



June 2007

Dear Public Service Professional:

We are pleased to invite you to attend the Sixth Annual Illinois Public Service Institute (IPSI) to be held October 7 through 12, 2007 at the Keller Convention Center. We are also delighted to report that each year the program has grown in numbers and quality.

The Institute consists of a three-year training program, which provides instruction expressly designed for public service employees. The IPSI course is divided into three one-week sessions focusing on leadership development, service excellence and personal supervisory skills. The sessions are non-sequential and one may begin the three-year cycle at any time. The IPSI Planning Committee has worked diligently on an exceptional program designed around challenges faced by public service professionals from municipalities of all sizes.



The registration fee information is enclosed. The tuition is \$650 plus housing costs starting at \$65 plus tax per day. Institute activities begin with registration on Sunday afternoon and end at noon on Friday. Classes are held from 8:00 AM to 4:30 PM daily, with the exception of Monday when classes extend into the evening. Participants are expected to attend evening functions that include classes, group meals and activities. Wednesday afternoon and evening are "free time" and a wide variety of activities are available for participants looking for opportunities to get better acquainted with peers from across the state.

The IPSI Advanced Institute is a two and one-half day program held in conjunction with the Basic Institute. This is a shorter program that is designed for those people that have completed the Basic Institute and want to improve their supervisory skills plus continue the strong ties they have with other Illinois public service professionals they have met at IPSI. The schedule for the IPSI Advanced Institute begins with registration on Sunday afternoon at 4:00 pm and ends on Wednesday at noon.

College Credit and Continuing Education Credit is available through Southern Illinois University. It will offer up to three hours of academic credit in an independent study format at either the undergraduate or graduate level for completion of each year of the Institute. Information about college credit and continuing education credit will be available at the beginning of the Institute.

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 231-797-5536 or mbender102@aol.com.

Sincerely,
Richard Berning

Richard T. Berning
Chairman
IPSI Advisory Council



IPSI

Specialized training for supervisors, team leaders and managers involved in public works.

*October 7 through 12
Effingham, Illinois*

HERE IS WHAT THEY SAY ABOUT IPSI

This was by far the best educational opportunity that I have experienced since my college years at the University of Illinois.

*John Heinz,
Director of Public Works,
Village of Barrington,
Illinois*

DO YOU WANT TO KNOW MORE ABOUT IPSI?

Contact Mary Bender
mbender102@aol.com

Visit our Web sites

<http://www.chicago.apwa.net>

<http://www.illinois.apwa.net>

<http://www.iml.org>

<http://www.isawwa.org>

www.iweasite

REGISTRATION INFORMATION

IPSI BASIC INSTITUTE TUITION \$650.00

Registration fee covers classes, student materials, shirt, breaks and lunches on Monday, Tuesday, Thursday. Dinner will be provided on Sunday, Tuesday and Thursday. Participants are on their own for dinner on Monday and lunch and dinner on Wednesday. Housing costs are separate.

Lodging starting at \$65.00 plus tax.

See reverse side of registration form for additional details about lodging.

LODGING INFORMATION

Hilton Gardens

Connected to Keller Convention Center
1301 Ave of Mid America
\$75.00 + room tax = \$83.15
217-540-7777

Country Inn & Suites

Adjacent to Keller Convention Center
1200 North Raney
\$65.00 + room tax = \$72.15
217-540-5555

Holiday Inn Express

Adjacent to Keller Convention Center
1103 Avenue of Mid America
\$65.00 + room tax = \$72.15
217-540-1111

Be sure to mention that you are with IPSI when you make your room reservation.

IPSI PLANNING COMMITTEE

Lewis Bender

Facilitator, IPSI

Mary Bender

Program Coordinator IPSI

Richard Berning

City of Springfield, Retired
APWA Illinois Chapter

Larry Coloni

Village of Forsyth
APWA Illinois Chapter

Doreen Dzialo

Village of Lake Durich
IPSI Class of 2004

John Heinz

Village of Libertyville
APWA Chicago Metro Chapter

Vydas Juskelis, P.E.

Village of Villa Park
APWA Chicago Metro Chapter

Gary Koch

Illinois Municipal League

John Lamb

Illinois Environmental
Water Association

Steven Ludwig

Village of Algonquin
Class of 2006

Larry Lux

Lux Advisors, LTD
APWA Chicago Metro Chapter

Jeffrey Smith

Castleford Group, Inc.
APWA Illinois Chapter

John Smith

City of Decatur
ISAWWA

Daniel Soccorso

City of Crystal Lake
IPSI Class of 2005

Ralph Tompkins

Baxter & Woodman
IPSI Class of 2004

Roland White

City of Champaign
APWA Illinois Chapter

Please return by September 14, 2007 to avoid late charges. Checks should be made payable to

APWA-IPSI

APWA - Illinois Public Service Institute

Jeffrey Smith
Castleford Group, Inc.
6705 N. West Arrowhead Dr.
Urbana, IL 61802
TAX ID 36-2202880

Refer questions about registration to

Mary Bender
231-797-5536

mbender102@aol.com



PARTNERS



APWA Chicago Metro Chapter



APWA Illinois Chapter

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ILLINOIS SECTION,
AMERICAN
WATER WORKS
ASSOCIATION

The logo for Southern Illinois University Edwardsville, featuring the university's name in white text on a red rectangular background.



