



Denver Federal Executive Board
Federal Women's Program Committee Presents...

"Improving America Through Public Service"



**A Two-Day
Professional Development Seminar**
Designed to Enhance Your Career In the Public Service Sector

**May 18-19, 2005
Colorado Convention Center
7:30 a.m. – 3:30 p.m.**

FEATURING OUR SPECIAL GUEST AND KEYNOTE SPEAKER
Dr. Madeleine Albright
Former U.S. Secretary of State



DENVER FEDERAL EXECUTIVE BOARD

6760 E. Irvington Place, Denver CO 80279-8000

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Website: <http://www.denver.feb.gov>

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March 25, 2005

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MEMORANDUM TO ALL PUBLIC EMPLOYEES (FEDERAL, STATE AND LOCAL) AND INTERESTED REGISTRANTS

SUBJECT: "IMPROVING AMERICA THROUGH PUBLIC SERVICE, 2005", A TWO-DAY PROFESSIONAL DEVELOPMENT SEMINAR SPONSORED BY THE DFEB'S FEDERAL WOMEN'S PROGRAM (FWP)

SUSPENSE: MONDAY, MAY 2, 2005

All public employees and interested parties are cordially invited to attend the Annual Professional Development Seminar sponsored by the Denver Federal Executive Board's Federal Women's Program Committee (FWP). The program is scheduled for **Wednesday and Thursday, May 18-19, 2005**, at the Colorado Convention Center in downtown Denver, located at 700 14th Street, Denver, Colorado.

The 2-day seminar will offer a wide variety of subjects related to human capital training for public servants and interested parties, such as: KSA Preparation and Vacancy Announcement Interpretation, Interviewing Skills, Business Etiquette, ID Theft, Leadership Skills, Long-Term Care, Public Speaking Skills, Financial Intelligence, and many other interesting and educational classes. (See attachments.) Along with attending these excellent seminars, participants will also have the opportunity to attend a general session featuring our guest keynote speaker, **Dr. Madeleine Albright**, Former U.S. Secretary of State.

So how much will ALL this outstanding training cost? **Only \$249 per person!** This is an excellent value for those limited training dollars. Payments may be made by cash, check or credit card. All checks should be made payable to the DFEB. Seminar and class sizes are limited so registrations will be on a first-come, first-serve basis. So don't delay get your registrations in early — this one is going to go **FAST!**

Check-in begins at 7:00 a.m. with the program starting at 7:30 a.m. and lasting until 3:30 p.m. Each attendee must complete a registration form and select their first and second choices for each of the five class sessions. Information on each of the classes and speakers is included in the registration booklet. All attendees must submit a completed registration form, and payment must accompany all registrations. Although, each registrant must submit an individual registration form, agency training coordinators only have to submit one completed payment form--if they are paying for multiple registrations. *Registrations are not considered confirmed until payment has been received.*

Please return registration fee and form to:

Irene Wise
USDA/FNS – Denver Field Office
1244 Speer Blvd., Suite 903
Denver, CO 80204
(303) 844-7086 **FAX**

In accordance with the American Disabilities Act, Section 504, reasonable accommodations will be made for disabled attendees.

This program promises to be educational, entertaining and enlightening; so please plan on joining us. If you have any questions, please contact Irene Wise at (303) 844-0379 or the Denver Federal Executive Board office at 303-676-7009.

~Signed~

LARRY SMITH
Chairperson

~Signed~

LAWRENCE D. GRANDISON, JR.
Executive Director

AGENDA

DAY ONE – May 18, 2005

7:00 a.m. – 7:45 a.m.	Registration
7:45 a.m. – 8:45 a.m. General Session	Opening Session and Keynote (All Attendees) Speaker: TBD
9:00 a.m. – 10:15 a.m. Concurrent Sessions	Session I
10:15 a.m. – 10:30 a.m.	Break
10:30 a.m. – 11:45 p.m. Concurrent Sessions	Session II
12:00 p.m. – 1:45 p.m. General Session	Lunch and Keynote Address (All Attendees) Speaker: Mr. Darryl A. Collier
1:45 p.m. - 3:00 p.m. Concurrent Sessions	Session III

DAY TWO – May 19, 2005

7:00 a.m. – 7:45 a.m.	Registration
7:45 a.m. – 8:45 a.m. General Session	Opening Session and Keynote (All Attendees) Speaker: Ms. Karyn Ruth White
9:00 – 10:15 a.m. Concurrent Sessions	Session I
10:15 a.m. – 10:30 a. m.	Break
10:30 – 11:45 a.m. Concurrent Sessions	Session II
12:00 p.m. – 3:30 p.m.	Lunch and Featured Guest Speaker (All Attendees) DR. MADELEINE ALBRIGHT

DAY ONE – LUNCHEON KEYNOTE SPEAKER

“LIVING AND LEARNING WITH LAUGHTER”

DARRYL A. COLLIER



Darryl is the “Clark Kent of Comedy”. A successful business executive by day and a professional speaker/comedian by night, Darryl is quickly becoming one of the hottest speakers in America.

Darryl’s clean humor is derived from 25 years of business experience, which is why he relates to corporate audiences so well.

Darryl is a well known national headline comedian who has appeared in Movies, T.V., Commercials, Las Vegas, Cruise Lines and with some of the biggest names in entertainment. He has opened concerts for the Temptation, Gladys Knight, Ray Charles, Donna Summers, Smokey Robinson and Chaka Kahn.

Darryl has been a professional comedian since 1988, and a professional speaker since 1996. He has had the honor to perform for Former President Jimmy Carter on behalf of the Handicap Skiers Association, the U.S. Conference of Black Mayors for Wellington Webb and did a distinguished six week tour of the South Pacific Air Force Bases in support of Desert Storm in 1990.

Darryl is considered to be one of the premier opening acts in the industry. His clean style and old school routine makes him a favorite for all ages. He has also had television appearances on Black Entertainment Televisions, ComicView, four appearances on Denver Cable Channel’s Spontaneous Combustion, the Arts and Entertainment Channel and numerous commercials. Darryl was also awarded as Denver’s Funniest comedian in 1994 and has had extra parts in the movies “The Women’s Club” and “Lone Wolf”.

