



ILLINOIS PUBLIC SERVICE INSTITUTE

Celebrating 16 years... growing and committed to excellence!

October 1-6, 2017 or April 22-27, 2018

Keller Convention Center, Effingham, Illinois

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.
- A substitute from the same community can be arranged at any time, a \$50 fee will apply after the deadline.
- First year class is very limited. Contact Mary Bender at mbender102@aol.com in advance for availability. If the fall class is full, you will be guaranteed a spot in the next 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.

Dear Public Service Professional:

Welcome to the Sixteenth 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 6, 2017 and again April 22 through 27, 2018 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 past 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 2017 and IPSI Spring 2018 are the same sessions.

Complete registration information is included in this packet.

HIGHLIGHTS INCLUDE:

- Tuition is \$695.
- 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 \$100 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,

Doug Paulus

Doug Paulus
Chairman, IPSI Advisory Council



APWA Illinois Chapter
APWA Chicago Metro Chapter

www.ilpsi.org



APWA Illinois Chapter
APWA Chicago Metro Chapter



IPSI Three Year Curriculum

OCTOBER 1 - 6, 2017
APRIL 22 - 27, 2018

FOCUS ON LEADERSHIP

- *Challenges and Solutions for Leadership in Public Service*
- *Leadership Styles*
- *It's a Matter of Your Style*
- *Your Rights as a Supervisor and Their Rights as Employees*
- *Managing Generational Differences in the Workplace*
- *Communication - Loyalty - Motivation*
- *Followership*
- *Eureka to Action*

OCTOBER 7 - 12, 2018
MAY 5 - 10, 2019

SERVICE EXCELLENCE

- *Defining Excellence in Public Works*
- *The Supervisor's Role in Service Excellence*
- *Serving Internal and External Customers*
- *Business Communication*
- *Etiquette*
- *Maximizing Social Media*
- *Performance Appraisal Techniques*
- *Legal Update - FOIA - Drug and Alcohol Policies*
- *Creating an Action Plan*

OCTOBER 6 - 11, 2019
APRIL 27 - MAY 1, 2020

PERSONAL SUPERVISORY SKILLS

- *Supervisory Do's and Don'ts*
- *Understanding the Budgeting Process*
- *Legal Update*
- *Supervisory Skills from an HR perspective*
- *Hot Topics for Supervisors*
- *Successful Communication*
- *Master Time and Stress*
- *Managing Problem Employees*
- *Eureka to Action*

IPSI Planning Committee

LEWIS BENDER

IPSI Facilitator
Southern Illinois University - Edwardsville

MARY BENDER

IPSI Program Coordinator

RICHARD BERNING

Representing: APWA - Illinois Chapter

LARRY COLONI

Village of Forsyth
Representing: APWA - Illinois Chapter

JOHN HEINZ

Christopher B. Burke Engineering, Ltd.
Representing: APWA - Chicago Metro Chapter

TODD HOPPENSTEDT

Village of Montgomery
IPSI Class of 2014

DAVID LAWRY, P.E.

Village of Schaumburg
Representing: APWA - Chicago Metro Chapter

STEVE LUDWIG

Village of Algonquin
Representing: Illinois Arborists Association

LARRY LUX

Lux Advisors, LTD
Representing: APWA - Chicago Metro Chapter

DOUGLAS PAULUS

Hampton Lenzi and Renwick, Inc.
IPSI Chairperson 2017 - 2018

ALLEN PERSONS

Village of Plainfield
Representing: ISAWWA

MARK RUNYON

Village of Oswego
Class of 2016

DENNIS SCHMIDT

City of Champaign
Representing: APWA - Illinois Chapter

DENNIS SULLIVAN, PE

Gonzalez Companies
Representing: APWA - Illinois Chapter

ALLISON M. W. SWISHER, P.E.

City of Joliet
IPSI Class of 2015

DON WENZEL

City of Rolling Meadows
Representing: IPWMAN



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)

University Affiliations

Southern Illinois University - Edwardsville
Northern Illinois University

Here is what they are saying about IPSI!

"What a great week at IPSI. I cannot believe how fast the week flew by. I am disappointed though because I graduated and that the three years are over. I will miss the sessions and all the wonderful people. In my last two letters to you and the ISAWWA I stated that IPSI has made me a better person and it truly has. On May 1st I was promoted to Superintendent of Public Works. That was one of my goals my first year at IPSI. Graduating this year has prepared me for the challenges I will face as Superintendent. IPSI has been a rewarding experience. Hopefully one of my teammates will be attending in the fall of 2017."

Joe Spain, Superintendent of Public Works, Norridge, Illinois

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IPSI Basic FALL: OCTOBER 1-6, 2017 SPRING: APRIL 22 - 27, 2018

\$695.00 EARLY REGISTRATION
If payment is received before the deadline

\$745.00 LATE REGISTRATION
If payment is received after deadline

BASIC 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 Basic 1 is very limited. Call for availability before registering.

IPSI Graduates Only CHOOSE SINGLE OR MULTIPLE DAYS

\$100.00 PER DAY

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 THURSDAY

\$100.00

"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.

CECs will be based on the hours of instruction. Divide hours by 10 to calculate CECs awarded. For example: 7 hours = .7 CECs

MONDAY

Includes Dinner on Sunday and 10.75 hours of instruction on Monday, breakfast lunch and "hearty snack".

1.075 CEC

TUESDAY

Includes 7.50 hours of instruction breakfast, lunch and picnic.

.75 CEC

WEDNESDAY

Includes 3.75 hours of instruction and breakfast.

.375 CEC

THURSDAY

Includes 7.5 hours of instruction, breakfast, lunch and banquet.

.75 CEC

FRIDAY

Includes 3.75 hours of instruction and breakfast.

.375 CEC

IPSI CANCELLATION POLICY

A substitute from the same community can be arranged at any time, based on availability. A \$50 fee will apply after the deadline.

IPSI DEADLINE

Fall and Spring Institute deadline is 14 business days prior to the start of IPSI.



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

\$110.88 including applicable taxes

217.540.7777

Block codes: PSI (Fall) IPS (Spring)



COUNTRY INN & SUITES

Adjacent to Keller Convention Center

1200 North Raney

\$83.25 including applicable taxes

217-540-5555