



American Academy of Certified Public Managers® 18th Annual Professional Development Conference

The Kentucky Society of Certified Public Managers® is proud to serve as the host for the 2006 Conference. Our theme links us to our past, when Kentucky first hosted an Academy Conference, but focuses on today's issues. We look forward to seeing you in Louisville!

*Larry P. Totten, CPM, CHA, Conference Co-Chair, 2006 KSCPM President
Robinil H. Jameson, CPM, Conference Co-Chair, 2006/7 Academy Board Member*

Sunday, September 10, 2006

1:00 – 5:00 PM Registration

3:00 – 4:30 PM First Time Attendee Orientation

4:30 – 5:30 PM Presidents' Meeting
(Society Presidents & Vice Presidents)

6:00 – 7:00 PM Welcome Reception
(light hors d'oeuvres, cash bar)

Monday, September 11, 2006

7:30 – 8:30 AM Continental Breakfast

7:30 AM – 4:00 PM Registration

8:30 – 11:00 AM Opening Ceremony, Keynote (Sylvia Lovely)

11:00 – 11:30 AM Meet the Candidates

11:30 – 1:00 PM Presidents' Lunch (by invitation)

11:30 – 1:00 PM Attendees Lunch (on your own)

1:00 – 2:30 PM Concurrent Sessions

Presenter: Ronald Willis, MA (KS)

Workplace Relationships: Creating a More Friendly Culture

Wherever men and woman come together to accomplish a common goal, conflict seems to be an inevitable companion. This seminar is uniquely dedicated to improving working relationships, from the corporate skyscraper to the community hospital to the public school system. Ron will identify numerous basic life principles that gradually create an enthusiastic, nurturing, workplace partnership with an emphasis on excellence.

Presenter: Susan Smith, CPM, SPHR (KY, Past President KSCPM)

Impacts of Stress on the Bottom Line

Most public employers offer stress reduction classes to help employees be less distracted from the work at hand. Now there is a stronger reason - stress adversely impacts government's ability to adequately fund salaries and health benefits. Understanding the impacts and learning strategic solutions help managers address the attendant financial problems of stress: medicated workers, behavioral issues, increased errors, balanced staffing, and skyrocketing health insurance premiums.

Presenters: Joyce E. Smith, CPM (OK, President, OSCPM) and David P. Brown, CPM, (OK, Past President OSCPM)
Sharing the Wealth: How Oklahoma Built and Maintains a Successful State Society

Learn from Oklahoma's experiences about what has worked and is working for the Oklahoma Society of Certified Public Managers®. Oklahoma's society is financially sound and able to attract and retain members, but most importantly, the members enjoy working with the society.

Presenter: Liz Stewart, Ph.D. (SC)

Generational Diversity – A Decade Ago and A Decade From Now

Dr. Stewart's presentation is based on her book on generational diversity. Because of the generational range in the workforce, bridging differences has become crucial in creating a dynamic and responsive workforce. Dr. Stewart will describe the behaviors of the different generations; identify the causes of differences; describe specific management issues that frequently arise; and offer guidelines for dealing with the differences.

2:30 – 3:00 PM Break

3:00 – 4:30 PM Concurrent Sessions

Presenter: Gina Mee, CPM (OH)

What Kind of Animal Are You?

"Know Thyself" (ΓΝΩΘΙ ΣΑΥΤΟΝ or **gnothi seauton**) is a precept inscribed in gold letters over the portico of the temple at Delphi in ancient Greece. Find out the importance it has to do with you today in Louisville, Kentucky! Similar to MBTI, Gina's workshop is based on the work done by David Keirsey on temperament, looking at interests, orientation, value, self-image and social roles.

Presenter: Ronald Willis, MA (KS)

I've Fought Fewer Fires Since Recognizing I Was The Arsonist

This presentation is suited to all who, under mounting demands and relentless responsibilities, have ever become frustrated, lost hope or lashed out. Participants will learn techniques and communication /listening patterns that demonstrate caring and compassion while applying life principles to quench inflamed communications and smoldering relationships.

Presenter: Johnny Lee (NC)

De-escalation of Hostile Clients

This workshop will provide attendees with the skills and tools to conduct instruction on the management of hostile clients. Emphasis will be on environmental precautions along with the direct skills of de-escalating aggressive behavior by addressing different stages of hostility.