DAY TWO – OPENING KEYNOTE SPEAKER

“KISS MY BOTOX®; POKING FUN AT PERFECTIONISM”

KARYN RUTH WHITE



Remember wearing jeans so tight that you had to lie down to get into them? Do you secretly dream of having buns of steel while in reality they look more like buns of steel wool? Are your thighs the only things at work that haven't been downsized? Life's not perfect, and neither are we. But that's never stopped us from trying! Laugh 'til you cry with National Comedian Karyn Ruth White as she pokes fun at perfectionism, our need for it, our belief in it and our hilarious attempts to attain it.

Karyn Ruth has been entertaining and motivating people in some form or fashion for over 20 years. As a National Presenter and Comedian, she has been speaking for over a decade in the field of stress reduction through humor. Karyn Ruth is unique in the speaking field, in that she brings over 15 years of professional stand-up experience to her craft, as well as a front-line look at the inner-workings of business. She is a unique blend of motivator, business coach, philosopher and stand-up.

Her clients include organizations like Microsoft, Nextel, UPS, Ball Aerospace, Corporate Express, Xcel Energy, General Mills, The International Customer Service Association, and many more.

Karyn Ruth is a co-author of *Your 7th Sense; How to Think Like a Comedian* and her national program *Laughing In the Face of Stress* has been televised repeatedly over the past several years. She has been featured in the Denver Business Journal, and The Denver Post and has appeared as a humor expert on Channel 7 and Channel 9.

DAY TWO – LUNCHEON KEYNOTE AND FEATURED GUEST SPEAKER

DR. MADELEINE ALBRIGHT



In 1997, Madeleine Albright was named the 64th Secretary of State of the United States, becoming the first woman to hold that position and the highest-ranking woman in the history of the US government.

Dr. Albright is the founder of The Albright Group LLC, a global strategy firm.

Dr. Albright is the first Michael and Virginia Mortara Endowed Distinguished Professor in the Practice of Diplomacy at the Georgetown School of Foreign Service and the first Visiting Saltzman Fellow at Columbia University's Saltzman Institute of War and Peace Studies. She is the chairman of The National Democratic Institute for International Affairs, chair of The Pew Global Attitudes Project and president of the Truman Scholarship Foundation. She also serves on the Board of Directors of the New York Stock Exchange, the Board of Directors of the Council on Foreign Relations and the Board of Trustees for the Aspen Institute.

As Secretary, Dr. Albright reinforced America's alliances, advocated democracy and human rights, and promoted American trade and business, labor, and environmental standards abroad.

Accomplishments during the former Secretary Albright's tenure included the expansion and modernization of NATO and NATO's successful campaign to reverse ethnic cleansing in Kosovo; the promotion of peace in the Balkans; the reduction of nuclear dangers from Russia; the expansion of democracy in Europe, Africa, Asia, and Latin America; the expansion of our multifaceted relationship with China including trade as well as human rights; and the growth of trade in the Americas, in Africa through the African Growth Opportunity Act, and through the conclusion of hundreds of other agreements that facilitated American business overseas. From 1993 to 1997, Dr. Albright served as the United States Permanent Representative to the United Nations and as a member of the President's Cabinet. IN 1995, she led the United States delegation to the United Nations' Fourth World conference on Women in Beijing, China. Dr. Albright was the Director of Women in Foreign Service Programs and a Research Professor of International Affairs at Georgetown University during the decade prior to her return to public service. From 1989 to 1992, she was President of the Center for National Policy, a non-profit public policy organization based in Washington D.C. As a professor, Dr. Albright wrote extensively on change in communist systems particularly on the role of the media. From 1978 to 1981, Dr. Albright was a member of President Carter's national Security Council and White House staff. From 1976-78, she served as Chief Legislative Assistant to United States Senator Edmund S. Muskie.

Dr. Albright received her B.A. with Honors, from Wellesley College, masters and Doctorate from Columbia University's Department of Public Law and Government, as well as a Certificate from the Russian Institute.

Dr. Albright Was born in Prague, Czechoslovakia, and immigrated to America with her family after communists took control of the country in 1948. She is the mother of three daughters and has six grandchildren.

Dr. Albright's autobiography *Madam Secretary: A Memoir* was published in September, 2003.

DFEB Federal Women's Program Annual Professional Development Seminars
Wednesday, May 18, 2005

CLASS SELECTIONS

(Select your 1st and 2nd choice and annotate on registration form)

Detailed class information and biographies of the speakers begins on page 14.

DAY 1, SESSION I

9:00 a.m. – 10:15 a.m., Concurrent Workshops

ANALYZING VACANCY ANNOUNCEMENTS, KSAs AND APPLICATIONS

Presenter: Mr. Dick Walsh

CONNECTING WITH CONFIDENCE

Presenter: Ms. Maureen McNamara, Dale Carnegie

LUNCH, DINNER AND COCKTAILS: A BUSINESS COURSE

Presenter: Mr. Sam Gallegos, Colorado Free University

**“RONALD REAGAN, RETIREMENT AND ROCK’N ROLL” –
PLANNING FOR PRE-RETIREMENT**

Presenter: Ms. Ann Vanderslice

UNDERSTANDING YOUR CREDIT REPORT

Presenter: Ms. Kim L. Warnick, Colorado Free University

UNLOCK YOUR BEST SELF --- COACHING IS THE KEY

Presenter: Ms. Claire Walsh, Effortless Transitions

THE VALUE OF CONTINUING EDUCATION

Presenter: Ms. Michele “Mike” Bloom, Dean, Women’s College, University of Denver.

