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Dear Fellow Public Service Employees:

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As I reflect back on my own personal journey, and how it correlates to the three year IPSI program that I recently completed, I can genuinely say that this program has provided one of the best educational experiences that I have ever had. Each class was not only interesting and informative but also provided the tools that can be utilized in the real world.

I really appreciate the fact that while the institute welcomes public service personnel at all levels (from meter readers to city managers) they purposely mix the individuals during group activities to help each student achieve a greater understanding of how they can collectively overcome challenges. While I have no scientific proof that this dynamic translates from the classroom to the workplace, I have noticed positive results within our organization.

I was also pleasantly surprised to find that several of the classes not only focused on how we can better understand/serve our community but also how our own personality type and management style play a valuable role within our workplace. It is also important to mention that these classes were carried out in a way that was constructive and supportive.

When I returned from IPSI this year I was asked "Did you learn anything new?" and "Did you have any fun?" The answer is yes and yes. My work performance will display what I have learned and my renewed ambition demonstrates the value in getting away from work for a week to refocus my energy on the important things in life.

Understanding that many organizations are facing budget shortfalls this year, I encourage other managers to continue to support educational opportunities for their employees. I will use this example to support my recommendation; last year the Plainfield Public Works Employees suggested and supported changes within our operation that has already saved the Village over \$400,000. Is it just coincidence that ten of our employees have graduated from the IPSI Program during the past six years? I can see the correlation.

Needless to say, I believe that this program has helped create significant positive results within our organization.

Sincerely yours,

Allen R. Persons
Director of Public Works