



OCTOBER 1- 6, 2023 | APRIL 21-26, 2024
Focus on Supervisory Skills
Keller Convention Center, Effingham, Illinois

Dear Public Service Professional:

Welcome to the Illinois Public Service Institute (IPSI)! The heart of our mission is to promote and encourage professional development through education and training specifically designed for Public Works supervisors and managers.

The Institute dates are October 1 through October 6, 2023 and again April 21 through April 26, 2024 and will be held at the Keller Convention Center in Effingham, Illinois.

This program has been very successful and continues to fill the classes to passed capacity. With is in mind, the planning committee has decided to offer the same courses and instructors twice a year, fall and spring. The reduced class size will continue the intense educational experience with more personal interaction and involvement.

The IPSI courses include three one-week sessions, focusing on Leadership Development, Service Excellence and Supervisory Skills. These sessions are non-sequential and one may begin the three-year cycle at any time. Please note that IPSI Fall 2023 and IPSI Spring 2024 are the same sessions.

Complete registration information is included in this packet.

HIGHLIGHTS INCLUDE:

- Tuition is \$775. (Please note that tuition will increase to \$795 in Spring of 2024.)
- Lodging is not included in the tuition.
- Attendance is required at all sessions including evening functions that include classes, group meals and activities. See the schedule for details.
- Do not register for IPSI unless you can commit to attending all sessions.
- IPSI graduates may choose to attend any single day or combination of days that best fits their individual interests and availability for \$150 per day.
- Thursday is "Directors' Day" and offers an opportunity for directors or bosses to learn more about IPSI.

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 618-792-3508 or mbender102@aol.com. Information will be updated throughout the year on the website www.ilpsi.org.

Sincerely,

David Lawry
Chairman, IPSI Planning Committee



IPSI THREE YEAR CURRICULUM

OCTOBER 1 – 6, 2023

APRIL 21 – 26, 2024

Supervisory Skills

- *Supervisory Do's and Don'ts*
- *Understanding the Budgeting Process*
- *Managing Problem Employees*
- *Using Technology to Manage Time*
- *Legal Update focus on HR issues*
- *Managing Lead Positions*
- *Managing the Boss*
- *Successful Communication*
- *Master Time and Stress*
- *Eureka to Action*

OCTOBER 6 – 11, 2024

APRIL 27 – MAY 2, 2025

Focus on Leadership

- *Ethics and Leadership*
- *Generational Differences*
- *Garnering Employee Loyalty and Motivation*
- *How to Successfully Lead Through Change*
- *Hot Topics*
- *It's a Matter of Your Style*
- *Legal Update*
- *Training Techniques and Approaches for Today's Workforce*
- *Eureka to Action*

OCTOBER 2025

APRIL 2026

Service Excellence

- *Organizational Culture and Service Excellence*
- *Legal Update – Drugs & Alcohol, FOIA, Social Media, Email Precautions*
- *Communication Skills - NLP*
- *Cybersecurity Awareness*
- *Professionalism – Business Writing, Networking for Success, Dining in Style, Eating Out, Dressing for Success*
- *Conducting Performance Appraisals*
- *"Just Throw Strikes" – Service Excellence*
- *Keys to Employee Development*
- *How to Build Dynamic Team Cohesiveness*
- *Accountability in the Workplace*
- *Creating an Action Plan*



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Focus on Supervisory Skills

Keller Convention Center, Effingham, Illinois

INSTITUTE REGISTRATION

\$775

Fall Early Registration

PAYMENT RECEIVED BEFORE DEADLINE

\$795

Spring Early Registration

PAYMENT RECEIVED BEFORE DEADLINE

\$825

Fall Late Registration

PAYMENT RECEIVED AFTER DEADLINE

\$850

Spring Late Registration

PAYMENT RECEIVED AFTER DEADLINE

Institute registration includes classes, materials, breaks and these meals:

- Breakfast Monday through Friday
- Lunch on Monday, Tuesday and Thursday
- Dinner on Sunday, Tuesday and Thursday

Class size for Year 1 is very limited. Contact Mary Bender to verify availability before registering. Mbender102@aol.com

IPSI GRADUATES ONLY

\$150 PER DAY

Choose Single or Multiple Days

ADD \$25 LATE FEE IF PAID AFTER THE DEADLINE

Please note on registration form the day(s) you plan to attend.

IPSI DIRECTOR'S DAY

\$150 THURSDAY

ADD \$25 LATE FEE IF PAID AFTER THE DEADLINE

"Director's Day" as an opportunity for directors or bosses that want to get an idea of what IPSI is all about.

