




SUNDAY 10/01/17 or 4/22/18	MONDAY 10/02/17 or 4/23/18	TUESDAY 10/03/17 or 4/24/178	WEDNESDAY 10/04/17 or 4/25/18	THURSDAY 10/05/17 or 4/26/18	FRIDAY 10/06/17 or 4/27/18
<p>NOTE: <i>It is unlikely that rooms will be available prior to check in time at 4:00 PM.</i></p> <p>3:00 PM - 5:00 PM IPSI Registration Keller Convention Center</p> <p>5:00 PM - 6:00 PM Orientation</p> <p>6:00 PM - 8:30 PM Orientation Working Session - Challenges and Solutions to Leading in the Public Sector <i>First Class Assignment and First Session Dinner provided Session is mandatory</i></p> <p>Lewis Bender, Ph.D., Professor Emeritus Southern Illinois University Edwardsville IPSI Facilitator and Instructor <i>(2 hours of instruction)</i></p> 	<p>7:00 AM - 8:00 AM BREAKFAST</p> <p>8:00 AM - NOON Challenges and Solutions to Leading in the Public Sector <i>Panel Discussion</i></p> <p>Lewis Bender, Ph.D., Professor Emeritus Southern Illinois University Edwardsville IPSI Facilitator and Instructor</p> <p>Members of the IPSI Advisory Committee <i>(3.75 hours of instruction)</i></p> <p>NOON - 1:00 PM LUNCH</p> <p>1:00 PM - 4:30 PM Legal Update <i>Your Rights and Their Rights</i></p> <p>Robert Smith CBS Law Firm <i>(3.5 hours of instruction)</i></p> <p>5:00 PM - 8:30 PM It's A Matter of Your Style</p> <p>Lewis Bender, Ph.D., Professor Emeritus Southern Illinois University Edwardsville IPSI Facilitator and Instructor <i>(3.25 hours of instruction)</i></p> <p>Hearty snack provided - dinner on your own.</p>	<p>7:00 AM - 8:00 AM BREAKFAST</p> <p>8:00 AM - NOON Hot Topics * • <i>Handling Problem Customers, Board Members and Citizens</i> • <i>Training New Employees</i> • <i>Orientation for New Supervisors</i> • <i>Technology in the Workplace, Good and Bad</i> <i>(3.75 hours of instruction)</i></p> <p>NOON - 1:00 PM LUNCH</p> <p>1:00 PM - 4:30 PM Ethics and Leadership Where do you stand? <i>Examining the foundation of your personal ethics.</i></p> <p>Larry (Nick) Nicholson Academy Leadership Associates, LLC <i>(3.5 hours of instruction)</i></p> <p>5:30 PM - 8:30 PM Team Building and Networking <i>Dinner Provided</i></p>	<p>7:00 AM - 8:00 AM BREAKFAST</p> <p>8:00 AM - NOON Managing Generational Differences Lewis Bender, Ph.D. Professor Emeritus Southern Illinois University Edwardsville IPSI Facilitator and Instructor <i>(3.75 hours of instruction)</i></p> <p>Free afternoon and evening to make up for the long day on Monday.</p> <p>On your own for lunch and dinner.</p> <p>Enjoy!</p> 	<p>7:00 AM - 8:00 AM BREAKFAST</p> <p>8:00 AM - NOON How to Motivate Your Employees Doug Cartland, Founder Doug Cartland, Inc <i>(3.75 hours of instruction)</i></p> <p>NOON - 1:00 PM LUNCH</p> <p>1:00 PM - 4:30 PM How to Lead Your People Successfully Through Change Doug Cartland, Founder Doug Cartland, Inc <i>(3.5 hours of instruction)</i></p> <p>5:30 PM - 6:00 PM Social Hour</p> <p>6:00 PM - 7:00 PM Banquet and Awards</p> 	<p>7:00 AM - 8:00 AM BREAKFAST</p> <p>8:00 AM - NOON Successful Training Techniques and Approaches for Today's Workforce <i>Gain new skills for getting people involved in training and retaining the information.</i></p> <p>Eureka to Action <i>Leave IPSI with a plan for putting lessons learned to good use.</i></p> <p>Lewis Bender, Ph.D. Professor Emeritus Southern Illinois University Edwardsville IPSI Facilitator and Instructor <i>(3.75 hours of instruction)</i></p> <p>Certificates will be provided to all participants at the conclusion of the last session on Friday.</p> <p>This includes Basic 3.</p> <p>No exceptions.</p>

HOT TOPICS

- Handling Problem Customers, Board Members and Citizens – *John Heinz and Rich Berning*
- Training New Employees – *Steve Ludwig and Dennis Schmidt*
- Orientation for New Supervisors – *Larry Lux and Allen Persons*
- Technology In the Workplace, Good and Bad – *Todd Hoppenstedt and Doug Paulus*

Lewis G. Bender, Ph.D. Facilitator and Instructor

Lewis Bender is a Professor Emeritus 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 B.S. Grand Valley State University, M.S. 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.