

focus on supervisory skills

october 3-8, 2010



Spring 2010

Dear Public Service Professional:

We are pleased to invite you to attend the Ninth Annual Illinois Public Service Institute (IPSI) to be held October 3 through October 08, 2010 at the Keller Convention Center in Effingham, Illinois.

The IPSI Planning Committee has carefully planned a program built to address the challenges faced by public service professionals representing communities of all sizes. The IPSI course is divided into three one-week sessions focusing on leadership development, service excellence and personal supervisory skills. The sessions are non-sequential and one may begin the three-year cycle at any time.

Complete registration information, including the fee is enclosed. The tuition is \$695 plus the housing costs that start at approximately \$80 per day plus the room tax. Institute activities begin with registration on Sunday afternoon and end at noon on Friday. Classes are held from 8:00 AM to 5:00 PM daily, with the exception of Monday when classes extend into the evening. Participants are expected to attend evening functions that include classes, group meals and activities. Wednesday afternoon and evening are considered "free time" and a wide variety of activities are available for participants looking for opportunities to get better acquainted with peers from across the state.

The IPSI Advanced Institute is a two and one-half day program held in conjunction with the Basic Institute. This program overlaps with the Basic Institute and gives graduates an opportunity to return to IPSI for refresher courses and to reconnect with other graduates of the program. Advanced Institute participants join the Basic participants with registration on Sunday afternoon through Wednesday at noon and they are encouraged to join in all the activities offered on Sunday through Wednesday.

College Credit and Continuing Education Credit is available through Southern Illinois University. It will offer up to three hours of academic credit in an independent study format at either the undergraduate or graduate level for completion of each year of the Institute. Information about college credit and continuing education credit will be available at the beginning of the Institute.

IPSI continues to grow, and to maintain the best possible learning environment we must limit the number of people registering for their first year to a maximum of fifty. In recent years, there have been people that were not able to register because the class was full. So keep in mind that the class size is limited and register early.

IPSI is an outstanding program that will help you reach your professional goals and enhance your effectiveness and efficiency on the job. If you have any questions please contact Mary Bender at 231-797-5536 or mbender102@aol.com. Information will be updated regularly on the website www.ilpsi.org.

Sincerely,

John Heinz
Chairman, IPSI Advisory Council

www.ilpsi.org





Registration Information

IPSI Basic October 3 – October 9

\$695.00

If payment is received before 9/10/10

\$745.00

If payment is received after 9/10/10

Includes classes, materials, breaks and some meals.

Lunch on Monday, Tuesday, Thursday

Breakfast Monday through Friday

Dinner on Sunday, Tuesday, Thursday

Class size for Basic 1 is limited to 50 people.

IPSI Advanced October 3 – October 5

\$225.00

If payment is received before 9/10/10

\$275.00

If payment is received after 9/10/10

Includes classes, materials, breaks and some meals.

Lunch on Monday and Tuesday

Breakfast Monday, Tuesday and Wednesday

Dinner on Sunday and Tuesday

Available only IPSI Alumni.

Lodging

Hilton Gardens

Connected to Keller Convention Center

1301 Ave of Mid America

\$87.92 including applicable taxes

217-540-7777

Holiday Inn Express

Adjacent to Keller Convention Center

1103 Avenue of Mid America

\$87.92 including applicable taxes

217-540-1111

Country Inn & Suites

Adjacent to Keller Convention Center

1200 North Raney

\$71.99 includes applicable taxes

217-540-5555

Be sure to mention that you are with IPSI when you make your room reservation.

Here are some excerpts from the evaluations of IPSI 2009!

→ I really enjoyed the networking and classes. I learned a lot of new things and other things were reinforced. IPSI has given me things to work on, to implement at work and a desire to be a bigger part of my organization. Thank you!

→ While I have learned many valuable things this week, being with peers from other communities who are at my level was extremely helpful. A great way to refresh my thoughts and regroup.

→ First year- I enjoyed the entire week of presentations, and very much enjoyed the networking with others. Thanks!

→ The stimulation I feel after class and discussion is better than any other training or class I have ever taken before. I also feel applying these techniques can be beneficial at every level of public works. The breakouts are very engaging. All presentations hold interest. Breaks are held at just the right times. Thank you for a great week!

→ Best thing I've been to, if cut from budget I would gladly pay my own way to continue.

→ Food and facility was great! Thank you for putting together a great week worth of great training. I actually look forward to coming to this seminar. Keep up the good work.

→ My second year and my experience just keeps getting better and better.

→ As this is my first year, I only wish I had the opportunity to have been here ten years ago. Also the vision of what I could have done differently is almost overwhelming. My largest task is to put forth all I have learned. The tools IPSI has given me will make this possible. Thank you!





Registration Form

First Name _____ Last Name _____
(AS YOU WISH IT TO APPEAR ON YOUR CERTIFICATE.)

First Name for Name Tag _____ Title _____

Organization _____ Address _____

City _____ State _____ Postal Code _____

Business Phone _____ Email _____

Special Needs? (Disability, hearing, visual, diet, etc.): _____

CONFIRMATION WILL BE SENT VIA EMAIL PLEASE PRINT CLEARLY OR TYPE.