Includes dynamic speakers, materials, breaks and lunch.

CONTINUING EDUCATION CREDITS

- CECs will be based on the hours of instruction
- International Society of Arboriculture requires participants to sign-in at IPSI sessions
- Illinois Environmental Protection Agency preapproves IPSI Courses

IPSI DEADLINE

Fall and Spring Institute deadline is 15 business days prior to the start of IPSI.

CANCELLATION POLICY

- Cancellation requests received in writing by the deadline will receive a refund minus a \$50 administrative charge.
- Cancellation requests received after the deadline and "no shows" will not be entitled to any refund.

LODGING INFORMATION

Call for reservations and mention that you are with IPSI. Do not make reservations on the websites.



Holiday Inn Effingham

Connected to Keller Convention Center

1301 Ave of Mid America

\$125.00* plus applicable taxes

217-540-7777 Ext 1



Country Inn & Suites

Adjacent to Keller Convention Center

1200 North Raney

\$95.00 plus applicable taxes

217-540-5555

*STATE TAX EXEMPTIONS DO NOT APPLY TO HOTEL CHARGES. BLOCK CODE: IPS

IPSI PLANNING COMMITTEE



Richard Berning
City of Springfield, Retired
APWA, Illinois Chapter



David Chamness
Southern Illinois University
IPSI Spring Class of 2019



Larry Coloni
Village of Forsyth
APWA, Illinois Chapter



John Heinz
Christopher B. Burke Engineering, Ltd.
APWA, Chicago Metro Chapter



Sean C. Henry
Kilinger and Associates
APWA, Illinois Chapter



Russ Horung
City of Crystal Lake
IPSI Class of Spring 2022



Melissa Hurley
Sangamon County Water
Reclamation District
IPSI Class of Fall 2022



David Lawry, P.E.
Chastain and Associates, LLC
APWA, Chicago Metro Chapter
IPSI Chairperson 2022-24



Nicholas Leach
Village of Gurnee
IPSI Class of Fall 2021



Steve Ludwig
Ludwig Speaks
Illinois Arborists Association



Tara Orbon, P.E.
Cook County DOT and Highways
IPSI Class of Fall 2019



Douglas Paulus
Christopher B. Burke Engineering, Ltd.
APWA, Chicago Metro Chapter



Mark Runyon
Village of Oswego
IPWMAN



Dennis Schmidt
City of Champaign
APWA, Illinois Chapter



Stephanie Stoverink
Illinois DOT
IPSI Spring Class of 2021



Lewis Bender
IPSI Facilitator
Southern Illinois University –
Edwardsville



Mary Bender
IPSI Program Coordinator

IPSI PARTNERS

APWA Chicago Metro Chapter



APWA Illinois Chapter



IPSI SPONSORS

Illinois Section, American Water Works Association
Illinois Public Works Mutual Aid Network
Illinois Arborist Association

ENDORSED BY

Illinois Municipal League
Illinois City/County Management Association (ILCMA)
Illinois Association of Municipal Management Assistants (IAMMA)



APWA Illinois Chapter
APWA Chicago Metro Chapter

IMPORTANT NOTES

- Please keep a copy of the registration form for your records.
- Pay early and save. Payment must accompany registration form and be postmarked by the deadline.
- Cancellation requests received in writing by the deadline will receive a refund minus a \$50 administrative charge.
- Cancellation requests received after the deadline and “no shows” will not be entitled to any refund.
- First year class is very limited. If the next class is full, you will be guaranteed a spot in the following session.
- Financial assistance is available through a limited number of scholarships. A list of organizations that are offering IPSI Scholarships are posted 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.



