



**New Mexico  
Federal Executive Board  
Fiscal Year 2008 Annual Report**

**2008 Co-Chairs**

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## **Executive Summary**

The New Mexico Federal Executive Board (FEB) is comprised of 94 Federal agencies which represent over 33,000 Federal employees. The Federal Government is one of the largest employers in the state. The New Mexico FEB strives to provide a clear and effective communications medium between Federal agencies as well as all levels of government. Nothing can be more important to Federal organizations than "partnering" with other government entities and community groups. The FEB brings diverse parties to the table and facilitates valuable collaboration.

Fiscal Year (FY) 2008 was a very busy year for the New Mexico Federal Executive Board (NMFEB). Numerous workshops and training sessions were held with 1287 people attending.

All of the goals that were set for the two lines of business which are Emergency Preparedness and Employee Safety and Security and Human Capital Readiness were met.

The NMFEB is very active within the Federal Community and continues in its efforts to increase and enhance communications with our Federal executives and employees. In addition, through the Emergency Preparedness and Employee Safety and Security line of business, new relationships have been established with State, County, Municipal and Tribal governments.

Cost avoidance to the federal government from the NMFEB activities were:

\$1,490,678 from the Shared Neutrals Program

\$ 336,309 from NMFEB sponsored training

\$1,826,987 total cost avoidance

We are especially proud of the following activities:

### **Shared Neutrals**

The Shared Neutrals program mediated 71 cases with cost avoidance of \$1,490,678.

### ***Continuity of Operations Training***

The NMFEB sponsored the L-548 COOP Program Managers course, the L-550 Planner's Train-the-Trainers Course, and Homeland Security Exercise and Evaluation Program (HSEEP) training.

A total of 84 participants attended the courses with a cost saving of \$62,916

## **Leadership Training**

The NMFEB sponsored “Six Core Competencies of Leadership” over a period of six months. This series is designed around a symmetrical leadership model, emphasizing competency, character, and self-understanding. It explains the core principals necessary to lead from a trusted position, gaining the cooperation & commitment needed from others to adapt to changing government initiatives, while improving overall results.

Sixty-one people attended the training with a cost avoidance of \$158,905.

## **Human Capitol Training**

NMFEB training schedule was very robust this year. As a compliment to the quality of the instructors that were used by the NMFEB four different agencies contracted to use those same instructors for agency only training that accounted for 9 different sessions.

## **Combined Federal Campaign**

New Mexico Charities served as the Principal Combined Fund Organization (PCFO). The NMFEB provided its leadership and support to the Local Federal Coordination Committee and PCFO for the overall management and success of the campaign.

The 2007 Combined Federal Campaign (CFC) results were \$1,380,000.

## Background

By Presidential Directive in 1961, President John F. Kennedy established FEBs to improve interagency coordination and communication among Federal departments and activities outside of Washington, D.C. The Director of the U.S. Office of Personnel Management is responsible to the President for the organizational and programmatic activities of the FEBs.

The need for effective coordination among Federal organizations' field activities was clear then, and is even more important in today's environment.

Approximately 90% of all Federal employees work outside of the National Capital Area, and most Federal programs are implemented through the regional and local offices of Federal departments and agencies. Regional and local Federal officials are the Federal Government's principal representatives to the vast majority of our nation's citizens.

The Boards function in four general areas: (1) coordinating local approaches to national programs and shared management needs; (2) providing a forum for the exchange of information between Washington and the field about programs, management methods, and administrative issues; (3) communicating from Washington to the field about management initiatives and other concerns for the improvement of coordination; and (4) referring to the national level problems that cannot be resolved locally.

Today, there are 28 FEBs located in areas with a significant Federal population. The Boards are composed of the highest-ranking local officials from each Federal agency located in the FEB area. Board leadership and structure consist of elected officers (Chair, Vice Chair) and Committees and Councils designated to direct FEB programs. Each FEB staff office is authorized two full-time equivalent (FTE) Federal employees (Executive Director and Assistant), who manage the daily operations of the Board. Administrative funding is provided by a host department or agency, while project funding is covered by the local member agencies. The regulatory responsibilities outlined in section 960, title 5, Code of Federal Regulations, provide the guidance from which FEBs draw their general operating instructions.

## **Line of Business I: Emergency Preparedness, Security and Employee Safety**

The Federal Government is the Nation's largest employer (and the first or second largest in many metropolitan areas). In times of emergency, we have a responsibility to collaborate and act uniformly as "one" government to ensure the safety and protection of our employees. To that end, the Federal Executive Board plays a vital role.