HERE IS WHAT THEY SAY ABOUT IPSI!

This has been the best experience as a teaching conference that I have ever had. The speakers were excellent. The facilitator does an excellent job keeping things interesting and moving.

I would recommend this training to anyone. "Awesome"!!! Most organized training session I have ever attended!

I am always amazed as to the knowledge and passion each of the presenters show. Fantastic!

I always look forward to this program and highly recommend it to counterparts of my field. I am a huge believer in having fun at work to build moral, attitudes and pride. I see this every time I attend this institute. Thanks so much!



ILLINOIS PUBLIC SERVICE INSTITUTE 2007

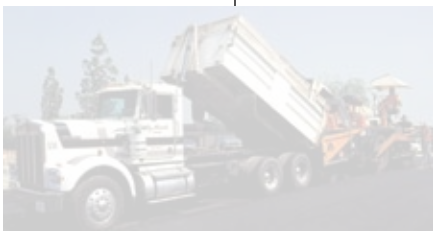
SUN
10/07/07

3:00 PM – 5:00 PM
Registration

5:00 PM – 6:00 PM
Reception

6:00 PM – 7:00 PM
Dinner

7:00 PM - 8:00 PM
Orientation Program



MON
10/08/07

8:00 AM - 12:00 PM
Exploring the Basic Rules of Supervision

Lewis Bender and IPSI Advisory Committee

Lunch

1:00 PM – 4:30 PM
Living with Your Contract

Labor Management Issues, Booze & Drugs
Seyfer Shaw

5:00 PM– 8:30 PM
Managing Problem Employees
Lewis Bender

Networking Opportunity
Dallas at Buffalo
8:30 PM

TUE
10/09/07

8:00 AM - 10:00 AM
Rapport

What it is;. How to establish it, How to maintain it...and How to get it back when you lose it.

Joe Munshaw

10:00 AM – 12:00 PM
Strategic Planning Creative Problem Solving

Lewis Bender

Lunch

1:00 PM – 4:30 PM
Project Management for Public Works

The basics that everyone should know... but no one ever teaches you.
Larry Lux

5:00 PM – 8:00 PM
Picnic and Networking

Lake Sara
Bring your ball glove
NI80 vs S180

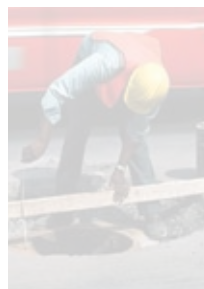
WED
10/10/07

8:00 AM - 12:00 PM
Best Practices in Public Service

An interactive discussion that highlights the proudest accomplishments of Public Works Professionals in Illinois.

Lunch

Free Afternoon and evening
Enjoy it!
You earned it on Monday Evening



THU
10/11/07

8:00 AM - 12:00 PM
How to Motivate Your Employees

Unmotivated skill is the great waste and shame in business. There is so much ability, but we need to find ways to get it energized and working for us at full potential. That's what this training workshop is all about.

Doug Cartland

Lunch

1:00 PM – 4:30 PM
Conformity: The First Step to Failure!

Bring out your vital and unique gifts and be an important part of a winning team.
Doug Cartland

5:30 PM - 6:30 PM
Social Hour

6:30 PM – 7:30 PM
Banquet

7:30 PM - 8:30 PM
Award Ceremony

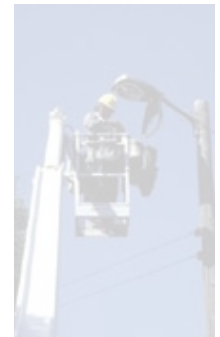
Plaques will be given to third year graduates.

FRI
10/12/07

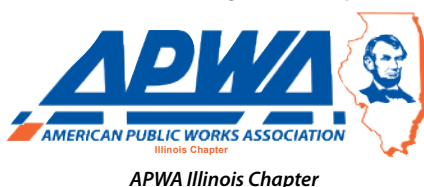
8:00 AM - 12:00 PM
Eureka to Action

Put all this good training into an action plan that guarantees success when you return to work.

Certificates of completion will be distributed at the close of the last session.



PARTNERS



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