**“VIVA La DIFFERENCE: UNDERSTANDING HOW GENDER
DIFFERENCES AFFECT YOUR WORKPLACE”**

Presenter: Ms. M. Caroline Turner, AthenA Group, LLC

DFEB Federal Women's Program Annual Professional Development Seminars
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DAY 1 - SESSION 2

10:30 a.m. – 11:45 a.m., Concurrent Workshops

DOMESTIC VIOLENCE

Presenter: Mr. Randy Saucedo, Colorado Coalition Against Domestic Violence (CCADV)

IDENTITY THEFT

Presenter: Inspector JoJan Henderson, U.S. Postal Service

INTERESTED IN STARTING A SMALL BUSINESS

Presenters: Ms. Patricia Barela Rivera, District Director, Small Business Administration and Mr. Ronald L. Solberg, Chief, Entrepreneur Development Branch

LUNCH, DINNER AND COCKTAILS: A BUSINESS COURSE

Presenter: Mr. Sam Gallegos, Colorado Free University

THE MIRACLE IN HR – HOW TO GO FROM SUBMITTING YOUR APPLICATION TO GETTING AN INTERVIEW!

Presenter: Ms. LaWenda Dorsey, Office of Personnel Management

THE POWER OF GREAT CUSTOMER SERVICE

Presenter: Ms. Nancy Lewis, MS, PHR

THE POWER TOOLS OF PUBLIC SPEAKING

Presenter: Ms. Carmel Simpkins

SOCIAL SECURITY, MEDICARE AND THE FEDERAL EMPLOYEE – WHAT YOU SHOULD KNOW!

Presenter: Mr. Doug Smith, Social Security Administration

DFEB Federal Women's Program Annual Professional Development Seminars
Wednesday, May 18, 2005

CLASS SELECTIONS

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DAY 1 - SESSION 3

1:45 p.m. – 3:00 p.m., Concurrent Workshops

508A ASSISTIVE TECHNOLOGY

Presenter:

AN ANT'S PHILOSOPHY – A RECIPE FOR SUCCESS

Presenter: Mr. L.C. Williams - KPMG

ANALYZING VACANCY ANNOUNCEMENTS, KSAs AND APPLICATIONS

Presenter: Mr. Dick Walsh

MEDIATION AT WORK AND BEYOND

Presenter: TSgt Frank Gonzalez, Buckley Air Force Base

NO MORE SWEATING PALMS;

INTERVIEWING SKILLS FOR JOB SEEKERS AND INTERVIEWERS

Presenter: Ms. MaryJo Wagner, Ph.D.

UNLOCK YOUR BEST SELF --- COACHING IS THE KEY

Presenter: Ms. Claire Walsh, Effortless Transitions

UNDERSTANDING YOUR CREDIT REPORT

Presenter: Ms. Kim L. Warnick, Colorado Free University

THE VALUE OF CONTINUING EDUCATION

Presenter: Ms. Michele "Mike" Bloom, Dean, Women's College, University of Denver

DFEB Federal Women's Program Annual Professional Development Seminars
Thursday, May 19, 2005

CLASS SELECTIONS

(Select your 1st and 2nd choice and annotate on registration form)

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DAY 2 - SESSION 1

9:00 a.m. – 10:15 a.m., Concurrent Workshops

LEGAL WELLNESS™

Presenter: Ms. T.A. Taylor-Hunt, Attorney

AN ANT'S PHILOSOPHY – A RECIPE FOR SUCCESS

Presenter: Mr. L.C. Williams - KPMG

DOMESTIC VIOLENCE

Presenter: Ms. Twanna Latrice Hill, Colorado Coalition Against Domestic Violence

“DRESSING FOR BUSINESS CASUAL IS SERIOUS BUSINESS”.

Presenters: Ms. Judie Schwartz and Ms. Evelinda Urman, Style Matters, L.L.C.

IDENTITY THEFT

Presenter: Inspector JoJan Henderson, U.S. Postal Service

LONG TERM CARE

Presenter: Ms. Beth O'Brien, Long Term Care Partners, LLC

THE MIRACLE IN HR – HOW TO GO FROM SUBMITTING YOUR APPLICATION TO GETTING AN INTERVIEW!

Presenter: Ms. LaWenda Dorsey, Office of Personnel Management

THE POWER TOOLS OF PUBLIC SPEAKING

Presenter: Ms. Carmel Simpkins

DFEB Federal Women's Program Annual Professional Development Seminars
Thursday, May 19, 2005

CLASS SELECTIONS

(Select your 1st and 2nd choice and annotate on registration form)

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DAY 2 - SESSION 2

10:30 a.m. – 11:45 a.m., Concurrent Workshops

CONNECTING WITH CONFIDENCE

Presenter: Ms. Maureen McNamara, Dale Carnegie

"DRESSING FOR BUSINESS CASUAL IS SERIOUS BUSINESS".

Presenter: Ms. Judie Schwartz and Ms. Evelinda Urman, Style Matters, L.L.C.

GET OUT OF YOUR SWAMP! , I.E., (STUCK, WOUND-UP, AGITATED, MISERABLE PLACE)

Presenter: Ms. Gwen Crawford

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PLANNING FOR PRE-RETIREMENT**

Presenter: Ms. Ann Vanderslice

EAT SMART – LIVE HEALTHIER

Presenter: Ms. Stella Nash, USDA, Food and Nutrition Service

DFEB Federal Women's Program Annual Professional Development Seminars

CLASS SYNOPSES WITH PRESENTER BIOGRAPHIES – IN ALPHABETICAL ORDER

ANALYZING VACANCY ANNOUNCEMENTS, COMPLETE YOUR APPLICATION AND ADDRESS KSAs.

Presenter: Mr. Richard Walsh

What the different components of the vacancy announcement mean and how to interpret and address them. How to prepare the application package including the importance of the ranking factors (KSAs).

Walsh, Richard. Dick retired from the Federal Government with over 20 years as a Personnel Specialist. He has made numerous presentations on the topics of producing effective SF-171 and resumes and addressing KSAs. He is currently working on the Dialogue Smarts Program, along with retirement training. The retirement training is an extremely popular seminar which explains how Social Security works with CSRS and/or FERS.

AN ANT'S PHILOSOPHY...A RECIPE FOR SUCCESS.

