



20/20 Vision: *The Art of* **BALANCE**



“Fortune always favors the brave,
and never helps a man who does
not help himself.”

– PT Barnum

Help not only yourself, but your community by attending high-quality professional development sessions and networking with colleagues about issues of common concern.

Tentative Schedule

Wednesday, February 5

Noon

Registration Open

1:00 – 4:00 p.m.

ICMA RC Appointments

1:00 – 4:00 p.m.

Exhibitor set-up

1:00 – 4:00 p.m.

Pre-Conference Session

Are You Positive IT Can't Happen to You? – Key Steps and Strategies to Protect Against Cyber Attacks

6:00 – 7:00 p.m.

MIT Reception with Senior Advisors

6:30 – 7:00 p.m.

Welcome First Time Attendees, Scholarship Winners, & New to the Profession

7:00 – 9:00 p.m.

Welcome Reception hosted by Downstate/SWICMA

Thursday, February 6

6:45 – 7:30 a.m.

Yoga hosted by The Legacy Project and Sponsored by Gallagher Benefit Services

8:00 – 9:00 a.m.

Breakfast

8:00 a.m. – 4:30 p.m.

Technology Showcase

9:00 a.m. – 4:00 p.m.

ICMA RC Appointments

9:00 – 10:15 a.m.

Welcome/Introductions

Opening Keynote:
Management Meets the Future: The Innovation Challenge
by Michael Rogers, Futurist

10:15 – 10:35 a.m.

Break in Exhibit Hall Open & Technology Showcase

10:30 a.m. – 4:00 p.m.

Resume Reviews/Mock Interviews

continued



20/20 Vision: *The Art of* **BALANCE**



Thursday, February 6, cont.

10:35 – 11:50 p.m.

Concurrent Sessions

Session 1: Building a Roadmap to Healthy Government: Operational Reviews and Financial & Capital Planning

Session 2: Take Control of Your 5G Future

12:00 – 1:15 p.m.

Lunch & ICMA/IML Updates

ICMA Update – Cheryl Hilvert, ICMA Midwest Regional Director
Legislative Update – Brad Cole, Executive Director, IML

1:15 – 2:15 p.m.

Transformational Leadership: How to Maximize Your Influence with Those You Lead
by Marvin Bemby, The Maxwell Team

2:15 – 2:35 p.m.

Break in Exhibit Hall and Technology Showcase

2:35 – 3:50 p.m.

Concurrent Sessions

Session 1: Managing and Maintaining High Functioning Departments

Session 2: 72 Hours of Hell – Managing Crisis Communication from a Manager’s Point of View

3:50 – 4:10 p.m.

Break in Exhibit Hall & Technology Showcase

4:10 – 5:00 p.m.

Concurrent Sessions

Session 1: Q & A for Aspiring Managers/Administrators

Session 2: Tales from the Range

6:00 – 8:30 p.m.

Dinner at The ISU Bone Center & Gamma Phi Circus

8:30 – 11:30 p.m.

IAMMA Social

Friday, February 7

6:15 a.m.

ILCMA 5K Run/1.5M Walk–Meet in Marriott Lobby

8:00 – 9:00 a.m.

Breakfast

9:00 – 11:00 a.m.

ICMA RC Appointments

9:00 – 10:15 a.m.

Session: Ethics in the Gray: When is a Cup of Coffee Just a Cup of Joe?

10:15 – 10:30 a.m.

Break

10:30 – 11:30 a.m.

Closing Keynote
The Power of Fun at Work!
by Walt Stasinski

Session Information

Wednesday, February 5

1:00 – 4:00 p.m.

Pre-Conference Workshop

Pre-Conference Session Registration Cost: \$50

Are You Positive IT Can’t Happen to You? – Key Steps and Strategies to Protect Against Cyber Attacks

This “not to be missed” session will provide participants with a behind the scenes look at the ways cyber criminals are trying to infiltrate your organization and will offer actionable steps you should be taking now to protect your community. The real-life experience of other organizations will be used as learning tools while best practices are presented and explained. By the end of the session, your IT toolkit will have several new tools you can use.

Learning Objectives

1. Discover the current state of cybercrime activities against local governments
2. Learn about emerging threats

3. What questions should you be asking your IT manager
4. Find out the fundamentals of building an IT Emergency Response Plan
5. Learn about the top 10 things you should be doing right now to protect your data

Speakers

Steve McWilliams, Cyber Risk Services Manager, Hartford Steam Boiler; Jerry Irvine, CIO/Partner, Prescient

Addresses ICMA Practice Areas

4 (Staff Effectiveness), 7 (Strategic Planning), and 11 (Technology Literacy)



“Keep up the great work! These (conferences) are always such a great breath of fresh air!”

Thursday, February 6

9:00 – 10:15 a.m.

Welcome/Introductions/Opening Keynote

Management Meets the Future: The Innovation Challenge

by Michael Rogers, Futurist



Never before has management's life been so...interesting. Business, government and society are all creating a vast new digital infrastructure, from smart sensors and cognitive computing to wearable computers, extended social networks and virtual workplaces. That puts leaders in the midst of not just technical challenges but broader social quandaries such as nature of privacy, white collar automation, reskilling workers, the rule of law in cyberspace—not to mention the strategic direction of the enterprise itself. How can successful managers discover and implement innovation while still meeting the daily challenges of business?

