

The 3rd Annual Public Service Professional Development Series has been created to meet the intergovernmental training needs unique to public service.

The Public Service Professional Development Series addresses the mutual professional development demands identified by the public service partners located throughout the Greater Los Angeles Area. Joining together to focus on our similar training requirements allows us to offer courses designed specifically for public service employees. By leveraging resources available through federal, state and local governments, and our private industry partners, we have created a synergy to obtain low-cost training provided by well-respected sources.

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

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

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

Announcing the 3rd Annual Public Service Professional Development Series

Who Should Attend?

- All Public Service Professionals who:
- Work in an organization that is undergoing change
 - Are seeking ways to improve their individual skills
 - Need a local, low-cost, solution-focused training

November 18, 2004
January 27, 2005
March 17, 2005
May 19, 2005
July 28, 2005
September 22, 2005



Influencing Others to Work Together

November 18, 2004 ■ 8:30 A.M.—12:30 P.M. ■ **Session # 1**

Speaker/Sponsor : The Ken Blanchard Companies

Mark Paskowitz and Ron Leano

“Whale Done” (Are Positivity and Productivity

Oceans Apart?) -What does the training of whales have to do with motivating, developing and managing people? More than you think! Both whales and humans perform better when you accentuate the positive. See how using the techniques of animal trainees—specifically those responsible for the killer whales of Sea World—can supercharge your effectiveness at work and at home. Whale Done! Highlights how catching people doing things right and redirecting negative behavior are some of the best tools to increase productivity, build trust, create high commitment and motivation, retain your best workers, promote positive customer relationships and sustain your competitive advantage.

January 27, 2005 ■ 8:30 A.M.—12:30 P.M. ■ **Session # 2**

Speaker/Sponsor: IMPAQ-Mark Samuel, Author of “The Accountability Revolution” and “The Power of Personal Accountability”

“Creating An Accountable Organization” (To Achieve High Performance and Personal Satisfaction)

Accountability is one of the most important values for successful organizations. Unless people can be “counted on” to keep their commitments of performance, and their agreements to communicate and support one another, an organization cannot thrive. Participants will apply strategies and systems for ending the “blame game” and develop high levels of cross-functional, team and personal accountability.

March 17, 2005 ■ 8:30 A.M.—12:30 P.M. ■ **Session # 3**

Speaker/Sponsor: HR Strategic Services, Global Training Group-Dan Sakimoto

“Managing Your Greatest Asset: Your Employees” (A Vital Role for Organizational Success”

Leaders have always played a vital role in the success of any company. This is especially true today, as the marketplace demands that leaders possess effective managerial skills and interpersonal skills. You will learn how to better understand the diverse work styles you interact with and how to most effectively manage each of your employees. This exciting presentation will give you the tools and skills necessary to immediately begin applying effective interpersonal and management solutions back in your organization.

May 19, 2005 ■ 8:30 A.M.—12:30 P.M. ■ **Session # 4**

Speaker/Sponsor : Roz Teller

“System Thinking: Building On The Right Foundation ” (Will Actions Today Make Things Better Or Worse Tomorrow?) -

This briefing will introduce participants to the basics of systems thinking. Most of our current ways of thinking in an organization are related to work issues, which are connected and tend to focus on elements of the system. Systems thinking captures the reality of an organization by including differing points of view, attitudes and static “snapshots” of changes over time. You will see why certain problems reoccur after they have been “solved”, (Beyond Problem Solving). You will become better prepared to chart the future more accurately. And inspire others by incorporating their points of view.

July 28, 2005 ■ 8:30 A.M.—12:30 P.M. ■ **Session # 5**

Speaker/Sponsor: JAE Limited— Joan Wisnasky

“Mastering The Art of Business Communica-

tions” (Communicate With Impact) - Communication with colleagues is no longer just a matter of having a good working relationship. Today, successful communication has become a business imperative and an ingredient for success. It is the art of savvy business interaction. Since most of our day (about 80%) is spent communicating— why not communicate with clarity, authority and power? You will learn communication skills that will help foster collaborative relationships in the workplace. This includes identifying factors that can lead to conflict, to positively influence others and develop skills to become flexible in your actions.

September 22, 2005 ■ 8:30 A.M.—12:30 P.M. ■ **Session # 6**

Speaker/Sponsor: Bill Hillar

“Strategies to Become Adaptable and Resilient” (How to be successful and focused under the most trying circumstances)

Many of us are curious, if not amazed, at how U.S. Special Operation Forces can be so successful and focused under the most trying circumstances confronting their mission and roles. We learn something from their experiences confronting their mission and roles. We learn something from their experiences that can be applied to our own civilian occupations to make our careers and organizations just as adaptable and resilient. This dynamic course will examine the established operational techniques used by our Special Forces and identify the ways and means of applying them to the corporate world. Topics covered will include recruitment, training, team building, retention, motivation, leadership, recognition, coaching, mentoring, and learning.

Tickets & parking options will be sent to your contact person once payment has been processed. Mail, Fax or E-mail Registration to FEB
By: October 30, 2004
Series Fee: \$395.00

Contact Person: _____

Email: _____

Phone: _____

Fax: _____

Agency: _____

Address: _____

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State: _____

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(1 order is 1 ticket for each of the courses)

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All six sessions will be held at the same location; Long Beach Federal Building, 501 W. Ocean Boulevard, LB, CA 90802—Room 3470. *Continental Breakfast Provided.*