INTERAGENCY CONNECTION

215 Dean A. McGee, Suite 320, Oklahoma City, OK 73102 **http://www.oklahoma.feb.gov/** **(405) 231-4167**

Chair's Corner

I hope everyone enjoys a safe holiday season! For our travelers (whether it is personal travel for the holidays, or the inconvenient TDY travel during the season), we've included TSA's "Holiday Travel Tips" in this newsletter. We hope this will make your progress through the airport a bit easier and less stressful.

The Executive Policy Council has undertaken one strategic planning session and will be having another in the very near future to identify training, events and topics to be presented at meetings hosted by the Federal Executive Board in Oklahoma.

So far, the items determined to be scheduled for this next year include:

- Administrative Office Professional (April timeframe)
- Annual Awards Program (in conjunction with Public Service Recognition Week; however, watch for the nomination packages in January),
- Executive Forums – designed for federal agency leaders on a quarterly basis (next session to be a luncheon in January)
- Leadership FEB – Class V (past graduates are assisting with this year's design), and
- Leadership training (for leaders and those aspiring to leadership positions),

An Executive Forum is scheduled for January for federal agency leaders; the registration form will be sent via email or fax to the FEB members.

The FEB office works diligently to keep our list of agency leaders up-to-date; however, it is a task "without end". During this typical season for retirements, we would appreciate you contacting Karen, in the FEB Office, at 405-231-4167 if you plan to retire. Whether you plan to retire or will be leaving for another post, the FEB staff will know to follow up in the next month or so to obtain information on your replacement to update the FEB Directory, schedule the traditional agency visit (FEB Orientation), and document the information for our Emergency Communication System.

We appreciate your assistance with this administrative task that is so important in keeping our contact information up-to-date for federal agency leaders in Oklahoma.

Kevin McNeely, Chairman

Preparing for the retirement wave

Reduce risk to institutional memory

By Cheryl McKinnon

Employers are largely unprepared for an impending shift in workforce demographics and the looming retirements of key staff. The baby boom generation, those born between 1946 and 1964, are nearing the end of their dominance of the work force.

Baby boomers' retirements are expected to pick up sharply in 2011 when the first boomers reach age 65. By 2029, 44 percent of today's workforce will have reached retirement age, research shows. Both the public and private sectors have relied on this educated demographic for senior management, specialized skilled trades, experienced engineers and technologists, teachers and project managers.

Along with the public sector, organizations in transportation, agribusiness, health care, manufacturing and industrial engineering, energy and education are at the highest risk of losing expertise as senior employees hit retirement eligibility.

The federal government is paying close attention to the shifts in its own management. The Office of Personnel Management has tracked specific occupations and highlighted the increased rate of retirement. Areas with increasing departures include information technology, scientists and engineer, financial management, acquisition and law enforcement.

Government has often been ahead of the private sector in establishing mandates and programs to protect its core intellectual assets and records. However, inside an agency, critical resources are often intangible: know-how, specialized knowledge, experience, and team culture.

Planning for the projected retirement wave disruption needs to bring together human resources and the lines of the agency business most at risk, supported by records and knowledge management professionals within the organization. Establishing mentorship programs, collaborative work environments and a structured approach to the capture, protection and dissemination of legacy work are activities that need to happen today.

Clear recommendations and best practices are emerging.

Agencies should look at the demographics and at the mechanisms and programs that can be put in place now to capture key competencies and critical work knowledge of employees who will soon be eligible to retire.

When blending a work force of young and old workers, managers should consider different learning needs and prepare to customize programs.

The development of structured knowledge-gathering or exit interview sessions in advance of the departure of a scheduled retirement is key. Bringing junior staff into the process as part of corporate memory transfer is important for continuity and maintenance of long-term best practices. Creating context around the artifacts left behind – boxes, files, even ore and lab samples – better ensures the preservation of a career's worth of research and work and salvages the agency's investment.

