

If you are interested in attending any of the courses or seminars, please contact:

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New Mexico Federal Executive Board

**Fiscal Year 2009
Leadership Training**



Six Core Competencies of Leadership

This dynamic 3-Day Leadership Development Series is a proven training program for the next generation of federal leaders. Programmed to enhance the developmental pathway of all employees, including managers, supervisors, and executives, this course addresses two-thirds of OPM's Leadership Competencies identified as "Executive Core Qualifications" needed for success in government service:

- **Building Leadership Capacity**
- **Taking Action/Making Decisions**
- **Creating Energy/Vision**
- **Developing Individuals/Teams**
- **Characters, Ethics, and Values**
- **Communication Keys**

Instructor Jerry Strom delivers an energizing, and penetrating program – designed to help you meet today's leadership challenges. This series has been widely acclaimed for its content, and depth – with over 98% of attendees recommending it to their peers in the government service.

3-Day Course
February 4-6, 2009
8:30 a.m. to 3:30 p.m.
Cost: \$395.00 per person

Dealing With Conduct and Performance Issue

A two-day seminar designed for Federal supervisors, and managers and union officials.

Upon leaving this seminar you will...

Know where to begin	Understand performance-based actions ("Unacceptable" ratings) and performance improvement plans (PIPS) – when they are appropriate and how cases are proven.
Have a sensible framework for deciding when corrective action is and isn't appropriate.	Recognize the intent, efficiency and likely outcomes relating to terminating an employee during the probationary period.
Understand the pulses and minuses of using the government's disciplinary procedures.	Know how the Employee Assistance Program works from the inside, and how best to refer symptomatic employees.
Know how to discipline and performance cases can be proven to judges and arbitrators.	Be Familiar with alternative dispute resolution options and specifically how low-cost mediation service might preclude adversarial and litigious situations.
Be aware of how "union agreements" and labor law can affect management actions.	Know how EEO cases are proven in court or before Federal administrative judges.

1-Day Course
March 10, 2009
8:30 a.m. to 4:30 p.m.
Cost: \$275.00

Master Motivator

Become A Master Motivator

Great leaders are not great because of what they do, they are great because of the people they surround themselves with. Are you a great leader?

In order to build a team of great people who do great work...you need them motivated to perform every day! Many organizations hire motivational speakers but find soon after the speech is over...so is the motivation.

Now Michael Giudicissi will turn YOU into a *Master Motivator!*

You'll Learn:

- Leadership Language
- When to manage, when to coach, When to motivate
- The Owner/Victim Choice
- Making Motivational Presentations
- The REAL Secret of Accountability
- AND Much More!

Michael Giudicissi is one of the country's premier motivators and authors. He works with business people to help create cultures of motivation, customer service and great performance. Come spend the day with "Michael G" and find out why you'll never need to buy books, listen to tapes or hire motivational speakers again...because you'll be the Master Motivator every single day!

Help your people do more, get more enjoyment from their job and be better teammates with the Master Motivator course.

1-Day Course
March 4, 2009
9:00 a.m. to 4:30 p.m.
Cost: \$199.00 per person

Making Sense of Federal Performance Appraisals

A two-day seminar designed for Federal supervisors, managers and union officials.

Upon leaving this seminar you will...

- Have an in-depth understanding of the entire performance appraisal process.
- Understand why performance appraisal haven't worked in the past.
- Know how to develop a sensible set of critical elements.
- Avoid using elements that attempt to rate conduct items where perfection is normal.
- Understand how metric standards often undermine appraisal systems.
- Recognize a sensible alternative to "weasel worded" measures.
- See how "pay-for-performance" system can be used realistically and sensibly.
- Learn how to develop performance measure focused on improving job performance.
- See the underlying value of employee involvement and periodic reviews.
- Recognize that appraisal can really work—perhaps for the first time ever!

Your Instructor:

Robbie Kunreuther is a former Labor and Employee Relations Specialist with the Department of the Navy. He also worked for the Social Security Administration. Robbie has the practice experience of having dealt with performance and conduct issues in a large (8,000-9,000 GS and WG employees) activity. Robbie currently is the Director of Government Personal Services Inc.

2-Day Course
May 11-12, 2009
8:30 a.m. to 4:30 p.m.
Cost: \$275.00 per person

Customer Satisfaction Plus

This program is presented by Rick Miera of **STI International®** of New Mexico. **Customer Satisfaction PLUS™** was developed by **STI International®** whose programs are employed by many top companies and organizations to improve their client satisfaction. **STI International®** has been established as a key player on the contemporary training scene. The skills your staff and management personnel will learn are the result of teaching service programs to hundreds of groups over the last 10 years.

Topics that are covered during this session are:

- **Why Customer Satisfaction?**
- **Conversational Tools**
- **Empathy-The Secret of Success**
- **Dealing With Complaints**
- **Speaking A Customer's Language**
- **Answering Customer Questions**

Just as winning sport teams recognize the value of constant training for rookies and veterans alike, smart companies realize that even their best service people need continuous training to develop their training.

The program contains two kinds of training – Core Skills that are essential for everyone and Business-To-Business Skills for Call Centers and Field Service Staff.

Customer Satisfaction Plus is designed to impact your entire team especially the top and mid-level representatives. Its skills and ideas help these professionals develop their full potential.

This course is being offered twice for Fiscal Year 2009

1-Day Course
January 29, 2009 or April 18, 2009
8:30 a.m. – 4:30 p.m.
\$95.00