Presenter: Susan Paddock (WI)

Presenting Yourself to One or Many

This presentation will help participants to strengthen their personal presence in first-encounter, formal meeting and formal speaking situations. Through discussion, exercises, and group activity, participants will gain knowledge and skills to help them in communicating orally in the public work place or the community.

**5:30 – 8:00 PM
Belle of Louisville
Dinner Cruise (optional)**



Tuesday, September 12, 2006

7:30 – 8:30 AM Continental Breakfast

8:00 AM – 4:00 PM Registration

8:30 – 9:30 AM Keynote (Imelda Roberts)

9:30 – 10:00 AM Break

10:00 – 11:30AM Concurrent Sessions

Presenter: Kathleen Hinton-Burnette, CPM (NV)

Throw Away the Cookie Cutter: Using Individual Strengths Management to Attract, Develop and Retain Staff

How can public agencies compete with the private sector for employees while often offering lower wages, less flexibility, and fewer resources devoted to employee development? This presentation examines ways to conquer these challenges by optimizing and managing individual strengths to create an environment that capitalizes on staff abilities to achieve organizational effectiveness.

Presenter: Richard Symchak, MA, CPM (AZ)

Catch the Spirit! - Lessons About People and Organizations from Wolves

Some wildlife experts believe we can learn more about man as a social animal by studying wolves instead of other primates. As business professionals we can learn from the complex social behavior of wolves – unity, leadership, strategy, curiosity, play and communications – and apply these lessons to our professional and personal lives.

Presenter: Kay Eldridge, PHR, CPM (AZ)

Interviewing Techniques: Tell Me, Show Me, Give Me

Interviewing doesn't have to leave you with promises. Behavioral interviewing is the art and practice of conducting interviews so applicants give examples of past behavior that indicate what a supervisor may expect to see in future performance. This workshop will focus on the practice and its benefits.

Presenter: Angie Chaplin, MA, CPBA (IA)

What's your Style? Behavior's Role in Leadership

Take a revealing look at your behavioral tendencies through a hands-on workshop that provides strategies for improved communication and interpersonal relationships. In this dynamic session, you'll identify the intensity of your behavior in four dimensions (dominance, influence, steadiness and compliance); recognize the behavioral

dimensions of others; and develop strategies to adapt your leadership style for more effective supervision and communication.

11:30 – 1:00 PM Attendees Lunch (on your own)

1:00 – 2:30 PM Concurrent Sessions

Presenter: Master Gary Grooms, (FL)

Master Your Personal Power to Get the Results You Want

Learn to tap your internal personal power to get more of the results you want in business, life and play. Enjoy this high-energy presentation as you learn to summon power you may not know you possess. Learn how to take control of almost any situation and turn it to your advantage.

Presenter: Jill Carter (UT)

Attracting and Retaining Capable and Competent Public Sector Employees

Public sector employment is often used as a training ground for the private sector. How can the public sector compete effectively and retain its best employees? This presentation focuses on selection, public sector motivation (original research) and reward/incentive methods the public sector can use to attract and retain its most valued employees.

Presenter: Jay Ress, PMP (TN)

Building an Assertive Leadership Style

With all the uncertainty, personalities, political agendas and complexities that managers face, we need a unified way of dealing with other people. For many successful managers, the answer is an assertive leadership style. Join a lively presentation and become more assertive in your professional and personal life.

Presenter: Joel Urdang, MPH, CPM (SC)

Alcohol and Other Drugs in the Workplace: Almost Everything Managers Need to Know

Everyone is impacted by the use of alcohol and other drugs. The potential for impairment and health problems can be devastating for individual employees, teams or the entire workplace. This session will explore the manager's role in the prevention and intervention of alcohol and other drug problems in the workplace.

2:30 – 3:00 PM Break

3:00 – 5:30 PM Closing Keynote (Silver Rose), Wisconsin 2007 Conference Presentation, Conference Wrap-up & Closing Ceremonies

6:00 – 6:30 PM Social

6:30 – 9:00 PM Awards Banquet

Wednesday, September 13, 2006

8:00 – 9:00 AM Breakfast Buffet (HOD Delegates only)

9:00 AM – 12 N: House of Delegates Meeting

Keynote Speakers



Sylvia Lovely

Sylvia Lovely was born in what is now the city hall of Frenchburg, in the foothills of Appalachian Kentucky. Nobody is better suited to have such a symbolic birthplace. Fueled by a drive to improve her life and community, she has risen to become a nationally recognized champion of cities and the power of people to create positive change. Ms. Lovely is president of the NewCities Institute, a national nonprofit organization that encourages citizens to get involved in helping their communities thrive. She is also CEO of the Kentucky League of Cities.

