

# Leadership Landmines:

## Are You Crisis Ready?



### TENTATIVE SCHEDULE

#### WEDNESDAY, JUNE 5

9:00 A.M. – 1:00 P.M.  
Registration Open

9:15 A.M.  
9-Hole Golf at East Course

10:30 A.M.  
18-Hole Scramble & Conventional  
Golf at North Course

1:00 P.M. – 4:00 P.M.  
ICMA RC Appointments  
(see page 2 for details)

1:00 P.M. – 4:00 P.M.  
Pre-conference Workshop  
Confident Communications: Strategies  
for Difficult Discussions

1:00 P.M. – 5:00 P.M.  
Exhibitor Set-up

3:00 P.M. – 5:00 P.M.  
Registration Open

6:00 P.M.  
BBQ Dinner at Ehrler's Ranch

#### THURSDAY, JUNE 6

6:30 A.M. – 7:15 A.M.  
Legacy Walk

7:30 A.M. – 8:30 A.M.  
Registration and Breakfast  
ICMA Dialogue with Members  
on Diversity of Profession

8:30 A.M. – 10:00 A.M.  
Welcome & Keynote Address  
by Bruce J. Moeller  
*Leadership During Crisis – Isn't Everyday  
a Bit Challenging?*

9:00 A.M. – 4:00 P.M.  
ICMA RC Appointments

10:00 A.M. – 10:15 A.M.  
Caffeine, Soda, and Snack Break  
in Exhibit Hall

10:00 A.M. – 4:30 P.M.  
Mock Interviews and Resume Reviews

10:15 A.M. – 12:15 P.M.  
Public Management at Risk and When  
YOU are at Risk

12:15 P.M. – 1:30 P.M.  
Lunch, Annual Business Meeting and  
ICMA Update

1:30 P.M. – 2:00 P.M.  
Dessert in Exhibit Hall

2:15 P.M. – 3:30 P.M.  
Breakout Sessions:  
*Session 1:* Are Startup Incubators Becoming  
Incinerators for Municipal Money? Leading  
Your Community Down a Brighter Path,  
One Entrepreneur at a Time  
*Session 2:* Asking Your Public Safety Chiefs  
the Right Questions

3:30 P.M. – 3:45 P.M.  
Caffeine, Soda, and Snack Break  
in Exhibit Hall

3:45 P.M. – 5:00 P.M.  
Breakout Sessions:  
*Session 1:* Developing the Leaders  
Around You  
*Session 2:* TIPS on Getting the Most  
Out of Your TIF District

6:00 P.M. – 8:00 P.M.  
Reception, Dinner & Awards

8:00 P.M. - 11:30 P.M.  
ILCMA Social Event:  
Taste of Nightlife in Downtown Galena

#### FRIDAY, JUNE 7

8:00 A.M. – 9:00 A.M.  
Breakfast

9:00 A.M. – 11:00 A.M.  
ICMA RC Appointments

9:00 A.M. – 10:15 A.M.  
Breakout Sessions:  
*Session 1:* Technology of the Future  
*Session 2:* A Self-Coaching Approach to  
Avoid Leadership Landmines

10:15 A.M. – 10:30 A.M.  
Break

10:30 A.M. – 11:45 A.M.  
Closing Keynote by Melissa Agnes  
*Crisis Ready*



## WEDNESDAY PRE-CONFERENCE SESSION

Pre-Conference Session Additional Cost: \$79

*Be sure to sign up on the registration form!*

### 1:00 – 4:00 P.M.

#### **Confident Communications: Strategies for Difficult Discussions**

We asked for your toughest communication situations. You answered...now don't miss this great opportunity to learn techniques and build strategies for handling the most difficult communications. In this session you will learn how to build your own toolkit to avoid being lost for words, diffuse toxic situations and practice tough scenarios in a rapid-fire format.

#### *Learning Objectives:*

1. Using verbal and non-verbal communication and cues to inspire and motivate.
2. Effectively communicating with elected officials.
3. Maintaining poise and composure while presenting in emotionally charged and crisis situations.
4. Understanding your environment; knowing when to engage and when not to engage.
5. Working to promote civility in public discourse.
6. Advocating for diverse viewpoints to be considered and helping the organization seek them out when they appear to be missing.
7. Developing meaningful connections with people at all levels of the organization.
8. Facilitating teamwork.

