

<b>SUNDAY</b> 10/05/25 or 04/26/26	<b>MONDAY</b> 10/06/25 or 04/27/26	<b>TUESDAY</b> 10/07/25 or 04/28/26	<b>WEDNESDAY</b> 10/08/25 or 04/29/26	<b>THURSDAY</b> 10/09/25 or 04/30/26	<b>FRIDAY</b> 10/10/25 or 05/01/26
<p><b>3:00 – 5:00 PM</b>  <b>REGISTRATION</b>            Keller Convention Center</p> <p><b>5:00 – 6:00 PM</b>  <b>ORIENTATION</b>  <i>Everyone needs to attend this important session that sets the stage for the week and provides an opportunity to get acquainted with the rest of the class.</i>  <i>Don't miss it!</i></p> <p><b>6:00 – 8:00 PM</b>  <b>FIRST SESSION: Service Excellence in Public Works</b>            IPSI Advisory Committee with Lewis Bender, Ph.D., Professor Emeritus SIU, Edwardsville            IPSI Facilitator and Instructor            (2 hours of instruction)  <b>DINNER PROVIDED</b>  <i>This session is mandatory.</i></p>  	<p><b>7:00 – 7:45 AM</b>  <b>FULL BREAKFAST</b>            Convention Center</p> <p><b>8:00 AM – Noon</b>  <b>ORGANIZATIONAL CULTURE AND SERVICE EXCELLENCE IN PUBLIC WORKS</b>  <ul style="list-style-type: none"> <li>Obstacles</li> <li>Best Practices</li> </ul>           IPSI Advisory Committee with Lewis Bender, Ph.D., Professor Emeritus SIU, Edwardsville            IPSI Facilitator and Instructor            (3.75 hours of instruction)</p> <p><b>Noon – 1:00 PM</b>  <b>LUNCH</b></p> <p><b>1:00 – 4:30 PM</b>  <b>LEGAL UPDATE</b>  <i>Drugs and alcohol, FOIA, social media, email precautions.</i>            Kelly Coyle, Clark Baird Smith, LLP            (3.25 hours of instruction)</p> <p><b>5:00 – 8:30 PM</b>  <b>COMMUNICATION SKILLS - NLP</b>  <i>Underscores how people listen.</i>            Lewis Bender, Ph.D., Professor Emeritus SIU, Edwardsville            IPSI Facilitator and Instructor            (3.25 hours of instruction)</p>	<p><b>7:00 – 7:45 AM</b>  <b>FULL BREAKFAST</b>            Convention Center</p> <p><b>8:00 AM – Noon</b>  <b>KEYS TO EMPLOYEE DEVELOPMENT</b>  <i>Make sure you are Placing people in the right place, creating goals that drive your people to succeed, delegating effectively, and teaching new skills.</i>            Doug Cartland, DCI</p> <p><b>Noon – 1:00 PM</b>  <b>LUNCH</b></p> <p><b>1:00 – 4:30 PM</b>  <b>HOW TO BUILD DYNAMIC TEAM COHESIVENESS</b>  <i>Techniques for building rapport and cooperation and eliminating toxic political culture.</i>  <i>Candid, honest discussions that turn problem situations into positive ones.</i>            Doug Cartland, DCI            (7.25 hours of instruction)</p> <p><b>5:30 – 8:30 PM</b>  <b>NETWORKING EVENT</b>  <i>Great food and fellowship!</i></p> <p><b>DINNER PROVIDED</b></p>	<p><b>7:00 – 7:45 AM</b>  <b>FULL BREAKFAST</b>            Convention Center</p> <p><b>8:00 AM – Noon</b>  <b>ACCOUNTABILITY IN THE WORKPLACE</b>  <i>This session covers factors contributing to a lack of accountability and addresses the impacts of lack of or low accountability on the team.</i>            Lewis Bender, Ph.D., Professor Emeritus SIU, Edwardsville            IPSI Facilitator and Instructor            (3.75 hours of instruction)</p>  <p><b>FREE AFTERNOON</b>            This free afternoon makes up for a very long day on Monday.            Participants are strongly encouraged to use this time to network and relax in preparation for the rest of the week.            Organized activities include golf, trap shooting, and local tourism attractions.            You are on your own for lunch and dinner.</p>	<p><b>7:00 – 7:45 AM</b>  <b>FULL BREAKFAST</b>            Convention Center</p> <p><b>8:00 AM – 1:30 PM</b>  <b>PROFESSIONALISM IN PUBLIC WORKS*</b>  <ul style="list-style-type: none"> <li>Dressing for Success</li> <li>Dining in Style</li> </ul>           Instructors TBA            Includes working lunch.            (3.75 hours of instruction)</p> <p><b>1:30 – 4:30 PM</b>  <b>"JUST THROW STRIKES"</b>  <b>Service Excellence</b>            Steve Ludwig, Ludwig Speaks            (3.25 hours of instruction)</p> <p><b>5:00 – 6:00 PM</b>  <b>SOCIAL HOUR</b></p> <p><b>6:00 – 7:00 PM</b>  <b>BANQUET</b></p> <p><b>7:00 – 8:00 PM</b>  <b>AWARDS for the CLASS OF FALL 2025 and the CLASS OF SPRING 2026</b></p>	<p><b>7:00 – 7:45 AM</b>  <b>FULL BREAKFAST</b>            Convention Center</p> <p><b>8:00 AM – Noon</b>  <b>CONDUCTING PERFORMANCE APPRAISALS</b>  <i>Techniques and procedures for success!</i></p> <p><b>EUREKA TO ACTION PLAN</b>  <i>Putting the lessons learned this week into an action plan!</i>            Lewis Bender, Ph.D., Professor Emeritus SIU, Edwardsville            IPSI Facilitator and Instructor            (3.75 hours of instruction)            Course #9802)</p>  <p><b>CERTIFICATES</b> will be provided to all participants after the last session on Friday. This includes the third year class. No exceptions.</p> 