At the same time, agencies must incorporate the new work styles of the 20-somethings who are working their way up the ladder: Agencies should expect their technology envelops to be pushed. Demands for rapid search, online access to agency content, collaborative chats, and Web or video conferencing are increasing to default channels of communication. The incoming generation is more wired, more mobile and more demanding of technology for productivity and networking.

With the demands of this new online generation, government is presented with a new opportunity to take control of electronic knowledge assets.

Cheryl McKinnon is director of collaborative content management for Open Text Corp.

This article was taken from the October 22, 2007 issue of *Federal Times*.

Spotlighting Information in Public Service

Did You Know…

TSA Announces Holiday Travel Tips

November 20, 2007 - The Transportation Security Administration (TSA) announced that security checkpoints at more than 450 airports have coordinated staffing and are prepared to accommodate the busy holiday travel season. TSA created a public awareness effort, "SimpliFLY," to encourage travelers to take specific steps when packing bags to help get through security faster.

"Our goal is to get passengers through the checkpoint as quickly as possible while maintaining aviation security. The public can partner with us to accomplish this by coming prepared," said TSA Administrator Kip Hawley. The travel tips, video and security checkpoint wait times are available on www.tsa.gov

Air travelers may now carry liquids, gels and aerosols in their carry-on bag when going through security checkpoints.

With certain exceptions for prescription and over-the-counter medicines, baby formula, breast milk, and juice, and other essential liquids, gels, and aerosols, the following rules apply to all liquids, gels, and aerosols you want to carry through a security checkpoint.

3 All liquids, gels and aerosols must be in three-ounce or smaller containers. Larger containers that are half-full or toothpaste tubes rolled up are not allowed. **Each container must be three ounces or smaller.**

1 All liquids, gels and aerosols must be placed in a single, quart-size, zip-top, clear plastic bag. Gallon size bags or bags that are not zip-top such as fold-over sandwich bags are not allowed. **Each traveler can use only one, quart-size, zip-top, clear plastic bag.**

1 Each traveler must remove their quart-sized plastic, zip-top bag from their carry-on and place it in a bin or on the conveyor belt for X-ray screening. X-raying separately will allow TSA security officers to more easily examine the declared items.

Please keep in mind that these rules were developed after extensive research and understanding of current threats. They are intended to help air travelers bring essential toiletries and other liquids, gels and aerosols for short trips. If you need larger amounts of liquids, gels and aerosols such as toothpaste or shampoo, please place them in your luggage and check them with your airline.

To ensure the health and welfare of certain air travelers, in the absence of suspicious activity or items, greater than 3 ounces of the following liquids, gels and aerosols are permitted through the security checkpoint in reasonable quantities for the duration of your itinerary (all exceptions must be presented to the security officer in front of the checkpoint):

- Baby formula, breast milk, and juice if a baby or small child is traveling;
- All prescription and over-the-counter medications (liquids, gels, and aerosols) including KY jelly, eye drops, and saline solution for medical purposes;
- Liquids including water, juice, or liquid nutrition or gels for passengers with a disability or medical condition;
- Life-support and life-sustaining liquids such as bone marrow, blood products, and transplant organs;
- Items used to augment the body for medical or cosmetic reasons such as mastectomy products, prosthetic breasts, bras or shells containing gels, saline solution, or other liquids; and,

TSA Announces Holiday Travel Tips (Continued)

- Gels or frozen liquids needed to cool disability or medically related items used by persons with disabilities or medical conditions.

You are allowed reasonable amounts over 3 ounces of the items above in your carry-on baggage, but you will need to perform the following:

- Separate these items from the liquids, gels, and aerosols in your quart-size and zip-top bag.
- Declare you have the items to one of our Security Officers at the security checkpoint.
- Present these items for additional inspection once reaching the X-ray. These items are subject to additional screening.

We have also taken steps to ensure the security boarding areas after you pass through our security checkpoints. Therefore, any liquid, gel, or aerosol purchased (such as coffee or soda) in the secure area after you process through a security checkpoint is allowed aboard your plane.

