



*Announcing:*

*The 8th Annual Public Service  
Professional Development  
Series*

*Federal Executive Board  
Greater Los Angeles  
FY 2010 Training Opportunities*

*November 19, 2009*

*January 21, 2010*

*March 18, 2010*

*May 20, 2010*

*July 15, 2010*

*September 16, 2010*

*Who Should Attend?  
All Public Service Professionals who:*

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

*Influencing Others to Work Together*

***The 8th Annual Public Service Professional Development Series has been created to meet the intergovernmental needs unique to public service.***

*The Public Service Professional Development Series addresses the mutual professional development demands identified by the public service partners located throughout 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 the ability to offer low-cost training provided by well-respected sources.*

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

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

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- Training Programs arranged by Ira H. Needleman, Chairperson, FEB, Shared Training Forum.
- Graphic Design prepared by Scott Hathaway, Chief, Multi-Media, (VAGLA).
- Ruben Manzano, Reproduction Section, (VAGLA).

November 19, 2009 \* 8:30a.m. - 12:30p.m. \* Session # 1  
Speaker/Sponsor: Graduate School, Barbara Talley, Author of  
“On Track, On Fire, On Purpose”,  
Note: Presentation is from book of the same title

This workshop will focus on three essential areas for optimal career and life- management: vision, values and virtues. You will learn to master each of these areas and obtain peak performance. Has your career become stagnant? Do you find yourself stuck in a rut with the same old thing, and the same old place? Do you run your life with the clock or the compass? This workshop will enlighten you to discover new career interests, align goals with your values, and develop the character necessary to attract people, resources and opportunities to you. You will discover the strategies necessary for getting and staying on track, proven tips and strategies for staying focused, and unique and creative techniques for harnessing the energy force within.

January 21, 2010 \* 8:30a.m. 12:30p.m. \* Session 2  
Speaker/Sponsor: Stewart Liff, Author of “How to Manage Your Government Career”, **“How to Manage a Government Career: Successful Strategies That Work”-- Get the most from your investment!** Note: Presentation is from book of the same title.

Whether you are an early careerist or a lifelong public service employee, you have an opportunity to listen to an expert in public sector career management. This seminar will discuss how to determine if a public service career is right for you, and if so, how do you get in the door, make a first good impression, get along with your supervisor, and plan your career moves. You will receive guidance necessary to help you determine whether management is right for you, how to balance your personal and professional life and work along with political appointees. The excerpts from this book are intended as a companion to Mr. Liff's previous book entitled “Managing Government Employees”. Participants will learn dozens of real world examples, a guiding set of philosophies and many core values that will assist your decision making a fulfilling successful career.

March 18, 2010 \* 8:30a.m. 12:30p.m. \* Session # 3

Speaker/Sponsor: Dorothy Leeds, MA, Author of “The 7 Powers of Questions”,

**“The 7 Powers of Questions: Lead, Succeed, and Activate Change”-- Change Your Questions, Change Your Thinking!**

A dynamic workshop based upon Dorothy Leed's best selling book “The 7 Powers of Questions”. Questions stimulate and persuade. They are the sign of a curious mind, a caring heart, and a confident personality. Using Accelerated Learning Techniques in this unique, participative, thought provoking program you will learn how to make the power of questions work for you in your organization. Questions will empower you to coach more effectively, hire more productive employees, initiate/manage change, maintain control in difficult situations, and avoid costly communication mistakes. The miraculous question will help you: avoid the Seven Deadly Sins of communicators, get the right information the first time, expand your thinking, and persuade/influence with ease.

May 20, 2010 \* 8:30a.m. 12:30p.m. \* Session # 4

Speaker/Sponsor: Robert New, MBA. C.P.M.

**“Winning Negotiations and Effective Conflict Resolution Principles and Techniques”-- The Key to Professional Negotiations!**

In today's organization, it is no longer good enough just to be a good accountant or finance manager. One must also be an effective negotiator and conflict resolver. It is becoming imperative for personnel at all levels in the organization to possess the ability to effectively negotiate and resolve conflict and “add more value” to the organization. Neither experience, bargaining skill, nor persuasion on the part of the negotiator can compensate for the absence of preparation. This workshop will provide you with a comprehensive introduction and “set of tools” needed for successful negotiation. You will learn what is the negotiation process, effective strategies, and necessary non- verbal communication and preparation techniques for successful outcomes.