#### *Speakers:*

Melissa DeLay, Founder and Principal Owner of TruPerception

*Addresses:* ICMA Practice Areas: (2) Community Engagement, (4) Staff Effectiveness, and (14) Communication and Information Sharing

## THURSDAY OPENING KEYNOTE SPEAKER Bruce J. Moeller

### 8:45 – 10:00 A.M.

#### **Leadership During Crisis – Isn't Everyday a Bit Challenging?**

This presentation explores the challenges of leading communities in our typical day-in/day-out 'crisis mode' – through lessons drawn from responding to national disasters. Based on personal experiences dealing with large-scale incidents, Dr. Moeller will share how he transplanted secrets learned in the field to become more effective while serving as a city manager.



This presentation offers insights and anecdotes designed to strengthen your city's leadership team – helping them to be more effective & resilient in managing the everyday, and extraordinary, in the life of a city manager.

#### *Speaker:*

Bruce J. Moeller, Ph.D., Principal, The Juncture Group

*Addresses:* ICMA Practice Areas: (4) Staff Effectiveness and (6) Strategic Leadership

## THURSDAY MORNING BREAKOUT SESSIONS

### 7:30 – 8:30 A.M.

#### **ICMA Dialogue with Members on Diversity of Profession**

Join Cheryl Hilvert, ICMA Midwest Regional Director, at her table during breakfast to have a discussion about ICMA's diversity and inclusion efforts. ICMA would like to engage members and get feedback on some of the ideas that have been brought forth thus far to enhance this effort in the areas of voting privileges, board eligibility, and eligibility to serve on the regional nominating committee.

### 10:15 – 12:15 P.M.

#### **Session 1: Public Management at Risk and when YOU are at Risk**

David Limardi, as an experienced practitioner, and Dr. Morrison, as an expert in motivation and human behavior, have found that organizational leadership is built upon sound judgment and clear thinking which allow organizational leaders to build and maintain effective relationships, maintain a healthy perception of reality and act in the best interest of the organizations they lead.

This session will explore recent case studies involving leaders at risk as a result of the hidden dangers of envy, power, contempt and shame in workplace relationships and some ideas as to how these dangers can be muted.

#### *Learning Objectives:*

1. Gain a better understanding of the hidden dangers of envy, power, contempt and shame in workplace relationships;
2. Discussion of why four votes are not always safe; and
3. Discussion of certain tools for surviving irrational interpersonal attacks.

#### *Speakers:*

Dr. David Morrison, Morrison Associates  
David Limardi, MPA, ICMA-CM, Managing Director, Limardi Consulting, LLC

*Addresses:* ICMA Practice Areas: (5) Personal Resiliency and Development and (6) Strategic Leadership

### 12:15 P.M. – 1:30 P.M.

#### **Luncheon, Annual Meeting and ICMA Update**

**REGISTER BY MAY 31**

[ilcma.org/conferences](http://ilcma.org/conferences)

CLICK HERE!

## THURSDAY AFTERNOON BREAKOUT SESSIONS

2:15 – 3:30 P.M.

### CONCURRENT SESSIONS

#### Session 1: Are Startup Incubators Becoming Incinerators for Municipal Money? Leading Your Community Down a Brighter Path, One Entrepreneur at a Time

This session will explore a road map that municipal leaders can implement for sustainable job growth and innovation solutions that lead to a better future for your municipality and your constituents. This session is especially helpful for municipal managers who have limited or no background in startup incubators.

##### Learning Objectives:

1. Clarity about changing roles of business incubators and other parts of an entrepreneurial support ecosystem.
2. Explore opportunities at-hand for municipalities to reconsider ways they support job creation through entrepreneurship.
3. How to implement metrics associated with entrepreneurial growth ecosystems.
4. View a road map for sustainable job growth and innovative business development solutions.

##### Speaker:

John Dallas, CEO of Enclave for Entrepreneurs Foundation Inc and Hillview Partners Network LLC.

*Addresses: ICMA Practice Area: (10) Service Delivery*

#### Session 2: Asking Your Public Safety Chiefs the Right Questions

This session explores a series of questions which the manager can use to assess the strength of their respective fire and police agencies. This session is especially helpful for those city managers with limited or no public safety background, ensuring their public safety departments can meet community expectations.

##### Learning Objectives:

1. What are key metrics for law enforcement & fire/EMS agencies – and how can you ensure they are being measured accurately?
2. What policies and procedures are required to address major events – and are they known and trained on by line personnel?
3. How do you assess staffing levels in public safety agencies – and how do you answer critics who demand they need more?