Before you fly, understand everything you can and cannot bring when you travel by air by reading our list of permitted and prohibited items.

Travel Tips To Make Your Screening Experience Hassle-free

The secret to getting through security smoothly is to de-clutter your carry-on bag. This lets our Transportation Security Officers get a clear, uncomplicated X-ray image of your carry-on.

When possible, keep packing liquids in checked baggage. You will get through security faster.

Limit quantities to what is needed for the duration of the flight.

The ban on liquids, aerosols and gels was implemented on August 10 after a terrorist plot was foiled. Since then, experts from around the government, including the FBI and our national labs have analyzed the information we now have and have conducted extensive explosives testing to get a better understanding of this specific threat. These changes are intended to enhance security and balance human needs because we have a better understanding of the threat and security risks associated with liquids, aerosols and gels.

In addition, TSA will be enhancing security measures throughout the airport environment – more random screening of employees, additional canine patrols, stronger air cargo security measures, more rigorous identity verification, deploying more trained security officers in bomb appraisal, and screening by observation techniques.

3-1-1 for carry-ons = 3 ounce bottle or less (by volume) ; 1 quart-sized, clear, plastic, zip-top bag; 1 bag per passenger placed in screening bin. One-quart bag per person limits the total liquid volume each traveler can bring. 3 oz. container size is a security measure.

Consolidate bottles into one bag and X-ray separately to speed screening.

Be prepared. Each time TSA searches a carry-on it slows down the line. Practicing 3-1-1 will ensure a faster and easier checkpoint experience.

3-1-1 is for short trips. If in doubt, put your liquids in checked luggage.

Declare larger liquids. Medications, baby formula and food, breast milk, and juice are allowed in reasonable quantities exceeding three ounces and are not required to be in the zip-top bag. Declare these items for inspection at the checkpoint.

Come early and be patient. Heavy travel volumes and the enhanced security process may mean longer lines at security checkpoints.

TSA working with our partners. TSA works with airlines and airports to anticipate peak traffic and be ready for the traveling public.

Taken from www.tsa.gov

Cyber Security Tips

From the Desk of CPT Jeff Elliott, Oklahoma Office of Homeland Security

What is Phishing?

Phishing is a form of identity theft where the intent is to steal your valuable personal data, such as credit card numbers, passwords, account data, or other information.

How Does It Work?

A phisher will send you an email or an instant message The message may appear to be from a friend, a business, a government agency or some other entity. Common phishing scams typically claim to be credit card companies, banks and major online retailers such as eBay, PayPal and Amazon. Some phishing attempts are easy to identify because they claim to come from businesses or companies that you have never dealt with; others may be more difficult to identify since they appear to be from entities with which you do business.

A phishing message may indicate that the entity had problems with their computers or data and that they simply need to verify your account information so you won't be inconvenienced the next time you try to use their services. Or the email message might be that there has been a suspicious purchase made by your credit card. If you did not make this purchase, you need to "contact us by using this link." Another example is a message claiming that you have just won the lottery, and if you would just go to this "secure" website and send them your bank account information, they'll put your winnings into your account. Another variation might be an email claiming to be from the IRS and due to an accounting error they just found, you have a refund. If you would just tell them your bank account number, they could process the refund.

Regardless of which story the phishers provide, they emulate a legitimate business or organization. The end result if you fall prey to phishing email may be unauthorized purchases using your credit card or emptying out your bank or other financial account.

What Should I Watch For To Determine if an Email is a Phishing Email or Not?

- Does the email ask you to "verify your information" or to "confirm your user-id and password"?
- Does the email reference any consequences should you not 'verify your information'?
- Most important, remember that legitimate businesses should never ask for personal or financial information via email.

How Can I Avoid Becoming a Victim?

