



# TRAINING OFFICERS CONSORTIUM

## Monthly News

Formerly Training Officers Conference

October 2007

### October 9 Professional Development Program:

#### *Crucial Confrontations:*

*Tools for Resolving Broken Promises, Violated Expectations, and Bad Behavior*

Most of us are familiar with the book, *Crucial Conversations*. This month's Professional Development Program will focus on the sister book, *Crucial Confrontations*.



What's the difference between a crucial conversation and crucial confrontation? Crucial conversations are about dealing with disagreement. Disagreements that are not dealt with effectively lead to strained relationships and bad results.

Crucial confrontations are about disappointments. These disappointments come from unmet expectations, failed promises, and poor behavior. It all has to do with accountability. These confrontations are difficult and cause great stress and discomfort.

Dr. Scott Rosenke will speak on the topic of Crucial Confrontations at our October 9<sup>th</sup> Professional Development Program. Dr. Rosenke has a distinguished professional career spanning over 30 years, as a business executive, organization development consultant, and internationally acclaimed public speaker.

#### Professional Development Program Details:

<b>PLACE:</b>	Fort Leslie J. McNair Officers' Club 4th & P Streets, S.W., Washington, D.C. For directions, click <a href="#">here</a> .
<b>TIME:</b>	11:30 a.m. to 1:30 p.m. Please be seated promptly at 11:45 a.m.
<b>COST:</b>	\$30 or 2007-2008 Professional Development Program registration.
<b>TO RESERVE:</b>	If you have not registered for 2007-2008, call the TOC Information Line (202) 973-8683, or the TOC FAX Line (202) 331-0111 to reserve a place for this month's program.
<b>PARKING:</b>	There is parking in the lot near the tennis court. Please do not park on the grass near the river unless directed by TOC Board members. If you arrive and see orange cones in the Officers Club parking lot, please feel free to move them and park.
<b>REMINDER:</b>	Programs are typically held on the second Tuesday of each month except in the months of July and August.

#### TRAINING OFFICERS CONSORTIUM

Service to the Washington, D.C. Training Community

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[www.trainingofficers.org](http://www.trainingofficers.org)

# We're Just Getting Started

## Message from TOC Chair, Debbie Tyler

Our first Professional Development Program was a huge success, and we're just getting started!

Our previous Chair, Phyllis McKoy, gave our first-timers a more personable welcome by having them introduce themselves and letting the audience know what agency they represent. TOC pins were provided to our first-timers.

I encourage you to spread the word about TOC, and remember we appreciate your continued support and we hope to see you in the coming year.

## You Can Make a Difference

### Message from 2008 Annual Institute Chair, Victoria Person

Are you ready to sail with TOC and obtain some tools for a Shipshape Learning Organization? The planning for the 2008 TOC Annual Institute in Norfolk, VA is underway.

You can make a difference by contributing your talents and skills to help deliver another successful Annual Institute. If you are interested in volunteering on a committee, please contact me at [Victoria.L.Person@nasa.gov](mailto:Victoria.L.Person@nasa.gov) to sign up. The Annual Institute committees include: Program, Program Book, Logistics, Registration, Exhibits, and Special Events. Don't miss the knowledge-packed workshops, fun-filled activities, networking socials and mermaids...oh my!



Clifton Taulbert gives keynote address at 2007 Annual Institute

# 2007-2008 TOC Professional Development Program Dates

October 9	March 11
November 13	April 8
December 11	May 12
January 8	June 10
February 8	

## A Glance at TOC History



### October, 1970 Speaker

Dr. Alexander M. Haddon, Director, Public Service Careers Program, U.S. Civil Service Commission.  
*"Public Service Careers - The Changing Role of Agency Personnel and Training Staff"*

### 2007-2008 TOC EXECUTIVE BOARD

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