

**ANNOUNCING**



*The 15th Annual Public Service  
Professional Development  
Series*

**Federal Executive Board  
Greater Los Angeles  
FY 2017 Training Opportunities**

**November 17, 2016**

**January 19, 2017**

**March 16, 2017**

**May 18, 2017**

**July 20, 2017**

**September 21, 2017**

The United States Of America  
"50 States From 13 Original Colonies"

***The 15th 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. Note: For Federal Agencies this training series supports the Federal Supervisory Training Act (S. 674), which aims to enhance Federal Employees and Manager Performance.*

*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!***

- Special Thanks to VA Greater Los Angeles Healthcare System (VAGLA), Ann R. Brown, FACHE, Director, Richard P. Robinson, Executive Director for Satellite Healthcare Services, Susan Shyshka, Associate Director for Administrative Operations, Scotte Hartronft, M.D., MBA, FACP, FACHE, Chief of Staff, Kari Blackwell, Acting Assistant Director, James Doelling, Associate Director for Patient Care Services, Christine Pons, Chief, Public Affairs/Communications Section, Harold D. Goings, Jr., Talent Management Officer, Gail Prude, Logistics Officer, for providing resources for publication.
- Training Programs arranged by Ira H. Needleman, Chair, FEB, Shared Training Forum.
- Graphic Design prepared by Scott Hathaway, Chief, Medical Media, (VAGLA).
- Reproduction Section, (VAGLA).

November 17, 2016 \* 8:30a.m. – 12:30p.m. \* Session 1  
“Overcoming 3 Top Destructive Behaviors in Business Today”-  
Setting up agreements, and developing recovery plans for  
STELLAR RESULTS.  
Speaker/Sponsor: Mark Samuel, IMPAQ, Author of “Making  
Yourself Indispensable”

As a business leader in today's environment of shrinking resources, expanding roles and escalating pressure to deliver ever higher quality results in less time, it's imperative to have a high functioning organization. The fundamentals of accountable leadership directly addresses the root causes of destructive behaviors and provides solutions that you can implement immediately right into your organization. This interactive session will introduce a model of accountability that REALLY WORKS and finally answers the million \$ question: Accountable to what? You will learn how to instill in your people the ownership, drive and behaviors you need for success without policing or micro-managing.

January 19, 2017 \* 8:30a.m. - 12:30p.m. \* Session 2  
“Avoiding the Eight Critical Mistakes... That Will Short Circuit  
Your Career”.  
Speaker/Sponsor: E. Eric Gordon  
Presentation based upon the book of the same title.

Come and join E. Eric Gordon, one of the country's most outstanding and entertaining presenters as he discusses the key concepts of his book. This course is an outstanding guide for anyone who works with people! You will learn the critical mistakes you'll want to avoid in your career and solutions and strategies for success. In this interactive session you will experience techniques for dealing with unhappy, unproductive, and difficult people and build working relationships with members of your team. When everyone is bought in to creating solutions and improving quality, your organization wins!

March 16, 2017 \* 8:30a.m. – 12:30p.m. \* Session 3

“Selling Saturday's” – How coaching football parallels great leadership.

Speaker/Sponsor: Jeff Beals, Keynote Publishing, LLC.

Author of “Selling Saturday's”, presentation based upon the book of the same title.

Today's professionals face an overwhelming amount of work and must deal with high expectations from employers, stakeholders and constituents. We live in a demanding time. But if you think your work is demanding, you wouldn't believe the demands and pressure placed upon big- time college football coaches. In this entertaining program, author Jeff Beals uses fascinating human interest stories to illustrate the leadership, communication and time-management skills legendary football coaches use to win national championships, coach All American players and earn multi-million –dollar salaries. After this presentation, you'll be ready to roll up your sleeves and attack your work just like the famous football coaches you see on television.

May 18, 2017 \* 8:30a.m. – 12:30p.m. \* Session 4

“Re-Energizing The Workplace”- Renewing yourself, your team and your organization.

Speaker/Sponsor: Rich Brandt, M.A. RDR Group.