- If it appears to be a phishing email, simply delete it. You can also forward it to the company it claims to be from and to spam@uce.gov.
- Do not click on any links listed in the email message and do not open any attachments contained in the email. Many phishing messages and sites not only attempt to get your personal information, they also attempt to install malicious code, like a Trojan horse, on to your computer.
- Do not enter personal information in a pop-up screen. Legitimate companies, agencies and organizations don't ask for personal information via pop-up screens.
- Install a phishing filter on your email application and also for your web browser. These filters will not keep out all phishing messages, but it will reduce the numbers of phishing attempts.

Anything else I should do?

- Review your credit card and bank statements or bills from the companies you do business with, looking for unauthorized charges or withdrawals.

Taken from the State of Oklahoma Monthly Security Tips newsletter, Nov 2007

GSA SmartPay®

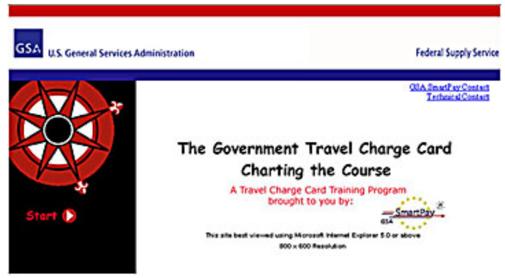
The GSA SmartPay® Program is the provider of purchase, travel, and fleet cards to agencies throughout the U.S. Government. The GSA SmartPay® Program office manages five contracts with charge card providers: Bank of America, JP Morgan Chase, Citibank, Mellon Bank and U.S. Bank. Through these contracts, agencies are able to obtain purchase, travel and fleet charge cards to support their mission needs.

The Program has awarded a new contract, GSA SmartPay 2, which is effective November 30, 2008. The contracts were awarded to Citibank, GE Capital Financial, JP Morgan Chase, and U.S. Bank in June 2007.

The GSA SmartPay® Program website is designed to provide program related information for cardholders, card program managers, and the public (www.gsa.gov/smartpay). On this site can be found:

- Transition to GSA SmartPay® 2: This page provides A/OPCs with a number of tools and resources to help customer agencies/organizations plan for and implement the transition to GSA SmartPay® 2.
- Hot Topics: Recent news, press releases, and articles about the GSA SmartPay® Program.
- 2007 GSA SmartPay® Conference: Presentations from this year's conference in Philadelphia are being reviewed for Section 508 compliance. If copies are needed please contact your SmartPay representative or content owner listed on this page.
- Charge Card Management Plan Template: A GSA developed resource to assist program customers in developing an effective program management plan.
- GSA SmartPay® Smart Bulletins: These bulletins are intended to keep customer agencies and stakeholders informed of new or updated policies, regulations, charge card management practices, etc, to support program management.
- Revised Appendix B to OMB Circular A-123: Recently Appendix B was revised to remove credit worthiness assessment for purchase card applicants.

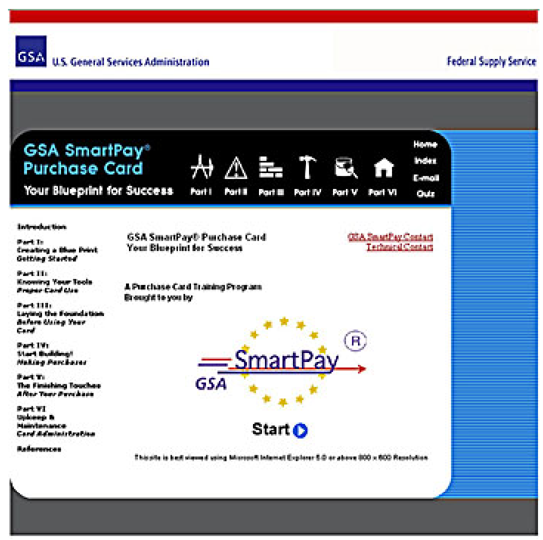
Cardholder Travel Card Program Training



Embark upon the GSA SmartPay® web based training for cardholders of the government travel card. This course provides general information on traveling for the government and reviews how to use a government travel card. Become familiar with the Federal Travel Regulations (FTR) and government travel card policies. This course can be completed in less than 45 minutes.

