

OF NOTE:

SAVE THIS DATE

FOURTH ANNUAL
EXECUTIVE
SYMPOSIUM
with Daniel Pink,
author of "A Whole
New Mind"

TUESDAY
APRIL 29
9-11:30 A.M.

FOR INFORMATION,
CONTACT
CMCCULLOUGH@
FRANCISTUTTLE.COM

Answering the Call

FRANCIS TUTTLE HELPS ENSURE OIL AND GAS FUTURE

Francis Tuttle's Business and Industry Services team provides training solutions on a much larger scale — to entire industries. The most recent example involves the oil and gas industry.

After the bust of the '80s and '90s, Oklahoma's oil and gas industry saw not only a decrease in product prices but also a loss of industry-related jobs. This included the critical support staff of land, geological and engineering technicians.

"Oil and gas production and prices began rebounding in the 1990s, and so did the demand for well-trained certified technicians. However, there were not enough technicians to meet the rebounded demand," said Tim Munson who is an OERB Scholastic Outreach Committee member and Exploration Manager for Spartan Resources of Oklahoma City.

To close the gap, the Oklahoma Energy Resources Board asked Francis Tuttle to help develop and implement the **OERB PetroTech Certification Program**.

Munson partnered with Francis Tuttle's Kevin Barber and other OERB members to design and implement a training program to produce certified land, geology and engineering technicians.

The program has been nothing short of a success.

"Launched a year ago, the PetroTech program has had 465 participants sign up for the six- to eight-month-long training," said OERB Education Director Landi Thompson. Thirty people have completed the program to date, including Don Webb.

In his professional life, Webb has worked in many arenas, as a Marine Corpsman, a federal prison guard and a mechanical and plumbing apprentice.



From left, OERB's Mindy Stitt, former PetroTech student Don Webb, Kevin Barber with Francis Tuttle, lead program instructor Tim Munson with Spartan Resources and Landi Thompson with OERB.

"...the PetroTech program has had 465 participants sign up for the six- to eight-month-long training,"

But he was looking for a change. The PetroTech program took him from "no knowledge of the industry at all" to "a viable, hit-the-ground running geo-tech," he said.

Webb is now a certified geological technician at Quest Resource Corp.

"...I have earned these duties and responsibilities building on the foundation of knowledge that the PetroTech program gave me," Webb said.

The program includes approximately 160 hours of classroom training, split between the three Francis Tuttle campuses. Prospective participants apply through OERB.

To date, OERB has funded PetroTech program scholarships for 300 participants. Each scholarship is approximately \$2,700 and covers the cost of all required classes.

The OERB PetroTech Program is just one example of what Francis Tuttle can provide, said Barber, who manages the Business & Industry Services program and also provides training and consulting to individual clients.

"The OERB approached us with a need to shore up an industry-wide talent shortage, and we stepped up and met that need. It is a great example of what we can do to provide training solutions for industries," Barber said.

The OERB couldn't agree more.

"Great people and dedication have made the program successful," said OERB Executive Director Mindy Stitt. "(Francis Tuttle has) jumped in with both feet and are very dedicated to what we're doing," said Stitt.

"They want it to succeed as much as we do and our partnership is, I think, the best part of this program."

Francis Tuttle partners with companies and with industries to overcome skill shortages, regardless of sector. For more information about industry training solutions, please contact Francis Tuttle Business and Industry Services at (405) 717-4740 or visit www.francistuttle.com/bis.

LOCATIONS

ROCKWELL CAMPUS:
12777 N. Rockwell Avenue,
Oklahoma City, OK 73142

PORTLAND CAMPUS:
3500 N.W. 150th Street,
Oklahoma City, OK 73134

RENO CAMPUS:
7301 West Reno Avenue,
Oklahoma City, OK 73127

francistuttle.com/bis

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If you have a success story to share in a future issue of performance please contact the Francis Tuttle Marketing Department at 717.4207.

