



14TH ANNUAL ILLINOIS PUBLIC SERVICE INSTITUTE

Keller Convention Center | Effingham, Illinois | October 4-9, 2015

2015 IPSI Schedule

SUNDAY, OCT. 4	MONDAY, OCT. 5	TUESDAY, OCT. 6	WEDNESDAY, OCT. 7	THURSDAY, OCT. 8	FRIDAY, OCT. 9
<p>3:00 PM – 5:00 PM REGISTRATION Keller Convention Center</p>	<p>7:00 AM – 7:45 AM FULL BREAKFAST Conference Center</p>	<p>7:00 AM – 7:45 AM FULL BREAKFAST Conference Center</p>	<p>7:00 AM – 7:45 AM FULL BREAKFAST Conference Center</p>	<p>7:00 AM – 7:45 AM FULL BREAKFAST Conference Center</p>	<p>7:00 AM – 7:45 AM FULL BREAKFAST Conference Center</p>
<p>5:00 PM – 6:00 PM ORIENTATION Everyone needs to attend this important session. In addition to setting the stage for the rest of the week, it provides an opportunity to get acquainted with the rest of the class. Don't miss it!</p>	<p>8:00 AM – Noon SERVICE EXCELLENCE IN PUBLIC WORKS OBSTACLES Best Practices LEWIS BENDER, Ph.D. AND IPSI ADVISORY COMMITTEE</p>	<p>8:00 AM – 10:30 COMMUNICATION EXCELLENCE • Written communication • Formal letters, informal letters • Email TINA BARTON, MMC CITY CLERK CITY OF ROCHESTER HILLS</p>	<p>8:00 AM – Noon CONDUCTING PERFORMANCE APPRAISALS Techniques and procedures for success! LEWIS BENDER, Ph.D.</p>	<p>8:00 AM – Noon ACHIEVING SERVICE EXCELLENCE DOUG CARTLAND</p>	<p>8:00 AM – Noon CREATING AN ACTION PLAN Putting lessons you learned this week into an action plan! LEWIS BENDER, Ph.D.</p>
<p>6:00 PM – 8:00 PM WORKING SESSION Includes dinner and first assignment.</p>	<p>Noon – 1:00 PM Lunch</p> <p>1:00 PM – 4:30 PM LEGAL UPDATE • Drugs and alcohol • FOIA • Social Media and Email precautions LISA CALLOWAY</p>	<p>10:30 AM – 2:30 PM (Includes working lunch) BUSINESS ETIQUETTE • Networking for Success • Dining in Style • Eating Out • Dressing for Success IPSI ADVISORY COMMITTEE</p>	<p>FREE AFTERNOON This free afternoon makes up for a very long day on Monday. Participants are strongly encouraged to take advantage of this time for networking and relaxing in preparation for the rest of the week.</p>	<p>Noon – 1:00 PM LUNCH</p>	<p>Certificates will be distributed at the close of the last session to first and second year participants that have successfully completed the full week.</p>
	<p>5:00 PM – 8:30 PM COMMUNICATION SKILLS Underscores how people learn. LEWIS BENDER, Ph.D.</p>	<p>2:45 PM – 4:30 PM MAXIMIZING SOCIAL MEDIA • Uses • Do's and Don't's • Best practices (PANEL TO BE ANNOUNCED)</p>	<p>Organized activities include golf, trap shooting and local tourism attractions.</p> <p>Participants are on their own for dinner.</p>	<p>1:00 PM – 4:30 PM ACHIEVING SERVICE EXCELLENCE DOUG CARTLAND</p>	
		<p>5:00 – 8:00 PM NETWORKING EVENT Great food and fellowship!</p>		<p>5:00 PM – 6:00 PM SOCIAL HOUR</p> <p>6:00 PM – 7:00 PM BANQUET</p> <p>7:00 PM – 8:00 PM AWARDS FOR CLASS OF 2015</p>	

Facilitator and Instructor

Lewis G. Bender, Ph.D.

Lewis Bender is Professor Emeritus from Southern Illinois University at Edwardsville. As the facilitator, he keeps things moving and ties all the sessions together at the Institute. In addition to facilitation, he serves as an instructor for several sessions and the instructor of record for those wishing to receive college credit for attending IPSI. Throughout his career, Lew has been deeply involved in community-based applied research, organizational goal setting and planning, and approaches to organizational development. His educational background includes BS, Grand Valley State University, Masters Degree from Wayne State University, and Ph.D. in Political Science, University of Georgia. A specialist in training and organizational development for business and government, Lew is well known for his candid approach and casual style.