http://fss.gsa.gov/webtraining/trainingdocs/traveltraining/index.cfm

Cardholder Purchase Card Program Training



The GSA SmartPay® web based purchase card training is a great way for new and seasoned cardholders to learn the ins and outs of properly using the purchase card. The optional quiz at the end of the course helps reinforce the information.

http://fss.gsa.gov/webtraining/trainingdocs/smartpaytraining/index.cfm

Thank those who help you

By LILY WHITEMAN **_Federal Times_** November 05, 2007

Saying “thank you” strengthens ties with friends, colleagues and other associates. It encourages people who have helped you to help you again. It shows that you have good manners — a rare trait that can help you stand out from the pack. And it rewards and lifts the spirits of deserving people.

Who should you thank? Thank personal or professional contacts who extend themselves for you or provide you with particularly helpful advice, connections or information. Such people may include bosses, colleagues and mentors who create career-boosting opportunities for you, direct you to promising job openings, organize special events that are instructive, advise you on professional or financial or personal decisions, provide you with pivotal contacts or leads, help you do your job better or give you glowing references.

Thank outstanding members of your staff.

Doctors, accountants and other professionals who devote special attention to your case, conduct extensive research for you or make themselves available to you during off-duty hours deserve to be thanked. So do experts who present effective lectures, seminars or training sessions that you attend; your former teachers or professors whose instruction influenced you in important ways; and clerks in stores or restaurants or on telephone help lines who go the extra mile for you.

How should you thank people who help you? First and foremost, say “thank you” to them early and often, and when you do, specify why their contributions were so special and helpful to you.

Even the most accomplished and successful people are not so accomplished or successful to not get a charge from your positive feedback and to benefit from learning how their expertise helped you. By telling a speaker how his presentation rocked your world, you will almost certainly rock his world.

But when mere verbal thanks does not suffice, consider these alternatives:

- Send a thank-you card or letter. This is a great way to initiate networking contacts with experts.
- Tell supervisors when their employees have gone the extra mile for you. You may do so in person, by phone, by mail or by e-mail, with a copy to the recipient of your praise. If, for example, you work closely with other feds or contractors who put in stellar performances, tell their supervisors about their productivity.

Similarly, if a clerk in a store extends himself for you, tell his supervisor or leave a note about him for his supervisor. This is a great way to reward hard workers and to ensure that you will receive top service in the future.

- Keep people who advise you on your professional, business or academic choices informed of your progress.
- Be eager to help people who have helped you when they are in need.
- Tell a mentor how you — in turn — passed on his lessons to someone else.
- Give a gift. It need not be a hulking and expensive — but a thoughtful, considerate memento.

Some caveats: Your gift should honor the recipient’s willingness to take the time and trouble to help you, whether or not his suggestions or connections ultimately panned out for you. So don’t make comments like, “If I get this job that you are helping me apply for, I am going to take you out to dinner.” If your associate’s efforts warrant a gift, the gift should be given whether or not his efforts produce pay dirt. Moreover, don’t make promises about gifts or dinner down the line — just give the gift when appropriate.

Also, be careful not to give gifts that violate ethics regulations. And avoid gifts of jewelry or clothing because they may violate the recipient’s tastes.

Lily Whiteman is the author of “Get Hired! How to Land the Ideal Federal Job and Negotiate a Top Salary” (FPMI Solutions). She is a public affairs specialist at the National Science Foundation. Her Web site is www.Get-Hired.biz.

