

SUNDAY 10/04/26 or 04/25/27	MONDAY 10/05/26 or 04/26/27	TUESDAY 10/06/26 or 04/27/27	WEDNESDAY 10/07/26 or 04/28/27	THURSDAY 10/08/26 or 04/29/27	FRIDAY 10/09/26 or 04/30/27
3:00 – 5:00 PM Registration <i>Keller Convention Center</i>	7:00 – 7:45 AM Full Breakfast <i>Convention Center</i>	7:00 – 7:45 AM Full Breakfast <i>Convention Center</i>	7:00 – 7:45 AM Full Breakfast <i>Convention Center</i>	7:00 – 7:45 AM Full Breakfast <i>Convention Center</i>	7:00 – 7:45 AM Full Breakfast <i>Convention Center</i>
5:00 – 6:00 PM Orientation Everyone needs to attend this important session that sets the stage for the week and provides opportunity to get acquainted with the rest the class. Don't miss it!	8:00 AM – Noon Supervisory Do's and Don'ts Lessons learned from years of supervisory experience. IPSI Advisory Committee with Lewis Bender, Ph.D., Professor Emeritus SIU, Edwardsville, IPSI Facilitator and Instructor <i>(3.75 hours of instruction)</i>	8:00 AM – Noon Creating Excellence in Customer Relations Strengthen customer relationships by improving social skills, making strong first impressions, saying "no" effectively, and handling concerns and complaints with confidence. Doug Cartland, DCI	8:00 AM – Noon Understanding the Budgeting Process Advisory IPSI Advisory Committee <i>(3.75 hours of instruction)</i>	8:00 AM – Noon Time Management Stop feeling so overwhelmed and tell your time what to do. Ludwig Speaks, LLC <i>(3.75 hours of instruction)</i>	8:00 AM – Noon Managing Gossip Rumors in the Workplace You will learn how to develop strategies for dealing with gossip in your personal life and the workplace.
6:00 – 8:00 PM First Session First Class Assignment IPSI Advisory Committee with Lewis Bender, Ph.D., Professor Emeritus SIU, Edwardsville, IPSI Facilitator and Instructor <i>(2 hours of instruction)</i>	Noon – 1:00 PM Lunch	Noon – 1:00 PM Lunch		Noon – 1:00 PM Lunch	Eureka to Action Plan Putting the lessons learned this week into an action plan! Lewis Bender, Ph.D., Professor Emeritus SIU, Edwardsville, IPSI Facilitator and Instructor <i>(3.75 hours of instruction)</i>
Dinner Provided <i>This session is mandatory.</i>	1:00 – 8:30 PM Managing Problem Employees Effective and practical methods for addressing problem employees, and how to strengthen your team despite the influences of problem employees. Lewis Bender, Ph.D., Professor Emeritus SIU, Edwardsville, IPSI Facilitator and Instructor <i>(3.25 hours of instruction)</i>	1:00 – 4:30 PM Setting Priorities Decision Making Learn how to become exceptional at managing up, prioritization and decision making. Doug Cartland, DCI <i>(7.25 hours of instruction)</i>	Free Afternoon This free afternoon makes up for a very long day on Monday. Participants are strongly encouraged to use this to network and relax in preparation for the rest of the week. Organized activities include golf, trap shooting, and local tourism attractions. <i>You are on your own for lunch and dinner.</i>	1:00 – 4:30 PM Legal Update You will be given facts about a real arbitration case and then asked how and why would rule. Kelly Coyle, Clark Baird Smith, LLP <i>(3.25 hours of instruction)</i>	
		5:00 – 8:00 PM Networking Event <i>Great food and fellowship!</i> Dinner Provided Corn Hole Tournament		5:00 – 6:00 PM Social Hour	Certificates will be provided to all participants after the last session on Friday. This includes the third year class. no exceptions.
				6:00 – 7:00 PM Banquet	
				7:00 – 8:00 PM Awards for the Class of Fall 2026 and the Class of Spring 2027	
					