This Line of Business focuses on interagency communication, shared resources and workforce education. The goal is to collaborate on emergency response and readiness, and to educate on health and safety issues.

### Emergency Preparedness Committee

Emergency Preparedness Committee met 7 times during the year. The Committee provides an avenue for networking of federal agencies and local and tribal governments to enhance coordination during emergency situations. The committee also plans and develops workshops for preparedness activities

### Emergency Preparedness Activities

The NMFEB conducted an emergency notification and table top. One hundred and thirteen people were notified of an emergency scenario over the USP3 system. Seven agencies exercised their Continuity of Operation Plan (COOP) after receiving the call.

The Executive Director attended Silent Thunder tabletop sponsored by Sandia National Laboratories, Department of Energy and the Federal Bureau of Investigation. The tabletop examined U.S. National level counterterrorism policy and response to a domestic terrorist incident involving Weapons of Mass Destruction.

The Executive Director regularly attends the Anti-Terrorism Advisory Committee meetings

The NMFEB Board was briefed by the City of Albuquerque on their Readiness Plan. The plan provides a scenario where the city is attacked with biological agent and how the National Medical Stockpile would be distributed to the citizens of Albuquerque. Federal Close Points of Distribution (POD) are part of the plan.

The Executive Director attend an interagency/intra-government meeting to discuss a grant that will provide the resources to develop an evacuation plan for

the cities of Albuquerque and Santa Fe in an event of an emergency that would require a full evacuation of both cities.

### Continuity of Operations Training

The NMFEB sponsored the COOP Program Managers Train –the-Trainer L-548 course. The instructors came from the Emergency Preparedness Committee. Participants learned in more detail how to write the individual COOP elements and they created a draft COOP.

Twenty-eight participants attended from 14 Federal agencies, 3 State agencies, and 3 Local government agencies with a cost saving of \$23,219

The COOP Managers course L-550 Planner’s Train-the-Trainers Course was offered in September this year. The training provided Program Managers at the Federal, State, Local and Tribal levels of government. The goal of the workshop was to provide the participants with the tools and hands-on experience necessary to improve their Departments’ or Agencies’ COOP Plans.

Thirty-one participants attended with a cost saving of \$20, 972.

Homeland Security Exercise and Evaluation Program (HSEEP) training was held. HSEEP is a capabilities based exercise program that provides a standard methodology and consistent terminology for designing, developing, conducting, and evaluating all exercises.

Twenty-five people from 12 different agencies attended the course with a cost saving of \$18,725.

## **Line of Business II: Human Capital Readiness**

This Line of Business focuses on interagency communication, shared resources and workforce education. The goal is to provide accurate, timely and useful information.

### **Shared Neutrals**

The Shared Neutrals program mediated 71 cases with cost avoidance of \$1,490,678.

### **Diversity Committee**

The NMFEB Diversity Committee met 6 times. The committee's goal is To coordinate programs and activities that promotes a diverse workforce within the Federal Government and will incorporate and expand upon the tenets and principles of Special Emphasis programs. In addition, the council will serve as a forum for Equal Employment Opportunity officers/managers to collaborate on topics of interest.

### **Recruitment**

The NMFEB sponsored Federal Career Opportunities, a one-credit college course at the University of New Mexico. Federal employees from eight different agencies spoke on career opportunities with their agencies. The class also featured field trips to Federal offices and facilities.

Fifteen students attended the course.

The NMFEB sponsored it 2nd Annual Federal Career Expo. Twenty-two agencies provided information on careers within their agencies. Two concurrent breakout sessions were held. One dealt with how to use USAJOBS and the other was on how to write a federal resume.

Over 107 people attended the breakout sessions.

### **Pre-Retirement Training**

Six Pre-Retirement seminars were held in Albuquerque during the year. The trainings covered both CSRS and FERS retirement programs.

A total of 249 people attended with a cost avoidance of \$25,130.

## Leadership Training

The NMFEB sponsored “Six Core Competencies of Leadership” over a period of six months. This series is designed around a symmetrical leadership model, emphasizing competency, character, and self-understanding. It explains the core principals necessary to lead from a trusted position, gaining the cooperation & commitment needed from others to adapt to changing government initiatives, while improving overall results.

Sixty-one people attended the training with a cost avoidance of \$158,905.

Partner for Success seminar was held. Participants learned how to:

- Build a culture that promotes trust, integrity and high performance
- Unleash the power of cooperation and collaboration
- Inspire and energize staff and employees through delegations
- Build teams and get results
- Build success based on solid relationship
- Reward employees when pay raises and bonuses are out of the question

7 participants attended the seminar with a cost avoidance of \$595.