Presenter: Mr. L.C. Williams, KPMG

This workshop is very humorous with a powerful message on developing the "right attitude" to be successful in life. Mr. Williams uses the analogy of the ant's awesome work ethic, commitment, and teamwork to motivate and change human behavior to achieve positive results at the personal and professional level. Driven by a passion and belief that every individual has unlimited potential and can accomplish amazing feats when properly focused, Mr. Williams designed this workshop to inspire audiences to have a greater vision of themselves and what they can become. He believes there's a leader in all of us...just waiting to be awakened. This workshop moves attendees to "higher performance" and a more positive approach to many areas of their lives.

Williams, L. C. LC Williams is currently a Senior Manager at KPMG, LLP in the Risk Advisory Service Practice. His primary focus is business development with the Federal Sector. He has over 28 years of experience in financial management and has served in a variety of challenging leadership positions that covered virtually all areas of Air Force accounting and finance operations, to include accounting and reporting, vendor payments, CFO statement, military pay and allowances, travel reimbursement, etc. He was the Program Manager on a major transformation effort that resulted in the consolidation of 83 Air Force account offices into seven Defense Finance and accounting Service (DFAS) sites, successfully moving people,

systems, and infrastructure ahead of scheduled timeline. Additionally, he served as the Director of Air Force Military Pay Operations as part of DFAS where he was responsible for a joint military pay operation providing payroll support for approximately 379,000 active duty members and 185,000 Air Force Reserve and Air National Guard members. Additionally, he served and the Director of the Air Force Accounting and Finance Office responsible for oversight of the Financial Services Offices throughout the Air force network and enjoyed the reputation as the “go to” guy to get things done and difficult problems resolved. He is currently ad Affiliate with the National Speakers Association – Colorado and a frequently sort after speaker on leadership, financial, and various other topics.

CONNECTING WITH CONFIDENCE.

Presenter: Ms. Maureen McNamara, Dale Carnegie

Each time a new person meets you, that person takes just 10 seconds to create a whole laundry list of impressions-beliefs or assumptions regarding who you are and what you are about. We'll explore everything from hand shakes, to eye contact, to body language and the questions we ask create impressions and help us connect.

We'll take a look where we fall on the confidence scale and create practical solutions to shift to where we would like to be.

What do you believe others say about you? What would you like to hear? Credible, Confident, Approachable, Trustworthy?

Objectives: Practice methods to meet new people with ease; Relate confidently and effectively to others; Increased awareness of how our behaviors create impressions.

McNamara, Maureen. Maureen McNamara has over twelve years of training and coaching experience and has facilitated hundreds of workshops to diverse groups of participants from entry-level employees to upper management. Her areas of focus include Motivational Workshops; Personal and Professional Coaching; Presenting with Impact/Professional Speaking; Program Facilitation; Professional Speaking; and Coaching. Participants benefit from Maureen's ability to deliver highly interactive and compelling workshops with enthusiasm and humor. Each workshop participant is actively involved in their learning process to ensure the skills taught are understood, remembered and uses. Maureen has been a multi course instructor for Dale Carnegie since 1999.

DOMESTIC VIOLENCE.

**Presenters: Twanna Latrice Hill and Randy Saucedo,
Colorado Coalition Against Domestic Violence**

“Nearly one-third of American women (31 percent) report being physically or sexually abused by a husband or boyfriend at some point in their lives.” – *Commonwealth Fund Survey (1998)*.

“Domestic violence cost the nation from \$5 to \$10 billion annually in medical expenses, police and court costs, shelters, and foster care, sick leave, absenteeism, and non-productivity.” - *Medical News, American Medical Association (January 1992)*.

Domestic violence used to be viewed as a “family problem” but we now know that domestic violence impacts everyone in our society. This workshop is designed to give you a greater understanding of the complexities and dynamics of domestic violence, understand current issues, and identifying ways to respond to friends/family or coworkers who may be experiencing abuse.

Hill, Twanna Latrice. Ms. Hill is the Public Policy Director with the Colorado Coalition Against Domestic Violence. She has extensive educational and professional experience, holding degrees from Princeton, Harvard and Regis. Twanna is currently pursuing a Ph.D. in Education Policy and Sociology. Her professional experience includes working as a policy analyst for the Education Commission of the States, and the Director of Educational Programs at the Rape Assistance and Awareness Program. She has also served as a board member for a number of organizations. In her work as Public Policy Director, Twanna works to improve system responses to domestic violence victims and works on a myriad of issues such as housing, unemployment, confidentiality and TANF as related to domestic violence.

Saucedo, Randy. Randy Saucedo has been a victim advocate for nearly 20 years in Colorado and Texas. He has held several positions within the law enforcement and community based victim advocacy. Beginning his career as a volunteer for the Westminster Police Department, he has held positions with the Adams County District Attorney’s Office, the Commerce City Police and Jefferson County Sheriff’s Office. After his success within law enforcement, he was a Legal Advocate for Project Safeguard, a non-profit advocacy for women who were experiencing domestic violence and stalking. He was later promoted to Director of Fatality Review and served as the agency spokesperson. He is now the Advocacy Director for the Colorado Coalition Against Domestic Violence in Denver. Randy has earned a baccalaureate degree in Criminal Justice from the University of Texas at San Antonio and a Master’s degree from the elite Program on Domestic Violence at the University of Colorado at Denver. As a childhood survivor of domestic violence, Randy has traveled the state and spoken to numerous media groups and victim service organizations on domestic violence, sexual assault and crimes against children.

“DRESSING FOR BUSINESS CASUAL IS SERIOUS BUSINESS”.

Presenters: Ms. Judie Schwartz and Ms. Evelinda Urman, Style Matters, L.L.C.

This seminar will cover the three categories of business casual dress, components of a casual office wardrobe, how to dress for specific business events and where and how to buy professional clothing at reasonable prices. Participants will learn about the absolute No-No's for men and women and even take a “pop quiz” – the Style Matters Dress Down/Dress Up Test.

Schwartz, Judie and Urman, Evelinda. Judie and Evelinda, the Style Matters columnists from the Rocky Mountain News, will present “Dressing for Business Casual is Serious Business.” This informative and entertaining seminar will give both men and women valuable tips and suggestions for creating a professional looking business casual wardrobe. Urman and Schwartz will share their experiences, the latest research on image and first impressions, and the reasons behind why we dress the way we do for work.