IPSI BASIC

October 3 – October 9

\$695.00

If payment is received before 9/10/10

\$745.00

If payment is received after 9/10/10

Includes classes, materials, breaks and some meals.

Lunch on Monday, Tuesday, Thursday

Breakfast Monday through Friday

Dinner on Sunday, Tuesday, Thursday

Class size for Basic 1 is limited to 50 people.

Basic Year 1 Basic Year 2 Basic Year 3

IPSI ADVANCED

October 3 – October 5

\$225.00

If payment is received before 9/10/10

\$275.00

If payment is received after 9/10/10

Includes classes, materials, breaks and some meals.

Lunch on Monday and Tuesday

Breakfast Monday, Tuesday and Wednesday

Dinner on Sunday and Tuesday

Available only IPSI Alumni that have completed three years of basic institute.

Advanced IPSI

Shirt Choices:

Mens with pockets Mens w/o pocket Ladies size w/o pocket

Shirt Size: SML ___ MED ___ LG ___ XLG ___ 2XL ___ 3XL ___ 4XL ___

Please make checks payable to:

APWA - Illinois Public Service Institute
C/O Mary Bender
POB 330
LeRoy, MI 49655

**TAX ID
36-2202880**

**Please note the address
has changed.**

Important Notes:

- ✓ Refer questions to Mary Bender 231-797-5536 or mbender102@aol.com
- ✓ Please keep a copy of the registration form for your records.
- ✓ Pay early and save. Payment must accompany registration form and be postmarked by 9/10/10.
- ✓ Cancellation requests received in writing by September 10 will receive a refund minus a \$50 administrative charge.
- ✓ Cancellation requests received after September 10 and "no shows" will not be entitled to any refund.
- ✓ A substitute from the same community can be arranged at any time, a \$50 fee will apply after September 10.
- ✓ First year class is limited to 50 participants and will be on a first come, first served basis.
- ✓ Financial assistance is available through a limited number of scholarships. A list of organizations that are offering IPSI scholarships can be found on the web site www.ilpsi.org.
- ✓ Scholarship applicants must submit the registration form and note the payment is pending due to the scholarship request. Deadlines apply to scholarship applicants.

focus on supervisory skills

october 3-8, 2010



Illinois Public Service Institute → October 3, 2010 - October 8, 2010
Focus on Supervisory Skills

| SUN 10/03/10 | MON 10/04/10 | TUE 10/05/10 | WED 10/06/10 | THU 10/07/10 | FRI 10/08/10 |
|--|---|---|---|---|--|
| <p>3:00p - 5:00p IPSI Registration Keller Convention Center Conference Center</p> <p>5:00p - 6:00p Orientation</p> <p>6:00p - 6:30p Reception</p> <p>7:00p - 8:00p Dinner First Class Assignment</p> | <p>8:00a - 12:00p Supervisory Do's and Don'ts Lessons learned from years of supervisory experience.</p> <p><i>Lewis G. Bender, Ph.D. and Members of the IPSI Advisory Council</i></p> <p>LUNCH</p> <p>1:00p - 4:30p Living with Your Union Contract Whether you have a union contract or not, you will benefit from this enlightening session about labor issues.</p> <p><i>Bob Smith Sefarth Shaw</i></p> <p>5:00p - 8:30p Strategic Planning Strategic planning and group decision making.</p> <p><i>Lewis G. Bender, Ph.D.</i></p> | <p>8:00a - 12:00p Is That What I Said? Gender communication differences.</p> <p>Speaking Up Public speaking and presentation skills.</p> <p><i>Shirley Stelbrink Learning Alliances</i></p> <p>LUNCH</p> <p>1:00p - 4:30p Your Rights, Their Rights Sorting through supervisor's rights when it comes to personnel issues.</p> <p><i>John Becker Attorney Madison, Wisconsin</i></p> <p>5:00p - 8:00p Networking Event Dinner Provided</p> | <p>8:00a - 12:00p Creating Performance Appraisals Creating a sensible, relevant and workable performance appraisal instrument and process.</p> <p><i>Lewis G. Bender Ph.D.</i></p> <p>Free Afternoon and evening to make up for the long day on Monday.</p> <p>On your own for dinner.</p> <p>Enjoy!</p> | <p>8:00a - 12:00p Managing Problem Employees If you are spending the majority of your time, energy and frustration on your least productive and most trouble causing employees, this session is for you!</p> <p><i>Lewis Bender, Ph.D.</i></p> <p>LUNCH</p> <p>1:00p - 4:30p Conflict Communications</p> <p><i>Scott Battoe O'Fallon Illinois Police Department</i></p> <p>5:30p - 6:30p Social Hour</p> <p>6:30p - 8:30p Banquet and Awards</p> | <p>8:00a - 12:00p Creative Problem Solving Processes and tools for addressing unique and difficult problems for you and your team.</p> <p>Eureka to Action Leave IPSI with a plan for putting lessons learned to good use.</p> <p><i>Lewis Bender, Ph.D.</i></p> |

www.ilpsi.org

IPSI Partners



APWA
Chicago
Metro
Chapter



APWA
Illinois
Chapter

IPSI Sponsors



Southern
Illinois
University
Edwardsville



Illinois
Section,
American
Water Works
Association



Illinois
Water
Environment
Association



Illinois
Municipal
League