YOUR SUCCESSES THROUGH US

**Arrow Wrecker SHARPens Safety Plan,
Places Tops Nationally**

A person might take for granted a company would have a safety plan in place if they have 28 tow trucks and more than 40 employees.

But for Arrow Wrecker Service in Oklahoma City, that's anything but the case. "Even in the event of a fire, they would have been caught unprepared," said Arrow's Safety Consultant Linda McQuade.

That all changed once McQuade and Arrow owner Vanita Muzny attended a workers' compensation seminar at Francis Tuttle Technology Center. There, she and Muzny learned of a safety program they weren't aware of — the Safety and Health Achievement Recognition Program (SHARP) Award.

The award is presented by the Occupational Safety and Health Administration (OSHA) and recognizes small-size employers who operate an exemplary safety and health management system.

Arrow decided to pursue the award, even with no safety plan in place.

To participate, employers must request an OSHA consultation visit, complete a hazard identification survey, involve employees in the process, correct all hazards, implement and maintain a safety and health management system, and lower the company's lost workday injury and illness rate, among other requirements. Certified SHARP sites are granted a one-year exemption from OSHA-scheduled inspections.

Following four years of hard work, Arrow was awarded a SHARP Award — the only wrecker service in the nation to receive this award.

Helping them achieve this goal was the Francis Tuttle Safety Solutions team. Once Arrow decided to pursue



The partners in the SHARP process, from left, were Lawrence Norfar, Oklahoma Department of Labor; Al Muzny, owner of Arrow Wrecker Service; Roger Hargis, Francis Tuttle's Safety & Health Coordinator; and Vanita Muzny, Arrow Wrecker Service.

SHARP, Francis Tuttle helped them assess the company's workplace for hazards, prioritize its needs, and assist in structuring changes designed to mitigate those hazards.

"The benefits are substantial in the long term," said McQuade.

Arrow will most likely see financial rewards in respect to fewer workers' comp claims, tax write-offs and insurance premiums, not to mention the national recognition that comes with receiving the award.

"Francis Tuttle helped us get prepared to meet the award's standards," said McQuade. "They showed us what we needed to do to have OSHA come in, and they haven't stopped either — they're constantly there. They are very helpful and supportive."

For information on how Business & Industry Services can help your business in the areas of workplace safety and health, please contact Roger Hargis at (405) 717-4761 or at rhargis@francistuttle.com.

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HOT TIP

Cvent software program cool online tool

Editor's Note: "Hot Tip" provides business tips, tools and trends from a Francis Tuttle partner. Advanced technology expands a small company's image and performance. ASE Productions used the Cvent software program to provide a big-company image while working with Francis Tuttle's Cindy Mitas in preparation for a conference. Here, Jennifer Anderson explains how the software program works.

**By Jennifer Anderson, CMP
President/ASE Productions Inc.**

Every two years, the Bricktown Capital Conference attracts out-of-state venture capitalists and investors to Oklahoma to showcase the state's key investment growth areas. Getting them here requires a high-tech image, and I am able to provide that by using Cvent, an online event management tool.

My company was contracted by the Oklahoma Venture Forum to produce the Bricktown Capital Conference. For the first conference in 2005, we used Cvent for standard attendee registration, but greatly expanded its use for last year's conference.



**Jennifer Anderson,
CMP President/ASE
Productions Inc.**

ASE used Cvent to build an online registration Web site, which included information from the conference brochure. It allowed us to identify attendees in many different ways: Oklahoma Venture Forum member or non-member, venture capitalist, presenter, poster presenter, sponsor, etc. It also allowed each type of attendee to select

the type of registration that best identified them and to access only to what was relevant.

Cvent offers capabilities in areas such as online registration, secure online payment processing, advanced eMarketing tools, travel cost management and customizable reports.

It also provides helpful meeting management tools, can increase event attendance, and offers a Web survey tool and survey distribution via e-mail.

Attendees, sponsors (including Francis Tuttle) and presenters also benefit from the efficient process this tool provides. As a small business owner, I look for ways to orchestrate big production expertise without big production overhead.