UPCOMING EVENTS

December 2007

Dec 2, 2007 12:00 noon	**Naturalization Ceremony** 200 N.W. 4th St, OKC POC: FEB Office, 405-231-4167
Dec 4, 2007	**Hannukkah**
Dec 5, 2007	**Emergency Preparedness Council** 300 N. Meridian, OKC—FHWA POC: LeAnn Jenkins, 405-231-4167
Dec 6, 2007 11:00—1:00	**Leadership FEB Planning Session** 215 Dean A. McGee, 3rd Fl Conf Rm, OKC POC: LeAnn Jenkins, 405-231-4167
Dec 11, 2007 8:00 a.m.	**Shared Neutrals Councils** IHOP, 701 S. Meridian, OKC POC: FEB Office, 405-231-4167
Dec 12, 2007 7:30 a.m.	**Mayors Committee on Disability Concerns** 222 NW 15th St, Rm 203, OKC POC: FEB Office, 405-231-4167
Dec 13, 2007 2:30 p.m.	**American Indian Council** Allegiance Credit Union 4235 N. Meridian, OKC POC: Katy Lantagne, 405-522-5409
Dec 15, 2007 6:00 p.m.	**Federal Employees Care Council** 11905 Stonehedge Ave, OKC POC: Tom Burton, 405-954-0625
Dec 18, 2007 10:00 a.m.	**Interagency Training Council** Oklahoma History Center Fisher Board Rm, 2401 N Laird, OKC POC: Ellen Parrott, 405-419-4291
Dec 25, 2007	**Christmas**
Dec 26, 2007	**Kwanzaa**
Agency Visits:	Dec 3, Ft. Sill Dec 17, OK

FEBs promote & support national initiatives and respond to local needs of federal agencies and the community.

Business is dependent upon action. It cannot go forward by hesitation. Those in executive positions must fortify themselves with facts and accept responsibility for decisions based on them. Often greater risk is involved in postponement than making a wrong decision. –Harry A. Hopf

Your Federal Executive Board

"Federal Executive Boards (FEBs) are generally responsible for improving coordination among federal activities and programs in…areas outside of Washington, D.C…FEBs support and promote national initiatives of the President and the administration and respond to the local needs of the federal agencies and the community." (GAO-04-384)

We applaud the efforts of the Oklahoma FEB Executive Policy Council members who ensure information is provided to direct our activities and efforts:

- Jim Akagi, US Drug Enforcement Administration
- Michael Deihl, Administrator, Southwestern Power Administration, Tulsa
- Larry Flener, Representative for the District Director, US Postal Service
- Patti Ford, Director of Staff, Tinker AFB
- Col. Jennifer Graham, 71st MSS, Vance AFB
- Sam Jarvis, Director, VA Regional Office, Muskogee
- Joe Keffer, Warden, Federal Transfer Center
- Scott Morgan, Director, US Postal Service National Center for Employee Development, Norman
- LCDR David Nikodym, Commander, Military Entrance Processing Station
- Dottie Overal, Director, Small Business Administration
- Lindy Ritz, Director, FAA Mike Monroney Aeronautical Center
- Stephen Schmelling, Director, EPA National Risk Management Research Laboratory, Ada
- David Wood, Director, VA Medical Center

This newsletter is published monthly as a cost-effective tool for communicating events and issues of importance to the federal community in Oklahoma. If you have news of interest, please fax to the FEB Office at (405) 231-4165 or email to LeAnnJenkins@gsa.gov no later than the 15th of each month.

Officers:

Chair: **Kevin McNeely**
OKC Field Office Director
US Department of Housing and Urban Development

Vice-Chair: **Barry Dodson**, Director
USDA Risk Management Agency

Ex Officio: **Mike Roach**, U.S. Marshal
US Marshals Service
Western District of Oklahoma

Staff:

Director: LeAnn Jenkins
Assistant: Karen Harrington
Program Support: Constance Ward

Unbalanced Influence: The Myth of "Elegant Reasoning"

Great leaders create great strategies, right? Not so, according to Center for CreativeLeadership's (CCL) Pete Hammett, author of *Unbalanced Influence*. "The reality is that compelling strategies are seldom created but rather discovered and enhanced by drawing on the shared experiences of many."

"Most of us hold an image of a great leader who locks himself away and dreams up company-saving strategies. I call this the myth of elegant reasoning," Hammett says. "We hear accounts of insightful executives who take the reigns of floundering organizations and bring them back to life by their sheer will-power. However, these stories are not reliably repeatable, and the executives are not reliably successful. Still, the temptation remains to rely solely on a senior leader to give us a strategy to follow."