SUNDAY 10/01/23 OR 04/21/24	MONDAY 10/02/23 OR 04/22/24	TUESDAY 10/03/23 OR 04/23/24	WEDNESDAY 10/04/23 OR 04/24/24	THURSDAY 10/05/23 OR 04/25/24	FRIDAY 10/06/23 OR 04/26/24
<p>3:00 – 5:00 PM REGISTRATION Keller Convention Center</p> <p>5:00 – 6:00 PM ORIENTATION</p> <p><i>Everyone needs to attend this important session that sets the stage for the week, and it also provides an opportunity to get acquainted with the rest of the class.</i></p> <p><i>Don't miss it!</i></p> <p>6:00 – 8:00 PM FIRST SESSION: TOP SUPERVISORY CHALLENGES FACING PUBLIC WORKS LEADERS</p> <p>IPSI Advisory Committee with Lewis Bender, Ph.D., Professor Emeritus SIU, Edwardsville IPSI Facilitator and Instructor (2 hours of instruction)</p> <p>DINNER PROVIDED <i>This session is mandatory.</i></p> 	<p>7:00 – 7:45 AM FULL BREAKFAST Convention Center</p> <p>8:00 AM – Noon SUPERVISORY DO'S AND DON'TS</p> <p><i>Lessons learned from years of supervisory experience.</i></p> <p>IPSI Advisory Committee with Lewis Bender, Ph.D., Professor Emeritus SIU, Edwardsville IPSI Facilitator and Instructor (3.75 hours of instruction)</p> <p>Noon – 1:00 PM LUNCH</p> <p>1:00 – 4:30 PM LEGAL UPDATE</p> <p><i>You will be given facts about a real arbitration case and then asked how and why you would rule.</i></p> <p>Kelly Coyle, Clark Baird Smith, LLP (3.25 hours of instruction)</p> <p>5:00 – 8:30 PM MANAGING PROBLEM EMPLOYEES – PART I</p> <p><i>Effective and practical methods for addressing problem employees</i></p> <p>Lewis Bender, Ph.D., Professor Emeritus SIU, Edwardsville IPSI Facilitator and Instructor (3.25 hours of instruction)</p>	<p>7:00 – 7:45 AM FULL BREAKFAST Convention Center</p> <p>8:00 AM – Noon SUCCESSFUL COMMUNICATION</p> <p><i>Teach Your People to Communicate with You Successfully</i></p> <ul style="list-style-type: none"> • Ways to teach your people to stop whining. • Master the language of management. • Help your people disagree with you productively. • Keys to supporting your team. <p>Doug Cartland, DCI</p> <p>Noon – 1:00 PM LUNCH</p> <p>1:00 – 4:30 PM MASTER TIME AND STRESS</p> <ul style="list-style-type: none"> • Six investments that have a guaranteed payoff in time. • Discover why multitasking is a myth. • 7 Strategies for getting organized. • Manage stress during the storm. <p>Doug Cartland, DCI (7.25 hours of instruction)</p> <p>5:00 – 8:00 PM NETWORKING EVENT</p> <p><i>Dinner Provided</i> <i>Corn Hole Tournament</i></p>	<p>7:00 – 7:45 AM FULL BREAKFAST Convention Center</p> <p>8:00 AM – Noon MANAGING PROBLEM EMPLOYEES – PART II</p> <p><i>How to strengthen your team despite the influences of problem employees.</i></p> <p>Lewis Bender, Ph.D., Professor Emeritus SIU, Edwardsville IPSI Facilitator and Instructor (3.75 hours of instruction)</p>  <p>FREE AFTERNOON</p> <p>This free afternoon makes up for a very long day on Monday.</p> <p>Participants are strongly encouraged to take advantage of this time for networking and relaxing in preparation for the rest of the week.</p> <p>Organized activities include golf, shooting range, and local tourism attractions.</p> <p>On your own for dinner. Enjoy!</p>	<p>7:00 – 7:45 AM FULL BREAKFAST Convention Center</p> <p>8:00 AM – Noon UNDERSTANDING THE BUDGETING PROCESS</p> <p><i>Learn the elements of budgeting and how budgets impact all aspects of an organization.</i></p> <p>Jeff Anderson, Regional Director, Marketing, Michigan CLASS</p> <p>Karen Lancaster, CPA, CPFO, Woodhill Group (3.75 hours of instruction)</p> <p>Noon – 1:00 PM LUNCH</p> <p>1:00 – 4:30 PM TIME MANAGEMENT</p> <p><i>Stop feeling so overwhelmed and tell your time what to do..</i></p> <p>Steve Ludwig, Ludwig Speaks (3.25 hours of instruction)</p> <p>5:00 – 6:00 PM SOCIAL HOUR</p> <p>6:00 – 8:00 PM BANQUET and AWARDS</p> <p><i>Congratulations</i> <i>Fall Class of 2023 & Spring Class of 2024!</i></p>	<p>7:00 – 7:45 AM FULL BREAKFAST Convention Center</p> <p>8:00 AM – Noon MANAGING GOSSIP AND RUMORS IN THE WORKPLACE</p> <p><i>You will also learn how to develop strategies for dealing with gossip in your personal life and the workplace.</i></p> <p>EUREKA TO ACTION</p> <p><i>Leave IPSI with a plan for putting lessons learned to good use.</i></p> <p>Lewis Bender, Ph.D., Professor Emeritus SIU, Edwardsville IPSI Facilitator and Instructor (3.75 hours of instruction)</p>  <p>Certificates will be provided to all participants after the last session on Friday. This includes Basic 3. No exceptions.</p>