Judie and Evelinda are regular guests on local radio and television, and their column was voted “Best Fashion Column in Denver” by Westword.

EAT SMART – LIVE HEALTHIER

Presenter: Ms. Stella Nash, USDA, Food and Nutrition Service

What should Americans eat to remain healthy? This session will provide you with the latest information on the 2005 Dietary Guidelines and the New Food Guidance System for putting the Guidelines into everyday practice. The session will offer ideas and suggestions for nutrition and physical activity that are designed to help one make informed choices and decisions that will lead to a healthier lifestyle and a more productive life.

Nash, Stella. Stella presently serves as the Regional Nutrition Director of the Mountain Plain Region for the USDA-Food and Nutrition Service.

A Registered Dietitian with a Bachelors of Science Degree from the University of Arkansas – Pine Bluff; Masters Degree in Nutrition Education from New York University and a Dietetic Internship at the Cook County Hospital in Chicago. In addition, she spent one year at The Penn State University, State College, PA studying Sociology.

She is a member of the New Covenant Christian Church in Denver, and the Delta Sigma Sorority.

Stella was the recipient of the Secretary of Agriculture's 54th Annual Honor Award-2000 for a distinguished record of public service in providing vital nutrition education information for the benefit of underprivileged Americans.

**GET OUT OF YOUR SWAMP,
I.E., (STUCK, WOUND-UP, AGITATED, MISERABLE PLACE)**

Presenter: Ms. Gwen Crawford

Do find yourself stuck doing something you'd rather not? Are you wound-up and agitated because you just can't get it all done? Are you in a miserable place? If positive attitude and professional satisfaction eludes you—or if you find yourself perpetually frustrated with your circumstances—this workshop is for you.

You will...

Identify the power and hold of your SWAMP story and let it go.
Change your beliefs so that they better serve you
And take the first step in getting out of the SWAMP.

Crawford, Gwen. Through keynotes and workshops, Gwen Crawford encourages individuals and organizations to utilize their internal strength and confidence to go after big goals and dreams. Her company message reflects this passion for helping people realize their potential:

**When you know what you want, Believe you deserve it,
Believe you can have it, Know what you must do to achieve it,
And do what you must do, You will achieve it.**

Formally organized in 1994, Crawford & Associates embodies Gwen Crawford's personal mission: "Giving back the best in me to bring out the best in you." Her company logo, the bee, is a metaphor for making the seemingly impossible not only possible but reality. Crawford & Associates Denver, CO 80205 Phone: 303.321.2019 Fax: 303.333.1983

IDENTITY THEFT.

Presenter: Inspector JoJan Henderson, U.S. Postal Service

This presentation will include current trends in identity theft, how the Postal Inspectors get involved and how to protect yourself from becoming a victim. We will also address how to tell if you are a victim and steps to take if your identity has been stolen.

Henderson, JoJan. JoJan Henderson has worked in public service for twenty years and in federal law enforcement as a Postal Inspector for eleven years. Her primary areas of investigation have been white collar crime in Washington DC and Denver, CO. She has a BA in Finance and is a Certified Public Accountant (CPA), Certified Internal Auditor (CIA), and Certified Protection Profession (CPP).

INTERESTED IN STARTING A SMALL BUSINESS?

Presenters: Ms. Patricia Barela Rivera, District Director, Small Business Administration and Mr. Ronald L. Solberg, Chief, Entrepreneur Development Branch

The Small Business Administration offers programs and services for start-ups, established or growing enterprises, lenders, and for homeowners, renters, non-profit organizations and businesses of all sizes in time of disaster. As Your Small Business Resource, the SBA can connect you with a network of services to fit your needs. In addition, the agency actively voices small-business concerns with Congress and federal agencies about government regulations, taxes, health care and more. The SBA and its partners offer the following: loan guaranties; business counseling and management training; equity investment opportunities; surety bonding for small businesses; programs to aid small disadvantaged business owners; online professional business development courses; 10,000+ person national business advice network; export assistance to sell your goods overseas; help developing the federal government as your customer; disaster loan assistance.

Barela Rivera, Patricia. Patricia Barela Rivera is the State of Colorado District Director for the U.S. Small Business Administration, responsible for and manages the implementation of key economic and outreach programs, quality customer-oriented, full service programs and information to the small business community resource partners, and the minority and women's communities. The main focus is to assist small businesses in their formation and growth in order to be a key part of the state's economy. In 2002, under her Colorado District Office received SBA national recognition "The Administrator's Award for Excellence Greatest Increase in Emerging Markets".

Prior to being the SBA District Director, she was the director for Citizen Advocacy and Outreach for the Governor's office. She also managed the Governor's Advocate Corp. which is the primary services office for the State of Colorado. She oversaw statewide community outreach program projects, such as the Governor's Diversity Plan.

She was also the deputy director for the State of Colorado Department of local Affairs. She oversaw economic development initiatives, such as the Minority and Women's Business offices. She was the Governor's representative at various statewide public functions, specifically in the minority and community.

Solberg, Ronald L. Chief, Entrepreneur Development Branch.

LEGAL WELLNESS™.

Presenter: Ms. T.A. Taylor-Hunt, Counselor & Attorney At Law.

Legal Wellness™ defines the relationship between an individual and the law. The health of that relationship is measured by your “Legal Health Quotient.” Just as our physical health can affect our ability to enjoy our life and be productive, our legal health can also affect our well-being. Legal wellness is much like physical wellness in that, even when something is wrong, we may not know exactly what to do about the problem, without assistance and support.

Workshop participants receive information on a wide range of topics including, basic estate planning, asset preservation, insurance, and consumer protection. A personal Legal Wellness™ Self-Assessment is completed which provides a “snap shot” view of participants’ “legal health quotient” and highlights areas where they may need to focus extra attention. Our goal is to provide quality information concerning current real-world legal issues. Exercise your power and take the initiative to bring “legal wellness” into your life.