Executives, too, often expect that they should be the source of strategy. They see that their opinions are based on logical criteria, experience and knowledge. They trust their own perceptions and judgments, and they are very action oriented. "Why shouldn't I be in charge of strategy?" they might ask.

According to CCL data, executives tend to be "forward looking" and "insightful." However, they are not perceived by others as having a strong ability to craft inspiring visions for the future of their organizations. This suggests that while executives do demonstrate an ability to look beyond tactical, short-term issues, they struggle to synthesize this into a future vision for the organization.

Further, "daring" and "original" were among the lower rated leadership characteristics in CCL's database of executive assessments. This begs the question as to the boldness of executives' future visions.

Instead of establishing a narrow responsibility for strategy, senior executives would do well to draw upon the shared experiences of many employees from all levels. Compelling strategies can occur as a result of trial and error or a synthesis of ideals and concepts. Good strategies can emerge when careful consideration is given to a wide array of options. The value of creating a strategy in such a fashion results in a path that yields the greatest potential.

Call to Action: Get off the mountain top

Leaders seeking to dispel the myth of their own elegant reasoning will need to:

Get over perfection. Become comfortable with uncertainty and with results that are less than perfect. Create strategies that account for uncertainties and crises. Assume things will not go according to plan.

Resist the pressure. Don't give in to expectations that you should have the best idea, the wisest strategy or the most powerful vision.

Manage risk; don't avoid it. Find ways to identify possible setbacks and obstacles and seek to negate and counter these risks. Plan, predict and anticipate as many of life's uncertainties as possible so as to avoid undue anxiety and stress. But don't confuse the process of managing uncertainty with risk avoidance - putting off or neglecting to set a course of action for fear that the risk will outweigh the benefits.

This article is adapted from "Unbalanced Influence", by Pete Hammett (Davies-Black Publishing, 2007).
http://www.ccl.org/leadership/enewsletter/2007/NOVreasoning.aspx

Gallup has developed a powerful new approach to measuring and managing human performance -- *HumanSigma*.

Six Sigma changed the face of manufacturing quality, creating excellence by reducing variance in finished goods, revolutionizing businesses, and boosting profits. Now, Human Sigma is poised to do the same for sales and service organizations. Gallup's HumanSigma methodology offers an innovative, research-based approach to one of the toughest challenges businesses face today: how to drive success by effectively managing the moments when employees interact with customers. Based on research spanning 10 million employees and 10 million customers around the globe, the HumanSigma approach combines a proven method for assessing the health of the employee-customer encounter with a disciplined process for improving it.

HumanSigma is based on five core principles to bring excellence to the way employees engage and interact with customers:

- Employee and customer experiences must be managed together -- not as separate entities.
- Emotions drive and shape the employee-customer encounter.
- The employee-customer encounter must be measured and managed at the local level.
- Employee and customer engagement interact to drive enhanced financial performance. This interaction can be quantified and summarized with a single performance metric.
- Sustainable improvement in the employee-customer encounter requires disciplined local action coupled with a company-wide commitment to changing how employees are recruited, positioned in roles, rewarded and recognized, and importantly, how they are managed.

The HumanSigma approach provides a profoundly different method for managing an organization's human systems for growth. Blending strategic analysis with hands-on, practical steps and advice, HumanSigma changes how leaders view their work, their employees, and their customers.

Proven ROI
Over a recent one-year period, organizations employing HumanSigma management principles have outperformed their five largest competitors by 26% in gross margin and 85% in sales growth. Their customers buy more, spend more, return more often, and stay longer. In fact, companies that built this critical mass of employee engagement grew earnings per share (EPS) at 2.6 times the rate of companies that did not. This general pattern is consistent across every organization Gallup has studied in multiple industries all across the globe.