Become a Master Motivator training was held. Topics included:

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

20 students attended the training with a cost avoidance of \$16.

## Supervision Training

Dealing with Performance and Conduct Issues training was held. Topics included:

- Understanding performance-based actions (“Unacceptable” ratings) and performance improvement plans (PIPs) – when they are appropriate and how cases are proven.
- Recognizing the intent, efficiency and likely outcomes relating to terminating an employee during the probationary period.
- Knowing how the Employee Assistance Program works from the inside, and how best to refer symptomatic employees.

- Knowing how EEO cases are proven in court or before Federal administrative judges.

Twenty-nine people attended the training with a cost avoidance of \$9,280.

Supervisor Fast Start training was held. Topics included:

- Leadership and Management Qualities Needs
- How to “Set the Stage”
- Seven Key Elements in Building Trust
- Seven Steps to Establishing Credibility
- Two Questions to Ask About Motivation
- Learn the “Hot Stove” Rule of Discipline

10 students attended the training with a cost avoidance of \$3460

Making Sense of Federal Appraisals seminar was held. Topics included:

- Understanding of the entire performance appraisal process
- Why performance appraisals haven’t worked well in the past
- How to arrive at common sense job elements
- Avoid using job elements that attempt to examine items where perfection is normal
- How metric standards often undermine appraisal systems

17 participants attend the seminar with a cost avoidance of \$5.440.

### Project Management Training

Successful Project Management Training was held. Topics included:

- The five phases of project management – a miracle isn’t one of them
- What is the foundation ALL successful projects are built upon
- How to clearly define your projects objectives.
- When do you actually WANT to assume
- How to maintain situational awareness about your project
- How to implement and manage change
- Why is it halfway through a project you find out it’s “not what the customer ordered”
- Learn what the differences are between goals, objectives and metrics
- How to apply an 11-step planning process that works
- What you can do to prevent “things” from falling through the cracks
- Practical exercises you can use with your own projects

Twelve people attended the training with a cost avoidance of \$4,152.

## Communication

Media training was held. Topics included:

- Why Media Training
- Press Conferences That Really Work
- The Spokesperson's Role: Be the First Out with the Message
- What to Say and How to Say it Right
- Surviving an Interview and Still Looking Credible
- Media Relationships

25 students attended the training with a cost avoidance of \$12,000.

Conflict, Communication and Change training was held. The training examines the nature of conflict and changes, and teaches the philosophy, principles and uses of responsive communication, and mediation and conflict management skills as remedies for tensions and dispute arising from interaction.

20 students attended the training with a cost avoidance of \$6,375

The NMFEB Shared Neutrals Program held the annual Enhanced Mediation training. The training session was held for mediators who mediate cases for the NMFEB, the State of New Mexico and the City of Albuquerque organizations. Topics included:

- Mastering the Fundamental Elements of Mediation
- Managing Self
- Conciliating
- Negotiating

22 students attended the training with a cost avoidance of \$17,468.

The NMFEB presented Communicate with Clarity and Confidence training. Topics included:

- Ten steps for speaking clearly and assertively
- How to keep the defensive walls down
- Learn about the feedback loop and communication cycle
- Three keys to providing feedback
- Learn the language of success

5 students attended the training with a cost avoidance of \$1730.

## Workforce and Succession Planning Workshop

The NMFEB sponsored Workforce and Succession Planning Workshop. Topics included:

- Establish Strategic Direction and Pull Baseline Data
  - Developing the Baseline and Goal Organization
- Unit Workforce Teams Analyze Data
  - Conducting Workforce Assessment
- Develop Local Strategies for Improving Workforce
  - Determining Strategies and implementation
- Monitor and Evaluate

23 participants attend the workshop.

## The Indispensable Administrative Professional

The Indispensable Administrative Professional training was held. The training helped the student understand (in addition to good technical skills) what it takes to be a first-rate administrative professional. The course was designed for administrative professionals to master techniques for goal setting, prioritizing, planning, decision making, relationship building and listening skills.

41 students attended the training with a cost avoidance of \$8,200.

## Customer Satisfaction Plus

The NMFEB sponsored two Customer Satisfaction Plus training. Topics included:

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

41 students attended the training with a cost avoidance of \$8,044.

## Work Life Balance

Two Financial Planning workshops were offered: Topics included:

- Setting Goals
- Creating a Budget
- Designing a Net Worth Statement
- Understanding Investment Types
- Risk vs. Reward
- Individual Retirement Plans
- College Education Plans
- Risk Management
  - Life
  - Disability
  - Long Term Care
- Estate Planning
- Wills and Trusts
- Long Term Care Options for Family Members

Forty-six people attended the training with a cost avoidance of \$1,410.