Taylor-Hunt, T.A. T.A. is the managing Director of the Law Offices of T.A. Taylor-Hunt, LLC, the CEO of GTHS & Associates, LLC, a family owned Internet Sales * Marketing Business, and Founder of GTHS Sharing & Caring, a Colorado Non-Profit organization.

T.A.’s primary focus has always been on serving others, through education, support and empowerment. As an attorney, she conducts community “legal wellness” seminars, and does extensive “pro bono” work. As a community helper, T. A. serves homeless families and others in need. As a Business owner, she provides extensive individualized personal growth and development training for business associates. “Sharing and caring” is her life mission.

T.A. is also a retired Air Force officer, having served her country for more than 25 years. She received her B.S. in Psychology, Summa cum Laude, from the University of Maryland, a Master of Arts, with distinction, from Webster University, and her Juris Doctorate from the University of Denver, College of law.

LONG TERM CARE.

Presenter: Ms. Beth O’Brien, Long Term Care Partners, LLC

Learn how to protect your retirement assets against the potentially high cost of long term health care. During this seminar attendees will be provided information about the importance of planning for the future and protecting their retirement income. With over 40% of Federal employees eligible to retire in the next 5 years this becomes a very important factor that future retirees need to consider.

O'Brien, Beth. Ms O'Brien is an Account Manager at Long Term Care Partners, LLC, a joint venture between John Hancock Financial Services, Inc., and Metropolitan Life Insurance Company devoted exclusively to administering the Federal Long Term Care Insurance Program. At LTC Partners, Ms. O'Brien supports OPM training efforts and works to promote the Program through high-profile affinity groups such as NARFE and the Federal Executive Boards.

Ms. O'Brien holds a Master's degree in Latin from Boston College, graduated Phi Beta Kappa with a Bachelor's degree in Classics from Holy Cross College in Worcester, MA, and has earned numerous financial industry licenses.

LUNCH, DINNER AND COCKTAILS: A BUSINESS COURSE.

Presenter: Mr. Sam Gallegos, Colorado Free University

Much business throughout the world is now conducted outside the office at a restaurant or other off-site, social atmosphere. At these semi-social meetings, often less than 30% of the time is actually spent talking about business, yet business is being conducted. And when making an impression, only 7% of it is based on what you know. The other 93% is based on how you look, how you act or how you sound—even when it comes to people who want you for your brain.

Gallegos, Sam. Sam has been an independent contractor for over 20 years and has attended well over 2,000 business meals and receptions throughout his career. He has successfully contracted for work from the Federal, State and local governments, as well as for-profit and non-profit corporations. A self-proclaimed bureaucrat and proud of it, very few of his winning contracts have been based on a formal interview or competitive process – and he's had to pay for only about 50% of all of these "business meetings.

"MEDIATION AT WORK AND BEYOND"

Presenter: TSgt Frank Gonzalez, Buckley Air Force Base

Mediation is a valuable tool to enhance productivity and defuse workplace conflicts. The mediator does not produce the solution, but rather assists the parties in dispute to find win/win solutions for their specific issues. The process is simple to learn, but once used, it can be seen as an advantageous tool for all concerned to avoid formal complaints and disputes while correcting and addressing the concerns and needs of both parties, be they worker /management or worker/worker.

The same methods and techniques can be used outside of the work center to resolve many types of disputes, be they simple property issues or even more complicated, potential legal issues such as divorce. As long as both parties of the dispute enter into mediation with open minds and a willingness to try and resolve the issue, mediation can be a real option before legal action is taken.

The bottom line is simply this...mediation can help the bottom line and assist management in increasing productivity.”

Gonzalez, TSgt Frank. Technical Sergeant Frank Gonzalez is NCOIC Military Equal Opportunity (MEO) of the 460th Space Wing, Buckley Air Force Base, CO. The MEO office of Buckley Air Force Base, supports worldwide air and space operational missions, provides expeditionary forces and superior services to the base and the Front Range community. As the installation MEO office, they provide services to 43 associate units and approximately 88,000 people in the Front Range.

He is currently a Military Equal Opportunity Advisor, entering into the career field in 1996 after graduating from the Defense Equal Opportunity Management Institute, Patrick AFB, FL. In 1998, he attended training in mediation and alternate dispute resolution from the Resolution Group, Arlington, TX at Randolph AFB, TX; and was subsequently certified by the USAF to mediate issues. Since then, he has mediated numerous cases, both in the civilian sector and within the military. Most recently, he coordinated for Buckley AFB, as well as attended, refresher mediation training conducted by the Federal Mediation and Conciliation Service.

TSgt Gonzalez was asked by the Southern Poverty Law Center to assist as Host of its on-line tolerance Forums, and was asked to continue in this capacity when the forums moved to the Café-Utne, under the auspices of Utne Magazine. Since the mover to Café-Utne, he has become co-host of the religious forum “Spirit”.

THE MIRACLE IN HR – How to go from Submitting Your Application to Getting an Interview!

Presenter: Ms. LaWenda Dorsey, Office of Personnel Management

This course is designed to help those who are applying for a Federal job to understand the complexities of what happens to your application (Resume/KSAs) when it is submitted to the Human Resource department, in general, what are they looking for. Ms. Dorsey provides information on Understanding KSAs, Why They are Important, and How to Write a Winning KSA.

Dorsey, LaWenda. LaWenda began her Federal career in April 1984 serving in various clerical positions. She began her career in Human Resources in 1989, as a staffing clerk for the Department of Defense. In 1991, she left civil service to attend college, returning in 1995. Since 1995, Ms. Dorsey has worked her way up from a GS-6 to her current status as a GS-12, Human Resource Specialist. During her career she has rated and ranked applications, developed certificates, classified positions, conducted interviews, monitored performance evaluations, developed announcements and crediting plans, and counseled on the preparation of KSAs and retirement. This varied and knowledgeable background in HR establishes Ms. Dorsey as an excellent source of knowledge for what happens between writing and submitting your application to the final stage of getting an interview.