##### Speaker:

Bruce J. Moeller, Ph.D., Principal, The Juncture Group

*Addresses: ICMA Practice Area: (10) Service Delivery*

3:45 – 5:00 P.M.

### CONCURRENT SESSIONS

#### Session 1: Developing the Leaders Around You

Local government leaders are constantly tasked with doing more with less. This requires managers to empower and engage their workforce to meet the needs of today while preparing for the future. Whether it's managing department heads, developing a deputy or managing up to elected officials, developing a core leadership team is vital to the organization's success. Join this interactive session where you will hear from multiple managers about their experiences mentoring and developing their leadership team. Session topics will include enhancing the leadership capacity of department heads, assistants and interns. Learn tips, strategies, and tools to assist in developing leaders of tomorrow while constructing the team of today!

##### Learning Objectives:

1. What steps does a manager take to create the environment to develop and create a great team?
2. How to develop both young and experienced professionals to maximize their leadership potential.
3. What tools exist to assess an employee's potential and what strategies are there to increase their leadership abilities?
4. How do managers entering a new organization or position assess their leadership team?

##### Moderator:

Joe Carey, Assistant Village Manager, Village of Carol Stream

##### Speakers:

Dane Bragg, Village Manager, Village of Buffalo Grove  
Dorothy David, City Manager, City of Campaign  
Dan O'Malley, Deputy Village Manager, Village of Hoffman Estates

*Addresses: ICMA Practice Areas: (4) Staff Effectiveness, (6) Strategic Leadership, and (13) Human Resources Management and Workforce Engagement*

#### Session 2: TIPS on Getting the Most Out of Your TIF District

Applicable to cities across the state, this presentation is packed full of TIPS to maximize your TIF Districts! We will discuss creative, practical options under the Illinois Tax Increment Allocation Redevelopment Act to maximize annual "incremental revenues," to successfully incentivize economic development growth (job training, business façade and blight removal programs), and to fund infrastructure projects (conservation, streetscape, and drainage projects) that spur local economic development and improve the quality of life for your citizens. The session will culminate in a practical discussion about applying TIF funding to municipal facility construction projects.

##### Learning Objectives:

1. Briefly review Illinois TIF law and the allowable uses.
2. Learn about some of the least-used but most-powerful options for spending TIF dollars.
3. Learn how to get other taxing bodies on board with your TIF plans.
4. Learn what types of investments lead to increased tax revenues.
5. Learn about transferring moneys between adjacent TIF districts.
6. Review how to wind down a TIF district, including funding projects that will go beyond the sunset.

##### Speakers:

Michael Jurusik, Partner, Klein, Thorpe, Jenkins, Ltd.  
Ingrid Velkme, Village Manager, Village of Western Springs

*Addresses: ICMA Practice Area: (10) Service Delivery*

## FRIDAY MORNING BREAKOUT SESSIONS

9:00 – 10:15 A.M.

#### Session 1: The Future Isn't What it Used to Be. Technology is Drastically Changing How Local Governments Plan the Future

New technologies are emerging which will have dramatic effects on how we manage the development of our communities! These include the migration toward smart cities, crowd-sourced data, autonomous cars, "gigabit" networks, new sensors, predictive and adaptive signal and new lighting technologies. The deployment of 5G/Small Cell technologies and the Internet of Things (IoT) will have profound effect on our transportation options, networks and spending habits within

the next few decades. Public officials need to start planning today for an inevitable, vastly different infrastructure future due to a variety of technologies that are emerging and changing the ways our current communities are developed. Learn how progressive professionals are managing today's - and planning for tomorrow's - communities and networks. Here's a glimpse into the future - coming soon to a city near you.

#### **Learning Objectives:**

1. Learn how to plan for and adopt the use of cutting-edge technologies at every level in your organization.
2. Define best practices and understand case studies in 5G/Small cell, fiber communications and urban planning.
3. Understand what the future of integrated technologies look like and learn about the impact of emerging technologies on the urban fabric - and our profession.

#### **Speakers:**

Edward Barrett, Practice Leader - Fiber & Broadband Services, HR Green, Inc.  
Kenneth Demlow, Project Manager, HR Green, Inc.