Aging in the 21<sup>st</sup> Century workshop was held on February 20<sup>th</sup>. Topics included: Federal programs that assist the elderly (Social Security, Medicaid, Medicare, and older Americans Act) and reviewed how and why people are living longer, Caregiving for workers in their 50's and 60's, and dementia how it manifests itself and what family members can do.

Twenty people from 12 different agencies attended.

The NMFEB hosted the fourth annual Book Forum training series this year. This year series was the book *Changing Lives: Achieving Your Untapped Potential* by Michael Giudicissi. This guidebook for life by Michael Giudicissi offers readers the opportunity to experience a complete transformation through the power of goals. It is the ultimate book on human performance and the power of the mind and spirit to change the world. Readers were advised to assess the three primary aspect of life: personal, relationship, and career to determine whether they are in balance and, if not, begin to create goals that will bring them into balance.

Forty-four people attended this session.

## **Foundational Function: Intergovernmental and Community Activities**

### **New Mexico Federal Executive Board**

The New Mexico Federal Board met several times during the year and had presentations to the board from various agencies.

The Executive Director briefed several agencies during year on the role and functions of the Federal Executive Board.

The Executive Director attended the annual FEB/OPM meeting in Washington, D.C. and the annual OPM/Executive Directors meeting in Atlanta, Ga.

### **Public Service Recognition Week**

The 2008 Public Service Recognition Luncheon “Making a Difference” was held on May 14<sup>th</sup>. Two hundred and forty five federal employees were recognized for their extraordinary achievements in eight different categories from 26 different agencies

The keynote speaker was Kevin E. Mahoney, Deputy Associate Director for the Center for Merit System Accountability, Office of Personnel Management.

The luncheon was attended by 280 people. Attendees included nominees, supervisors, co-workers, family and congressional staff.

### **Book Drives**

#### **Albuquerque Business Education Compact Book Drive**

The NMFEB partnered with the Albuquerque Business Education Compact for its annual “Read to ME” book drive. The Federal community contributed, along with other partners, a total of 27,000 books. The book drive provided over 80 schools and programs with books for the families they serve. The Federal agencies that participated and contributed this year were the Federal Aviation Administration, U.S. Equal Employment Opportunity, Veterans Affairs Regional Office, U.S. Forest Service, Indian Health Service, National Weather Service, Cibola National Forest, U.S. Federal Bankruptcy Court, and U.S. Attorney’s Office, for a total of 1,700 books.

## Food Drives

### Roadrunner Food Bank

The NMFEB partnered with the Roadrunner Food Bank to feed the hungry during the holidays. The food drive had an immediate impact on the lives of hundreds of thousands of New Mexicans during the holiday season. The Federal community contributed 25,209 pounds of food. The Board received recognition from the local NBC television station KOB-TV 4.

## CEO Café for Leaders and Workshop

The NMFEB partnered with Quality New Mexico to sponsor a 2 part workshop focusing on improving organizational performance. Quality New Mexico's (QNM) mission is to Motivate, Educate and Congratulate New Mexico organizations in performance excellence. They also administer the New Mexico Quality Awards and recognizes New Mexico businesses, government, education, health care and non-profit organizations for their commitment, progress, and achievement in Performance Excellence. QNM training and Awards are model after the Malcolm Baldrige National Quality Award program for Performance Excellence. Part 1 of the workshop featured guest speaker Mike Sather, Director of the Veterans Affairs Cooperative Studies Program Clinical Research Pharmacy Coordinating Center a 2004 New Mexico Quality Award Winner and received a site visit from the Baldrige National program. Mike shared his values of their "excellence journey" and how it has impacted the results of his organization. Part 2 of the workshop "Its All About Your Customer" Topics included:

- Any organization can achieve world-class performance by committing to a world-class management system
- It's all about improving performance for your customers
- Identify gaps
- Identify opportunities for improvement
- Learn about a world-class management system
- Strategy matters
- Segmenting customer/stakeholder requirements, needs and expectations
- Importance of knowing the completion

28 participants attended the workshop with a cost avoidance of \$3,164

## Government Printing Office Workshop

THE NMFEB partnered with the Government Printing Office (GPO) to sponsor a workshop outlining what GPO can do for agencies. Topics in the workshop included:

- Procurement Options
- GPO Express
- On-line Paper Store

16 participants attended the workshop