Sylvia has been named one of Kentucky's Top Women of Influence, Appalachian Woman of the Year, Communicator of the Year and one of Kentucky's Power Elite. Sylvia is a regular contributor to print media and a featured commentator on various TV and radio programs. She publishes City magazine and is the author of New Cities in America: The Little Blue Book of Big Ideas.



Imelda Roberts

Imelda Roberts has creatively worked her way to two human resource careers: one in the Philippines, which she left in 1984, and the second in the United States – after first serving in humble domestic roles like babysitter and maid. The recipient of numerous recognition and awards, she is now an icon in the human resources field serving states and local governments in the middle Atlantic region. Imelda is Director of Human Resources for the Metropolitan Washington Council of Governments, which serves local jurisdictions, members of the Maryland and Virginia legislatures, the U.S. Senate, and the U.S. House of Representatives. She is also Chair of the Executive Council of the National Certified Public Manager Consortium for 2005/6.

Imelda created the Gift of Light and Songs, a volunteer initiative honoring victims and heroes of the September 11th tragedy. This led to the creation of her first CD, "We Saw the Best in You." She is the author of Barefooted Soul and J.O.B.S – The Employment Guide for the Washington, DC Metropolitan Area, and frequently publishes articles on-line. Imelda has designed websites for the Governor's Information Technology Board in Maryland, the National Forum for Black Public Administrators and other associations. Imelda just recently received the Ellis Island Medal of Honor.



Silver Rose

If you could cross Oprah Winfrey with Murphy Brown, Silver would show up: a smart and savvy, warm and funny woman who makes a difference. Her 17-year record of success in Human Resources has made her the "go to" expert on how to improve business/employee relationships. Dubbed the "Practical Motivator," Silver inspires employees to take personal responsibility for their own job satisfaction, work performance and career growth. She deftly combines her expertise with humor, honed in an earlier career as a stand-up comedian.

Silver is a professional member of the National Speakers Association, the Fast Friends Forum (F3), American Women's Business Association, and is a founding member of the United States Women's Chamber of Commerce. She is also the author of four books of humor and writes a weekly on-line column on the power of using focus to attain a satisfying balance between life and work.





American Academy of Certified Public Managers®
 18th Annual Professional Development Conference
 Registration Form

A Decade Later

First Name _____ Last Name _____

Name on Badge (if preferred is different) _____ Job Title _____

Employer _____ Career Field _____

Preferred Mailing Address _____

City _____ State _____ Zip Code _____

Daytime Telephone _____ Fax _____

Preferred Email _____

Please check if you have any special needs. A KSCPM committee member will contact you to discuss.

Number of Guests _____ Name on Badge for Guests _____

Check registration packages as appropriate

Full Registration Package (Includes Reception, Seminars, Continental Breakfasts and Awards Banquet)

- \$315 Full Registration on or before 7/28/2006 \$365 if submitted after 7/28/2006 \$ _____
- \$160 Retired members on or before 7/28/2006 \$170 if submitted after 7/28/2006 \$ _____
- \$265 KSCPM members on or before 7/28/2006 \$315 if submitted after 7/28/2006 \$ _____

One-Day Package (Includes Seminar, Continental Breakfast)

- Monday: \$160 on or before 7/28/2006 \$170 after 7/28/2006 \$ _____
- Tuesday: \$160 on or before 7/28/2006 \$170 after 7/28/2006 \$ _____
- Wednesday: House of Delegates Meeting \$25 \$ _____

Events

- Sunday Night Reception # _____ x \$30.00 per guest \$ _____
- Belle of Louisville Excursion # _____ x \$40.00 per person \$ _____
- Tuesday Night Awards Banquet # _____ x \$45.00 per guest \$ _____

Total Fees

Total Amount for all fees (Conference, House of Delegates, Guest Tickets, Events) \$ _____

Check All That Apply

- AACPM Member KSCPM Member Retiree Delegate 1st Time Attendee
- Consortium Member State Society Officer AACPM Board Member

The Galt House Hotel & Suites

The Galt House Hotel & Suites is our host hotel for this event. Just 10 minutes from Louisville's airport, this facility is located on Fourth Street at the river, just west of the intersection of Interstates 64 & 65.