This session begins with a discussion of different experiences and the dynamics behind a person's energy level. As workplace expectations increase- energy levels can sometimes struggle to keep pace. So how do we re-energize ourselves, our teams and our organization to meet growing demands? This course looks at current research and specific behaviors that everyone (including leaders) can practice to build stamina, create enthusiasm and increase motivation to keep themselves engaged and successful at what they do. It also examines some common energy- drains that tend to zap people, teams and organizations of their strength; while offering strategies that minimize their impact along with corresponding energy-boosters that will revitalize and sustain optimal performance. Don't miss the inter-active experience!

July 20, 2017 \* 8:30a.m. – 12:30p.m. \* Session 5

“Forgiveness at Work”- Practices that Help Your People Let Go, Own Up and Move On.

Speaker/Sponsor: Robert Schout, PowerSkills Training & Development, Inc.

“I've been retired for 6 years and still haven't forgiven people at work and it ate me up inside for the 10 years before retirement.” How often have we heard or held these words and feelings? Any harsh exchanges at work can leave lasting imprints on our hearts and minds, and can poison our work relationships with clients, colleagues, superiors or subordinates. Holding onto harsh feelings and memories also leads to mistrust, an unwillingness to team up, speak up and partner with peers. All of which result in lower levels of production, collaboration and performance. Participants in this program focus on learning to engage in thought-catching, capturing and transfiguring feelings, putting values into action, removing harsh memory imprints that trigger negative attitudes and interactions, and transform relationships.

September 21, 2017 \* 8:30a.m. – 12:30p.m. \* Session 6

“Lead by Winning Friends and Influencing People”

Speaker/Sponsor: Gary Byron, Vice President of Performance Development, Dale Carnegie of Southern California.

(Dale Carnegie was a famous author and developer of courses on self- improvement, salesmanship and public speaking).

This presentation is based upon Dale Carnegie's best practices!

Leaders have nothing but a title unless people choose to follow them. For good or bad, managers are expected to be leaders. This means they're expected to have the ability to motivate, inspire, and engage their people. In today's age of high- tech and instant gratification, it's easy to forget these ideas are rooted in being able to connect with people. Being successful is not a matter of new techniques or sophisticated approaches. When “**How to Win Friends and Influence People**” was published in 1936, it encapsulated a set of simple approaches that still work today. This seminar will convey these systems and principles using a fun, interactive approach. Don't miss the opportunity to participate in this valuable seminar!

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

The Federal Executive Board of Greater Los Angeles is proud of our association with our 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 consultant’s contact information. Please contact the trainers directly for fee schedule.

Please visit us at

<http://www.losangeles.feb.gov/documents/FEB%20Training%20Resources%202011.pdf>

Please also visit us [www.losangeles.feb.gov](http://www.losangeles.feb.gov) for other information about the Federal Executive Board.

## **Comments from our Participants**

*Very motivated speaker, great energy!*

*I'll begin to implement the subject matter beginning today!*

*Life Changing! Very enlightening, excellent!*

*Outstanding topic! I can apply at work and in personal life.*

*Great topic, different way to view things.*

*It was my favorite presentation!*

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 28, 2016

Series Fee \$450.00\* There will be a 15% agency discount for purchases  
made by September 30, 2016; total agency cost is \$405.00.

Tickets To: \_\_\_\_\_

E-mail: \_\_\_\_\_

Phone: \_\_\_\_\_ Ext. \_\_\_\_\_ Fax: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Method of Payment

Enclosed Check     Credit Card  
Payable to FEB                      VISA/MC

Number of series ordered:

(1 order is 1 ticket for each of the 6 courses)

Card Number \_\_\_\_\_

Expiration Date: \_\_\_\_ Mo.      Yr.

Card Holder Address \_\_\_\_\_

Card Holder Name, please print \_\_\_\_\_

Card Holder Signature \_\_\_\_\_

Card Holder E-mail address \_\_\_\_\_

Total amount authorized for this purchase \$

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Phone: (562) 435-2025  
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All six sessions will be held at the same location:  
The Grand, Long Beach Event Center  
4101 E. Willow Street  
Long Beach, CA 90815





# PRODUCTIVITY

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

*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*

# LEADERSHIP

# CREATIVITY

Photos by Scott Hathaway, Havasupai, AZ