NO MORE SWEATING PALMS; INTERVIEWING SKILLS FOR JOB SEEKERS AND INTERVIEWERS.

PRESENTER: Ms. MaryJo Wagner, Ph.D.

Worried about the job interview? Afraid you'll put your foot in your mouth and not even be able to open your mouth? Want to make a good impression on a prospective employee but not sure what to ask? The employer feels you are overqualified and won't stay with the job. Find out how to win with job interviews. Learn the three essential techniques for job seekers and employers. Discover what to do before the interview to calm those jitters.

Wagner, MaryJo. Author, coach, and experienced speaker, provides enough easy, practical material to motivate real change. A favorite of FWP audiences, she keeps folks laughing while they learn. In addition to workplace-skills training, MaryJo teaches Brain Gym® and offers parent coaching. Visit her web site at www.BrainGymForEverybody.com

THE POWER OF GREAT CUSTOMER SERVICE

Presenter: Ms. Nancy J. Lewis, MS, PHR

In the world of work today where the only thing constant is change, delivering great customer service is vitally important. It is essential to know who your customers are and what they need from you. How can you exceed their expectations, how can you make them smile, and how can you strive to make their encounter with you a memorable experience? Customers are so diverse you must develop strategies for different situations. One standard fix may no longer solve all your customer challenges. This interactive session will explore some techniques for delivering great customer service. You will leave the session with ideas to help you in future customer service interactions.

Lewis, Nancy I. Nancy is a leading motivational/inspirational speaker, trainer, and author based in Fayetteville Georgia. She is the president of Progressive Techniques, Inc. where the theme of her company is “Developing a Better YOU!” Nancy delivers high energy, content rich presentations sharing practical tips you can use immediately. She conducts motivational keynotes and training on personal enrichment, leadership, customer service, and diversity. She has worked with major Fortune 500 companies, government agencies, academia, and non-profit organizations. Nancy earned a M.S. degree from Georgia State University in Urban and Public Affairs with concentration in Human Resources.

Nancy is a member of the National Speakers Association (NSA), NSA Georgia, International Customer Service Association, and Society for Human Resource Management (SHRM) and is active in civic and community affairs. She was nominated for inclusion in the 2004 Edition of *Who's Who in Black Atlanta, The Ultimate Networking Guide*. She has been selected as an honoree for *Women Looking Ahead News Magazine (WLA)* 100s list of Georgia's Most Powerful and Influential Women. Nancy is the former co-host of the radio talk show *Relationship in Focus*. Nancy does a monthly radio broadcast on *Career Notes*. She is the co-author of *Sisters Together: Lessons Learned That Have Anchored Our Souls*.

THE POWER TOOLS OF PUBLIC SPEAKING

Presenter: Ms. Carmel Simpkins

This workshop is designed to help individuals in the discovery of their untapped abilities in public speaking. These tools will broaden career opportunities by releasing the potential to help others by sharing personal knowledge skills and experiences. The workshop will introduce the practical tools and handles to speak publicly including the elimination of fear. No matter what you path in life...this workshop will help to get you there!

Simpkins, Carmel. Carmel has traveled across the United States speaking on topics such as –Leadership, the Path from Goals to Success, The Art of Raising a Successful Family in the 21st Century and Building Strategic Relationships.

She has a Bachelor's degree in Psychology from Oral Roberts University and has continued her studies in master's level courses in marriage and family counseling at Regis and Liberty Universities. She is a licensed minister, and previously worked as an educator and trainer for the Department of Probation and Parole in Tulsa, Oklahoma, Mansfield Business College in Canton, Ohio and Case Western Reserve University in Cleveland, Ohio.

She and her husband Alvin coauthored the book, “Marriage: Made in Heaven or Hell on Earth (2002).” They were also contributors in Clarence Schuller's book “Letting Your Wife Become Your Best Friend (1999).”

RONALD REAGAN, RETIREMENT AND ROCK'N ROLL (Pre-Retirement Planning).

Presenter: Ms. Ann Vanderslice

This program will target the three most common mistakes around retirement planning and how to avoid them. What does rock'n roll have to do with this? In the assisted living centers and nursing homes of the world, it is common to get together for sing-alongs. Today, that music is soft hearted tunes like "Let Me Call You Sweetheart" and "Goodnight Irene." When the baby boomers hit the assisted living scene, it will be more like "I Can't Get No Satisfaction." Ronald Reagan, Retirement and Rock 'N Roll is a lively, interactive workshop designed to get people thinking about the importance of planning for their own golden years.

VANDERSLICE, ANN. Ann is an expert in retirement planning strategies, with a specific focus on federal employee benefits. She is a Certified Federal Employee Benefits Specialist who is known for her ability to boil down complex retirement issues into simple, easy-to-understand terms – allowing you to see your options and make good decisions. Her quick wit and wealth of knowledge about retirement planning will have you ready to face your fears about the retirement maze.

SOCIAL SECURITY, MEDICARE AND THE FEDERAL EMPLOYEE--WHAT YOU SHOULD KNOW!.

Presenter: Mr. Doug Smith, Social Security Administration

This workshop will inform you on filing for retirement and disability benefits, the Windfall Elimination Provisions and how you are affected. You will also learn about survivor benefits and the Government Pension Offset as well as about the NEW RX Medicare Benefits (Part D Medicare).

Smith, Doug. Doug is responsible for supporting Regional Communications activities for the Denver Region that consists of Colorado, Utah, Wyoming, Montana, North and South Dakota. He assists the Regional Communications Director in arranging programs and educational outreach activities and in dealing with media in the various communities in our region. I help to make arrangements for town hall meetings and community forums throughout the region where our Regional Commissioner, James, C. Everett or other executives address the changing complexity of the Social Security program.

To support these objectives, Doug designs targeted Power Point presentations to support their message on a local level, assist local managers in responding to media inquiries and in planning events in their areas to educate the public about the Social Security Program. I design web pages, write news releases and take digital photographs to highlight local and regional events. He appears on cable access programs in Denver to spotlight Social Security's

activities in the metro area, and made presentations before community groups and responds on behalf of the Regional Commissioner on television and radio broadcasts. He provided “on-Air Color Commentary” on March 14, 2000, for the Social Security American Indian Alaska Native National Service Delivery Conference in Denver which was broadcast by satellite television, on the Internet and by over 20 radio stations.