All Conference activities and accommodations are located in the West Tower. The hotel registration desk is located in the lobby of the East Tower. Parking in the Galt House garage is \$9/day with in/out privileges. Valet parking is \$16/day.

The nightly room rate is **\$108+** for single or double occupancy, **\$118+** for a triple, and **\$128+** for quad. Occupancy taxes in Louisville are **15.01%**. **The conference room block and rates are guaranteed until midnight August 9, 2006.** To make reservations, log onto www.galthotel.com or call 800-THE-GALT. **The conference registration code is 712754.** If you require special needs accommodations, please make this known to the hotel reservationists to secure an appropriate room.

Downtown Louisville

You will be within walking distance of many downtown attractions – Fourth Street Live!, Riverfront parks, Louisville Slugger Museum, Louisville Science Center & IMAX Theater, Kentucky Center for the Arts & Actor's Theatre, Muhammad Ali Museum, Frazier Historical Arms Museum and more. And, of course, the Belle of Louisville.

We are excited to offer a Monday evening cruise on the Ohio River aboard the historic steamboat, the Belle of Louisville. Docked at the river wharf just below our Conference hotel, this dinner cruise will feature a buffet meal while providing the opportunity to mingle with your fellow Academy members. The Belle is a National Historic Landmark now in her 92nd year. Please see the attached registration form and make your reservation.

Additional information

www.gotolouisville.com

www.kentucky.gov

www.4thstlive.com

www.flylouisville.com

www.belleofflouisville.org

General Information

Email your questions to Conference Co-Chairs Larry Totten at larry.totten@ky.gov or Robinil Jameson at RHJCPM@aol.com. Or visit our websites www.kscpm.org and www.cpmacademy.org for additional information.

CEU Certificates will be available for all attendees and will be included with your registration packet.

The dress code is business casual for the conference and business attire for the banquet.

Transportation Information:

The Galt House is only six miles from Louisville International Airport. The hotel does not have its own shuttle but it does offer pre-arranged service from the airport. The cost is **\$10** each way per person, billed to the guest room upon arrival. Reservations are required and can be made by calling **502.561.4022**. Taxi service is also available to the Galt House for a maximum charge of **\$17**.

Airlines Serving Louisville

American/American Eagle	800.433.7300
Continental Express	800.525.0280
Delta/Delta Connection	800.221.1212
Midwest/Midwest Connect	800.452.2022
Northwest/Northwest Airlink	800.225.2525
Southwest	800.435.9792
United Express	800.241.6522
US Airways Express	800.428.4322

Rental Car Providers

Alamo	800.462.5266	www.alamo.com
Avis	800.831.2847	www.avis.com
Budget	800.527.0700	www.drivebudget.com
Dollar	800.800.3665	www.dollar.com
Enterprise	800.736.8227	www.enterprise.com
Hertz	800.654.3131	www.hertz.com
National	800.227.7368	www.nationalcar.com
Thrifty	800.367.2277	www.thrifty.com

Registration Information

The Federal Tax ID number for the Kentucky Society of Certified Public Managers® is **58-1779206**.

Individuals may register for the Conference on-line through the AACPM website at www.cpmacademy.org. Credit/debit card payment for registration fees will again be available through PayPal but only through the online registration system.

You may also register by mail. Make checks payable to "2006 AACPM Professional Development Conference" and mail to KSCPM, PO Box 42, Frankfort KY 40602-0042.

Mail-in registrations must be accompanied by check or authorized purchase order.

Cancellation Policy

Cancellations must be received by August 25, 2006. Registrations made and not cancelled by this date will be billed. Substitutions are allowed - written notice for substitutions required via email to Carmen Bishop (carmen.bishop@ky.gov) no later than September 1, 2006.



18TH ANNUAL AACPM CONFERENCE

c/o KSCPM

P. O. Box 42

Frankfort, KY 40602-0042

ADDRESS CORRECTION REQUESTED

POSTAGE



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Certified Public Managers**

**18th Annual Professional
Development Conference**

**“The New Realities -
A Decade Later”**

Conference

**Sunday, September 10 through
Tuesday, September 12, 2006**

House of Delegates

Wednesday, September 13, 2006

www.kscpm.org for more information



Kentucky
UNBRIDLED SPIRIT

The Galt House
Fourth Street at the River
Louisville, KY 40202
1-800-THE-GALT