



***Send your clerical and support staff to a day of training on Administrative Professional's Day that will provide ideas on how they can perform more efficiently, improve communication skills and leave them energized and ready to tackle their duties, refreshed.***

Tell them you appreciate them in a way they'll remember!

Date:	Wednesday, April 21, 2010 -- (Administrative Professional's Day)
Time:	7:30 a.m. Registration, 8:00 a.m. - 4:00 p.m. Training
Location:	Crowne Plaza, 2945 NW Expressway, Oklahoma City, OK
Cost:	\$100.00

Topics	Presenter	Objective
Strategies for Financial Success	Eric Dubbell	Regardless of your income level, you can achieve financial security—if you take the time to learn a few simple principles about how money works.
Customer Service	Ellen Parrott, OCCHD	How to successfully deal with internal and external customers. How to successfully resolve issues with angry customers.
Taking Effective Meeting Minutes	Joyce Smith, Oklahoma Office of Personnel Management	Are you having trouble keeping up with "who said what?" Is it taking you days to type the meeting minutes? Minutes and transcripts of meetings are very different things, but they are sometimes confused. Learn the difference and make your minute-taking experiences better.
Diversity	Mary Pinkston, Tinker AFB	How to view your world differently
Organizing Financial Documents	Terri Talley, Allegiance Credit Union	Benefits of getting organized; Why some record-keeping systems fail; How to develop efficient bill-pay system; What records to keep, where, and how long; How to take a home inventory; What to have handy in case of natural disaster; Where to go for help

### Registration

Name \_\_\_\_\_ Agency \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Method of payment:     Cash                     Government Voucher                     Credit Card

Mail registration to:	Federal Executive Board 215 Dean A. McGee, Ste 320 Oklahoma City, OK 73102
Or fax to:	405-231-4165
Or email to:	Julie.Murray@gsa.gov

Cancellation Policy: Understanding that unforeseen circumstances may preclude an individual from attending, refunds and cancellations will be permitted through April 16, 2010. However, after that date, registrations must be honored by the individual or agency involved. If you are unable to attend, substitute attendees are authorized and encouraged!