UNDERSTANDING YOUR CREDIT REPORT.

Presenter: Ms. Kim L. Warnick, Colorado Free University

It is important to understand your credit status-especially during an economic down turn. In this class you will learn:

- How to get a free copy of your credit report and read it with understanding.
- How to stop unauthorized credit inquiries.
- What bankers look at when you apply for a loan.
- How to deal with adverse, inaccurate, and derogatory information in your credit report.
- You will receive samples of letters to write to creditors and banks as well as a list of resources for getting additional help.

Warnick, Kim L. Kim Warnick is Vice President and Colorado SBA Specialist for KeyBank in Denver, Colorado. Ms Warnick is responsible for SBA loan production in 23 of KeyBank’s 48 branches in the state of Colorado. Her banking and finance experience span a period of more than 22 years having served as an FHA DE underwriter (first woman approved DE underwriter in the state of Colorado), commercial loan closer, financial analyst, and portfolio manager. She is frequently found involved in speaking engagements and lectures to small business owners on the topics of starting their own business, growing their business and just plan “staying in business”.

Being impassioned by the need for small business owners to understand the importance of their person credit score, Ms Warnick has taught a class at the Colorado Free University, for the last three years, on “Understanding Your Credit Report and How to Improve Your Score”. Ms Warnick also teaches classes offered at SBA’s SCORE program for small businesses. Community involvement includes member and current officer in the American Business Women’s Association; member of the Colorado Women’s Chamber of Commerce; and member and past officer of Kiwanis International; Education Chairperson for the non-profit banking group, Risk Management Association.

UNLOCK YOUR BEST SELF --- COACHING IS THE KEY

Presenter: Ms. Claire Walsh, Effortless Transitions

Learn how coaching yourself and others can enhance your life so it runs smoother; you accomplish more, feel more confident and are energized at the end of the day. Claire will reveal tools and techniques she uses with her clients to enhance their lives for better performance. She'll explore what coaching is about, what coaches do and how being your own coach can help you become the master of your life.

Walsh, Claire. Claire, founder of Effortless Transitions, coaches individuals through difficult transitions and beyond. She does what she loves, loves what she does and helps others do the same.

Blending 20 years expertise in Human Resources in both the public and high-tech sector, a BS in Management and professional coach training, Claire works with individuals to support them in making changes. She assists individuals to uncover blocks, walk through their fears and discover their passion to create a life that expresses their values. Her clients understand that true change happens from the inside-out whether they want to change the world, their career, their life or their business. They know that having a coach to accompany them along their journey will help them get there faster with less effort.

THE VALUE OF CONTINUING EDUCATION.

Presenter: Ms. Michele "Mike" Bloom, Dean, Women's College, University of Denver

Continuing their education has not always been an option for many women who are trying to balance their adult responsibilities including a career and families.

The Women's college programs and services are held on weekends and evenings to provide a convenient class schedule crucial for busy women. Classes are held on one-half of the weekends each year. Classes are offered in four-hour time blocks on Friday evenings, Saturday mornings, Saturday afternoons, Sunday mornings and Sunday afternoons. In addition, some courses have weeknight and intensive formats.

Most students at the Women's College are working professionals who work full time and attend college on a part-time basis.

Join us in this workshop and learn how you can complete that degree you always thought you would when you had the time.

Continuing their education has not always been an option for many women who are trying to balance their adult responsibilities including a career and families.

Bloom, Michele “Mike”. Michele “Mike” Bloom is Dean of the Women’s College of the University of Denver, the Rocky Mountain region’s only all-women’s higher education program, serving adult women students in four undergraduate degree programs. The Women’s College is committed to assisting women in gaining economic self-sufficiency and advancement in both their personal and professional lives thorough education.

Mike’s professional experience combines expertise in women’s education, healthcare systems, mental healthcare, rehabilitation, adult learning, leadership education, marketing, and service management. She is the guiding force behind the creation of the Chambers Center for the Advancement of Women, a unique center for women that partners with the Women’s College, the Women’s Foundation of Colorado, and Higher Education Resource Services (HERS) in a new building on the DU campus. This resource for the women of our region is the first of its kind, and opened in the fall of 2004.

Mike holds a Master’s degree in education from the University of Denver and has served on a number of Advisory Committees and Boards of Directors of community organizations in Denver and Colorado Springs.

“VIVA La DIFFERENCE: UNDERSTANDING HOW GENDER DIFFERENCES AFFECT YOUR WORKPLACE”

Presenter: Ms. M. Caroline Turner, AthenA Group, LLC

This is a fun and interactive workshop for people who want:

- To understand the differences in gender and how those differences affect us at work.
- To improve their ability to lead and work with both men and women
- Help in creating better results, greater productivity and more comfortable workplace relationships.

This workshop will enable participants to:

- Accept that gender differences are real
- Recognize how gender differences show up at work
- Appreciate the value of the approaches of both genders
- Acquire tools to leverage the strengths of both genders.

You will leave this workshop more assured of your ability to make appropriate use of both “masculine” and “feminine” styles and to tap the strengths of both genders in the workplace.

Turner, M. Caroline. M. Caroline Turner is Vice President, Strategic Initiatives of The AthenA Group, LLC, a consulting firm that specializes in organizational culture change, multidimensional leadership and workforce excellence. She is a dynamic and engaging workshop facilitator, speaker and executive coach.

Caroline is the former senior vice president, general counsel of Coors Brewing Company. In addition to leading the internal legal function, she headed the company's Public Affairs Department, which included groups responsible for federal and state government affairs, alcohol issues and environmental policy, as well as the office of the corporate secretary. Caroline was a partner in the law firm of Holme Roberts & Owen, Denver, Colorado, where she specialized in securities law and corporate transactions. She served as clerk to Judge McWilliams of the 10th Judicial Circuit of the U.S. Court of Appeals.