July 15, 2010 \* 8:30a.m. 12:30p.m. \* Session # 5  
Speaker/Sponsor: Tina Jackson, M.A., M.C.C., Clarity Consulting  
Co- Author of A Practical Guide to Working with Diversity  
**“Succession Planning Through Coaching & Mentoring”--  
Important tools for developing agency plans!**

Is your agency struggling to handle the basic fundamentals of succession planning? Do you have a retirement wave pending? This program offers a practical approach to groom future leaders and talented staff. This inter-active workshop will help you learn how to use coaching and mentoring as developmental tools to compliment your succession plan and 3 key skills which help distinguish effective coaches and mentors. You will be introduced to a coaching model that helps others gain clarity about their goals, and address potential obstacles and identify next steps to building a framework for success. You will leave this session energized to use a variety of planning options.

September 16, 2010 \* 8:30a.m. - 12:30p.m. \* Session # 6  
Speaker/Sponsor: Laurie Brown, The Difference, Author of “The Greet Your Customer Manuel”  
**“You Made a Mistake! But Now I'm your Biggest Fan” - How to Wow Your Customer's.**

In this highly interactive workshop we will look at what your customers really want and demand. We will approach how service recovery is an integral part of your overall agency program. Studies have shown that a quick and effective resolution to a customer's problem will create a better experience for both the customer and the service provider. We will review your customer service issues and assist you in creating a process for your department. We will explore how mistakes are made and corrected to salvage your relationships. You will discover how to turn your customers into *raving* fans. Now more than ever, in these times of company downsizing and smartizing, this session will provide you with information to ensure your success.

# **Public Service Professional Development Series** **Training Consultant Alumni**

Barbara Talley  
Bill Hillar, PhD.  
Catalyst Group, Ken Lodi  
Dale Carnegie Training, Tom Kibler, Dick Bonar  
Debra LaCroix, Dynamic Learning Concepts  
Development Dimensions International, DDI, Stan Evans  
Dorothy Leeds, M.A.  
Edd Conboy, M.S.  
Graduate School, U.S. Department of Agriculture, Jean Mizuiri  
Grant Group, Robert L. Grant  
HLC Group, Hank Clemons, PhD  
HR Strategic Services/Global Training Group, Dan Sakimoto  
IMPAQ, Mark Samuels  
*Italix* Consulting Services, JoAnn Polcari, PhD  
JAE Limited, Joan Wisnoski  
Jerry Strom  
Jude Cassel & Associates  
Ken Blanchard Companies, Ron Leano, Mark Paskowitz  
Laurie Brown, The Difference  
Laurie Lemieux, M.S., Lemieux Group  
Malcolm Kushner  
Management Concepts, Joe Riddle  
Michael Staver, M.S., The Michael Staver Group  
Mike Rounds, Rounds, Miller & Associates  
Robert New, MBA. C.P.M.  
Partners in Leadership, Inc., John Grover  
RDR Group, Rich Brandt, M.A.  
Roz Teller  
Stewart Liff  
Susan RoAne  
Tina Jackson, M.A., M.C.C., Clarity Consulting

The Federal Executive Board of Greater Los Angeles is proud of our association with these exceptional trainers. The FEB has developed a contact list of the Alumni of Public Service Professional Development Series training facilitators for your use. The listing identifies past and present training consultants, contact information, and their training course specialty areas. Please contact the trainer directly for fee schedule. Please visit us at [www.losangeles.feb.gov](http://www.losangeles.feb.gov) (Training Services).

Ticket price includes all 6 sessions.  
Tickets & Directions (free parking) will be sent to your  
contact person once payment has been processed.  
Mail, Fax or E-mail Registration to FEB  
By: October 30, 2009  
Series Fee \$415.00

Contact Person: \_\_\_\_\_  
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Agency: \_\_\_\_\_  
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501 W. Ocean Blvd, Suite 3200        E-mail:  
Long Beach, CA 90802                  kathrene.hansen@dhs.gov

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



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



# USS Arizona - Remembering Pearl Harbor