**Addresses:** ICMA Practice Area: (11) Technological Literacy

#### **Session 2: A Self-Coaching Approach to Avoiding Leadership Landmines**

The workplace has many ups and downs. Sometimes work feels like a whirlwind of haphazard decision-making and other times a force for great accomplishment. We work on a continuum - moving between the glow of participation and goal achievement to feelings of suffering and being unengaged.

In this presentation, Peter discusses how, regardless of one's environment, a willing person can self-coach their way to a healthy and useful perspective - thereby creating the opportunity for personal and workplace transformation.

#### **Learning Objectives:**

1. Awareness: In clear language, Peter offers his perspective on two troublesome characteristics of the workplace (in all sectors): 1) a poor level of employee engagement and 2) leader defensiveness.
2. Fresh Personal Perspective: Participants will be challenged with regard to how their perspective either perpetuates what's wrong or betters what's possible.
3. A Model for All: Peter will present a "Go-to" model for building and sustaining a meaningful self and workplace.

#### **Speaker:**

Peter Burchard, Peter Burchard, LLC

**Addresses:** ICMA Practice Area: (5) Personal Resiliency and Development

## **FRIDAY CLOSING KEYNOTE SPEAKER**

**Melissa Agnes**

**10:30 - 11:45 A.M.**

**Crisis Ready**

Any local government manager could have been called upon to deal with one of the many tragic mass shootings of recent years. If a crisis was to strike your community, would you be ready? Melissa Agnes helps organizations prevent or manage festering problems before they become catastrophic. Her powerful presentation provides tools and strategies that create a proactive, crisis-ready culture, ready to respond to whatever may arise.



#### **Learning Objectives:**

1. How can a community better prepare to anticipate or respond to rising issues and crises?
2. What is the difference between a crisis and an issue?
3. What are the four simple yet powerful steps toward providing a community or organization with a crisis-ready culture that will lead them to invincibility?

## **CONFERENCE COMMITTEE**

Ray Rummel, Village Manager, Elk Grove Village

Joe Carey, Assistant Village Manager, Carol Stream

Tia Incapreo, Gallagher

Jordan Lester, Management Analyst/Deputy Village Clerk, Glencoe

Kurt Carroll, Village Administrator, New Lenox

Denise Burchard, Assistant to the Chair, NIU MPA

Bob Barber, Village Administrator, Beecher

Andrew Lichterman, Assistant Village Manager, Deerfield

Craig Carter, BKV Group

Jason Myers, Johnson Controls

Tyler Feeney, Gallagher

Mitch Bair, City Manager, Collinsville

Darin Girdler, MIT

Jennifer Barlas, Clark Dietz

John Doria, CBB Engineering

Carla Paschal, County Administrator, Winnebago County

Nick Radcliffe, Administrative Intern, Elk Grove Village

Dawn S. Peters, Executive Director, ILCMA

**REGISTER BY MAY 31**

**[ilcma.org/conferences](http://ilcma.org/conferences)**

**CLICK HERE!**

# ILCMA 2019 SUMMER CONFERENCE



## ICMA-RC APPOINTMENTS

ICMA-RC is once again offering financial consultations with members. If you would like to schedule an appointment with George Pantazis, ICMA RC, please call in advance toll-free phone: 1-866-265-5127; Direct: 847- 818-1241; Cell: 202-236-8750 or email him at [gpantazis@icmarc.org](mailto:gpantazis@icmarc.org). Appointments are available on June 5 (1 p.m. – 4 p.m.); June 6 (9 a.m. – 4 p.m.); June 7 (9 a.m. – 11 a.m.).

## MOCK INTERVIEW & RESUME REVIEW APPOINTMENTS

The ILCMA Membership Services Committee is pleased to offer to conference attendees one-hour mock interview and one-hour resume review services. These services will be offered by Heidi Voorhees, GovHR USA. Appointments are available on June 6 (10:30 a.m. – 5:00 p.m.). Please contact Dawn Peters at [dpeters@niu.edu](mailto:dpeters@niu.edu) or call her at 815-753-0923 to schedule your appointment.

## SOCIAL EVENT INFORMATION

### Wednesday, June 5

#### 9:15 A.M. NINE HOLE GOLF AT EAGLE RIDGE EAST COURSE

If you plan to participate in the pre-conference ICMA University Workshop and would also like to squeeze in a round of golf, sign up for the Eagle Ridge East Course nine-hole golf. Tee off begins at 9:15 a.m. If you are planning to attend the workshop, you will be placed in an early tee time. The charge for nine holes of golf at the East Course will be \$50 (includes golf and lunch) and is payable at the time of registration. Be sure to sign up using the golf registration form.