"HumanSigma reminds us of an important principle that is often overlooked inside the boardrooms and offices where business decisions are made: the world was built on relationships between human beings."
-- *Brian J. Dunn, President and COO, Best Buy Co., Inc.*

By individualizing the organization's approach to managing employees and customers, leaders can unlock their company's maximum potential and profitability.

Learn More
From the *Harvard Business Review*: " Manage Your Human Sigma"
(http://custom.hbsp.com/b01/en/implicit/custom.jhtml?pr=GALLUR0507J2005111664)
From Gallup Press: *Human Sigma: Managing the Employee-Customer Encounter*
(http://gmj.gallup.com/content/102037/Human-Sigma-Book-Center.aspx)
Taken from http://www.gallup.com/consulting/17575/HumanSigma.aspx

Holiday Parties
Full of Fun, Fraught with Risk

With the approach of the end of the calendar year, come numerous opportunities for social events and celebrations for holiday festivities and retirements.

This is a reminder that the fun of holiday parties also contains a certain amount of risk for party-goers.

Risks of alcohol consumption for federal employees include

- violation of state laws regarding the acceptable level of blood alcohol.
- Corrective Action outlined in Title 5, Part 930 regarding an employee authorized to operate a government vehicle: An agency will take adverse, disciplinary, or other appropriate action against an operator or an incidental operator in accordance with applicable laws and regulations. Agency orders and directives will include the following reasons among those constituting sufficient cause for such action against an operator or an incidental operator:
  (a) The employee is convicted of operating under the intoxicating influence of alcohol, narcotics, or pathogenic drugs….
  (d) The employee's State license is revoked.
  (e) The employee's State license is suspended. However, the agency may continue the employee in his or her position for operation of Government-owned or -leased motor vehicles on other than public highways for not to exceed 45 days from the date of suspension of the State license.

AND

- The Office of Federal Employees' Group Life Insurance (OFEGLI) will not pay AD&D benefits if your death or loss in any way results from, is caused by, or is contributed to by:
  - illegal or illegally obtained drugs that you administer to yourself; or
  - driving a vehicle while intoxicated, as defined by the laws of the jurisdiction in which you were operating the vehicle.

Please celebrate responsibly so that the season is memorable and fun!

Office of Personnel Management's Final Ruling on Retention Incentives

5 CFR Part 575
RIN 3206-AL41
Retention Incentives

ACTION: Final rule.

SUMMARY: The U.S. Office of Personnel Management (OPM) is issuing final regulations to implement a provision of the Federal Workforce Flexibility Act of 2004 granting agencies additional flexibility to pay retention incentives. The final regulations permit an agency to pay a retention incentive to an employee who would be likely to leave for a different position in the Federal service before the closure or relocation of the employee's office, facility, activity, or organization. The final regulations provide agencies with additional flexibility to help retain employees critical to important agency missions and better meet strategic human capital needs.

DATES: Effective Date: The final regulations will become effective on December 17, 2007.

Applicability Date: The final regulations apply to retention incentives authorized under 5 U.S.C. 5754 and 5 CFR 575.315 on the first day of the first pay period beginning on or after December 17, 2007.

FOR FURTHER INFORMATION CONTACT: Jeanne Jacobson by telephone at (202) 606-2858; by fax at (202) 606-0824; or by e-mail at pay-performance-policy@opm.gov.

December 2007

SUN	MON	TUES	WED	THUR	FRI	SAT
30	**31**					**1**
2	**3** Agency Visits: Fort Sill	**4** Hannukkah	**5** 2:00 Emgcy Prep	**6** Leadership FEB Planning Mtg	**7** Naturalization	**8**
9	**10**	**11** 8:00 Shared Neutrals	**12** 7:30 Mayors Committee	**13** 2:30 AIC	**14**	**15** 6:00 FECC
16	**17** Agency Visits OKC	**18** 10:00 ITC	**19**	**20**	**21**	**22**
23	**24**	**25** Christmas	**26** Kwanzaa	**27**	**28**	**29**

OKLAHOMA FEDERAL EXECUTIVE BOARD
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