For more information on Cvent, visit www.cvent.com. For local and national event production for your organization, visit www.aseproductionsinc.com.

OUR SUCCESSES THROUGH YOU

'I've got the product for you'

Francis Tuttle Technology Center prepared 21 entrepreneurs for what could be the sales pitch of their lives during "Scrubbing School."

During the "school," Oklahoma Venture Forum and David Williams, University of Oklahoma business communications expert, reviewed participants' presentation approaches and materials.

Then, they counseled the entrepreneurs on pitching their ideas effectively to venture capital and angel investors, in preparation for the Forum's "Bricktown Capital Conference."

Global company training in OKC

Employees of Schlumberger Ltd. are flying to Oklahoma City from across the globe to take part in troubleshooting and diagnostic training for diesel-powered oilfield equipment.

Francis Tuttle Technology Center is partnering with one of the largest oilfield services companies in the world and has already completed its first training session.

Attendees came from Oklahoma, California and Texas, as well as from Africa, the Middle East, Southeast Asia, Europe and Latin America.

'The Blue Goose' takes 'flight'

"The Blue Goose" landed at Francis Tuttle Technology Center's Rockwell campus early one recent Sunday morning, following media reports about the vintage aircraft being donated to the City of Bethany.



Courtesy: CITY OF BETHANY

Aircraft sheet-metal students will refurbish 'The Blue Goose' for the City of Bethany after it was moved from the state fairgrounds to the campus.

The aircraft had been displayed at the Oklahoma State Fairgrounds until the move. It is to be refurbished by Francis Tuttle students in the Aircraft Sheet-Metal program. Once restoration is complete, the aircraft will be placed on static display at Eldon Lyon Park in Bethany.

The Commander 520 aircraft was manufactured during the '50s and '60s by Commander Aircraft at Wiley Post Airport in Bethany. Various models of the aircraft were used by each military branch until the late '60s. It was the first—and smallest—aircraft designated as "Air Force One," and was the first to bear the presidential plane's familiar blue-and-white color scheme.

The aircraft program is state funded and trains sheet-metal mechanics for the aviation industry. Training can be completed within two months, and day and evening classes are available. Almost 90 percent of graduates are employed in the aviation industry.

For more information, call 717-4740.

INSIDE

HELPING
OIL & GAS
INDUSTRY FILL
STAFFING GAP

HOT TIP: COOL
ONLINE TOOL
FOR EVENT
PLANNING

Q&A

Employee Car Accident Costly. What to do?

Business & Industry Services often receives questions that can help any business. Francis Tuttle Technology Center Safety Specialist John White answers two most often-asked questions.

Q: An employee was in an auto collision on her way to work and was out three weeks. I'm still reeling from the effects it had on my business! I've heard you have a motor-vehicle, accident-prevention course. What's involved?

A: Most people don't realize it, but motor-vehicle accidents are the No. 1 killer in a work environment. Both on and off the job, fatalities average anywhere from 40,000 to 45,000 a year, and cost nearly \$60 billion annually.

I'm often told when I recommend the motor-vehicle, accident-prevention course to a business that "they don't have any drivers." Any employee who drives to and

from work is a driver, regardless of whether or not that's in their job description.

Francis Tuttle, in partnership with AAA, offers a motor-vehicle, accident-prevention course that teaches participants how to manage three key aspects: visibility, time and space. This six- to eight-hour class is taught by certified instructors.

Q: My employees don't seem to take sexual harassment seriously. How can I stress its importance?

A: When sexual harassment happens in the workplace and it truly is sexual harassment, the litigation and damage costs are very expensive. Francis Tuttle offers safety training on sexual harassment and workplace violence. A work environment should be treated as such, and not as a recreational opportunity.



John White, Safety Specialist, Francis Tuttle Technology Center

John White trains employees on health and safety issues in industrial and office settings. White has more than 20 years of experience in the safety, health and wellness industries, and has multiple certifications, including OSHA 501 and AAA Driver Improvement. He may be reached at 405.717.4608 or via email at jwhite@francistuttle.com