#### 10:30 A.M. 18 HOLE GOLF AT EAGLE RIDGE NORTH COURSE

The fee for the handicap or the scramble tournament is \$100 (includes golf, lunch, and prizes) and is payable at the time of conference registration. Tee times begin at 10:30 a.m. Due to tee time restrictions, golf is limited to the first 56 registered golfers. Be sure to sign up using the golf registration form.

#### 6:00 P.M. – 10:00 P.M. WESTERN BBQ AT EHRLER'S RANCH IN GALENA

Ehrler Ranch Special Event Barn 11866 W Chetlain Lane, Galena, IL  
Don't miss out on this fun annual family event! Shuttle service from the Eagle Ridge Resort to Ehrler's Ranch will begin at 5:30 p.m. There will be hayrides, bags tournament, a mechanical bull, live music and of course, great BBQ! Return shuttles to Eagle Ridge will begin at 8:30 p.m. Parking is available for those who prefer to drive their own vehicle.

### Thursday, June 6

#### 6:00 – 8:15 P.M. ILCMA AWARDS DINNER

#### 7:00 – 10:00 P.M. KID'S NIGHT OUT

Kid's Night Out is a supervised night excursion for children ages 4-12 years old. A typical night might include games, crafts, campfire, movie, and pizza.

#### 8:30 – 11:30 P.M. TASTE OF NIGHTLIFE IN DOWNTOWN GALENA

Join your colleagues as we enjoy the night life of historic downtown Galena. Each attendee will be provided with two tickets to be used on a beverage of choice at the participating locations listed below. A cash bar is available after you have used your tickets. Trolley will leave Eagle Ridge beginning at 8:30 p.m. and return beginning at 10:30 p.m. Last trolley will leave downtown at 12:30 a.m.! The trolley will depart from the Grape Escape. Participating establishments include: Grape Escape - Live Entertainment – trolley will depart from this location; Fried Green Tomatoes, Galena Brewery, Campache Mexican Restaurant, Paradise Bar and Grill.

# ILCMA 2019 SUMMER CONFERENCE

## ACCOMMODATIONS

**EAGLE RIDGE INN & RESORT GALENA, ILLINOIS** Phone: 800-892-2269

### Room Rates:

Inn Rooms: \$189 + taxes/fees

One Bedroom Villa: \$199 + taxes/fees

Two Bedroom Villa: \$279 + taxes/fees

Three Bedroom Villa: \$359 + taxes/fee

Three Bedroom Distinctive Home: \$359 + taxes/fees

Four Bedroom Distinctive Home: \$479 + taxes/fees

Five Bedroom Distinctive Home: \$599 + taxes/fees

Six Bedroom Distinctive Home: \$709 + taxes/fees

Room reservations can be made directly with Eagle Ridge by May 13, 2019. Be sure to mention the ILCMA room block. Room block will be released on May 13, 2019. After this date, reservations will be accepted on a space available basis only. For alternative accommodations in the Galena area please visit: [visitgalena.org/where-to-stay](http://visitgalena.org/where-to-stay).

## THREE EASY WAYS TO REGISTER

### ONLINE

[ilcma.org/conferences](http://ilcma.org/conferences)

[CLICK HERE!](#)

### FAX

815-753-6900

### MAIL

Send completed registration form and payment to:

**Outreach Services Registration Office**

Northern Illinois University

DeKalb, IL 60115

Phone: 800-345-9472

## REGISTRATION DEADLINE

### REGISTER BY MAY 31, 2019

For a full refund, you must cancel your registration by May 31, 2019.

Cancellations after May 31 will be assessed a \$50 cancellation fee.

## REGISTRATION RATES

**ILCMA Member** (includes all meals): \$250

**First time attendee\*** (includes all meals): \$175

**Student** (includes all meals): \$75

*Student Scholarships are available!*

**Non-ILCMA Member** (includes all meals): \$375

**Pre-Conference Workshop:** \$79

**Dress:** Business casual

### How to Save on Costs:

Carpool with your colleagues from a neighboring community.

Share a room (especially nice to invite an MIT to be your guest).

\*First 10 online registrations for NEW corporate (voting) members who are first time summer conference attendees are free. There will be 5 waivers for managers/administrators and 5 waivers for assistants/assistant to/management analyst. Fees are waived for "in transition" managers and spouses/partners.