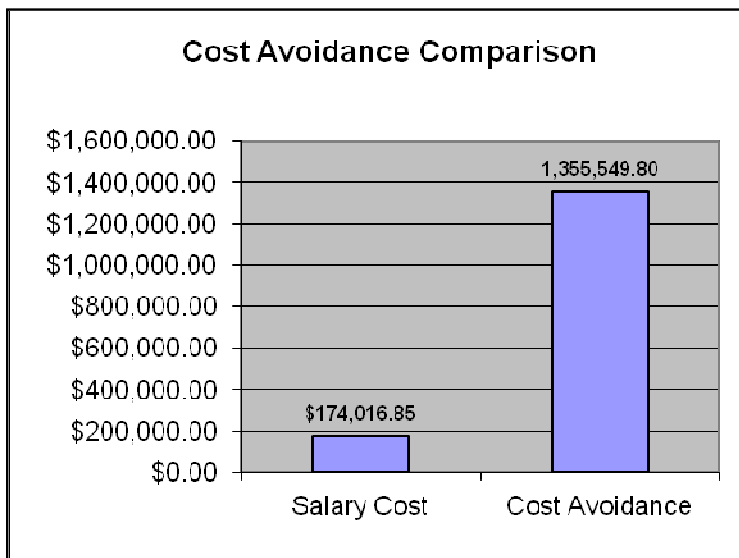
Staff

Director: LeAnn Jenkins
Assistant: Nichole James



Executive Summary of Oklahoma FEB FY 2012 Accomplishments

Type	Sub-Type	Unit of Measure	Economic Impact	Cost Avoidance
Cost Avoidance				
Training and Misc	Interagency	Dollars		\$416,500.78
ADR/Shared Neutrals Program	Interagency	Dollars		\$868,528.02
GSA Revenue Recovery	Interagency	Dollars		\$70,521.00
Community Outreach				
Combined Federal Campaigns in Oklahoma	Charitable Donations	Dollars	\$5,000,948.00	
			\$ 5,000,948.00	\$1,355,549.80



*For the investment made by our funding agencies, the Oklahoma FEB provides a valuable return. Based on an investment figure of \$174,016.85 for this year, the FEB provided a cost-avoidance to the Oklahoma Federal community of **\$1,355,549.80, a 7.79-fold return.** The cost avoidance calculations illustrate the results of FEB mediation resolutions and the training/educational programs (abbreviated version contained in this Executive Summary; full data comparison is contained in the following annual report).*

Notable items in addition to those listed above

Emergency Preparedness

- Hosted two interagency/intergovernmental COOP training events and three tabletop exercises resulting in a total cost avoidance of **\$138,538.55**.
- This FEB is an advocate of the FEMA Excellence Series, coordinating the classroom requirements at the local level to encourage federal, state and local government employees to pursue the COOP Practitioner Certification. In addition to the cost avoidance created by local events, our efforts resulted in **9 Practitioner Level I certificates** (8 for individuals in Oklahoma and 1 for a person in North Carolina).
- Communicated to Federal Leaders regarding hazardous weather/events. FEB sent situational report updates throughout the season to Federal leaders as well as distributed information to Oklahoma residents regarding damage reports, scam details, and recovery center info after tornadoes, straight winds and wildfires which occurred this fiscal year, in which some national declarations resulted.



Executive Summary of Oklahoma FEB FY 2012 Accomplishments (Cont'd)

- Assisted other Federal Executive Boards with information to facilitate establishing MOUs with their local health departments to receive medical supplies in the event of medical outbreaks.
- Participated in the interagency/intergovernmental exercise with the Oklahoma City/County Health Department in March (Project Pack Mule). Scenario was an anthrax release so that medication had to be picked up from the warehouse and dispensed. The FEB "Push Partner" team fully activated and responded to the warehouse, complete with law enforcement escort.

Human Capital Readiness

- Hosted annual Awards Banquet at the US Postal Service's National Center for Employee Development in Norman, OK with 400 in attendance. 102 individuals (and teams) were recognized for their outstanding accomplishments.
- **Interagency mediation** services coordinated through the FEB's Shared Neutral's Program had 25 requests and 18 resolutions creating a **total cost avoidance of \$868,528.02.**
- FEB Coordinated seven separate training events for development and retention of employees (not including COOP Training) resulting in a **net cost avoidance of \$277,962.23.**
- The FEB collaborates with GSA to provide federal employees access to parking structures and lots in downtown Oklahoma City and Muskogee. We accommodated 143 employees by managing the 132 spaces throughout the year and provide GSA with **\$70,521.00 in recovered revenue** through utilization of this federal inventory capacity.

Intergovernmental/Community Outreach

- Provided 31 individual FEB orientations for agency leaders coming into Oklahoma throughout FY 12; Executive Director made visits to the respective federal offices, throughout the state, to provide these orientations.
- Combined Federal Campaigns in Oklahoma raised more than **\$5,000,948.00 for charity.** This total is from the six campaigns located in Oklahoma; two of which have merged into campaigns located in other states and their numbers are reported in the totals of those locations.
- With a changeover of six FEB Directors, nation-wide, the Oklahoma FEB Director developed a "desk manual" for FEB Executive Directors in hopes that it would be used as a continuity manual for the 28 FEB offices.
- The FEB office assists our members with the transfer of excess equipment as a matter of routine; however, this year's most interesting transfer was that of five male buffalo from the National Park Service in Sulphur, OK to the Cheyenne-Arapaho Tribe.
- Oklahoma FEB Director served on the National CFC Award Selection Committee.
- Maintain a Website, Facebook page and a Twitter account for the Oklahoma FEB.
- FEB Director maintains a website for the Arkansas FEA to provide information on their activities and initiatives.



Keys to Mental Health

Practical day-to-day strategies for maintaining mental health

By Mark Towers

Somewhere along my path, someone shared this bit of wisdom with me: The more options you have, the greater your mental health will be. From time to time, this one liner snaps back into my head. Recently, it prompted me to come up with some options (thought processes) in regard to helping you maintain mental health.



1. A well-lived life is three things: honest, messy, and beautiful. Drink all of those moments in by planning for the best, anticipating the potholes, and making time to celebrate them.
2. Betty white, the much-loved actress and comedian, is nearly 90 years young. Recently, she said, “You can’t help but pick things up as you go through life. You learn a lot, and you learn about having a positive attitude. Try to think of someone other than yourself, and enjoy other people’s good fortunes along with your own.”
3. When the going gets tough, the tough get loose. James Thurber said, “Never take humor out of anything because humor enhances everything.” In some situations, you may have to look real hard to find the humor, but it is always there. The first three letters of the word funeral are f-u-n. I want my funeral to be approached from that perspective. How about you?
4. Mark Twain said, “The inability to forget is infinitely more debilitating than the inability to remember.” Yesterday is a cancelled check and tomorrow is promised to no one, so embrace the present moment as if you have chosen it. All great spiritual teachings take us back to this basic awareness: Live in the Now.

5. It’s best to take as much time as you need before making a decision. This enables you to survey the landscape and perhaps find more options. The best boss I ever had said this: “It’s not the decisions you make in life, it’s the energy you bring to those decisions.” In regard to mental health and decision-making, these two principles will serve you well.

6. Learn to enjoy the detour. I’ve traveled extensively for the past 25 years and I’ve gotten lost many times. I used to get upset about it, but I soon came to understand that I learned a lot by getting off the beaten path. In fact, one of the best meals I’ve ever had was in southeast Louisiana when I stopped to ask directions.

7. Post this in a place where you can see it daily: *I will do what I love in the service of those who love what I do.* Even if you are not completely happy with your current lot in life, act as if you are. This will open up your head and more possibilities will come bounding your way.

Several years ago, I asked one of my grandsons what he’d like to be when he grew up. He said, “I either want to be a doctor or a dollar store owner.” I hope he thinks that way forever! Indeed, his answer underscores that the more options you have, the greater your mental health.



Mark Towers is the principal of speak Out Seminars. Reach him at mark@speakoutseminars.com



SUN	MON	TUES	WED	THUR	FRI	SAT
	November 2012			1 10:30 OFFHSC	2	3
4 10:00 OFFSHC	5	6  Election Day	7	8	9	10
11 Veterans Day	12  Veterans Day Observed	13 Leadership FEB- OKC	14	15	16	17
18	19	20 10:00 ITC	21	22  Thanksgiving	23	24
25	26	27	28	29 2:00 Emergency Prep/COOP Council	30	

OKLAHOMA FEDERAL EXECUTIVE BOARD
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We wish to thank the FAA Media Solutions Division for their monthly assistance in the duplication and distribution of this newsletter.