Addresses ICMA Practice Areas

6 (Strategic Leadership) and 11 (Technology Literacy)

10:35 – 11:50 a.m.

Concurrent Sessions

Session 1: Building a Roadmap to Healthy Government: Operational Reviews and Financial & Capital Planning

Long-term capital and financial planning are essential to the sustainability of an organization and can help governments be proactive in addressing budget gaps. Operational reviews can help identify solutions to close budget gaps once identified in a financial and capital plan by uncovering opportunities for improving processes, bolstering internal controls, and reducing costs. Learn the fundamentals to foster a sustainable, resilient environment within your organization through financial, capital and operational planning.

Learning Objectives

1. Benefits and challenges of conducting operational reviews
2. Process for conducting an operational review
3. Lessons learned from real world case studies

Speakers

Caitlin Humrickhouse, Baker Tilly; Paige Sansone, Baker Tilly

Addresses ICMA Practice Areas

7 (Strategic Planning), 10 (Service Delivery) and 12 (Financial Management and Budgeting)

Session 2: Take Control of Your 5G Future

Across Illinois and the nation, regulators have rolled back local control of right of way in favor of standardized rules for 5G and Small Cell deployments. While the Illinois Small Wireless Facilities Deployment Act and the FCC's declaratory order would seem to preempt local decision-making, progressive communities in the state are exploring creative ways to regain control and maximize the opportunities that accompany the rollout of this new technology.

Many communities are creating detailed aesthetic guidelines to ensure they retain their community's look and feel. In more progressive communities, leaders are forming new partnerships with the private sector to create advanced technology cores to drive economic development outcomes or leveraging planned builds to create future-proofed infrastructure capable of accelerating the deployment of smart city programs. In each case, leaders are creating opportunity for their community in what was originally viewed as a regulatory land grab over local rights. Join HR Green's expert consultants and a panel of municipal and industry leaders who will discuss the current landscape and real-world solutions to the challenges of 5G technology.

Learning Objectives

1. Discover how effective policy and aesthetic guidelines can maintain the character of your community
2. Determine whether fiber master planning can help you advance your smart community goals and regain control of congested rights of way
3. Evaluate the risks and benefits of creating public-private partnerships to accelerate the deployment of 5G technology
4. Learn how communities are leveraging solutions to drive economic development priorities

Moderator

Kathy Thomas, Municipal Disclosure Administrator, Ice Miller LLP

Panel Members

Edward Barrett, Fiber and Broadband Practice Leader, HR Green; Ken Demlow, Project Manager, HR Green; Nick Radcliffe, Economic Development Specialist, Elk Grove Village

Addresses ICMA Practice Areas

7 (Strategic Planning), 10 (Service Delivery) and 11 (Technological Literacy)



12:00 – 1:15p.m.

Lunch

Luncheon Program: ICMA Update by Cheryl Hilvert, ICMA Midwest Regional Director

Legislative Briefing by Brad Cole, Executive Director, Illinois Municipal League

1:15 – 2:15 p.m.

Luncheon Keynote

Transformational Leadership: How to Maximize Your Influence with Those You Lead by Marvin Bemby, Executive Director, The John Maxwell Team



The quality of your leadership is determined by the quality of relationships you have with those you lead. During this presentation, he will lead the group to and through an entirely different level of understanding of how to positively influence the people you lead to not only exceed their existing performance levels but also excel beyond what they thought they were capable. Regardless of your role, you are in the business of growing, developing and improving people. Your team relies on you to lead, challenge and coach them. Coaching is a skill every leader must master. In this presentation, you will discover why this matters today, more than ever.

Learning Objectives

1. Understand and define leadership
2. Explore the relationship between leadership and coaching
3. Explore the relationship between leadership and creative thinking
4. Examine the impact of our belief systems on the coaching process

Addresses ICMA Practice Areas

4 (Staff Effectiveness), 5 (Personal Resiliency and Development), 6 (Strategic Leadership), and 13 (Human Resources Management and Workforce Engagement)

2:35 – 3:50 p.m.

Concurrent Sessions

Session 1: Managing and Maintaining High Functioning Departments

Each department presents its own management challenges. Many departments serve as major points of customer service, others deal with code enforcement, contact with local officials and difficult property and development matters. Accordingly, having well run departments, tightly focused on community goals and objectives, is integral to being responsive to resident and business needs, and serving as a point of leadership for the government. How that choice is made can be critical to the success of a project or how a community is perceived. In this session, a former community development director, municipal attorney, and manager will each share perspectives on these questions and provide suggestions on reaching success. The session is designed to be interactive and will include ample time for discussion on this topic.



“Thursday’s schedule was tightly packed with sessions that I really enjoyed...The conference was well-planned and the sessions were really terrific! Thank you!”

The session will be a panel discussion revolving around a set of fundamental issues aimed at creating high functioning departments. Questions to be covered include:

1. What would you define as a “high functioning” department?
2. What do Department Directors/staff need from the City Manager/Department Director to remain high functioning?
3. What are the symptoms of a department that is not high functioning?
4. How much community leadership on issues should come from the Department (or department head) level (versus the manager, commissioners, or councils?)
5. How is any of this different for a small community that has limited staff and few department distinctions?
6. Why is it important for departments to work together, and what is the best way to make that happen?

Learning Objectives

1. Discover the interpersonal dynamics of running a high functioning municipal department
2. Learn about tools to navigate the myriad issues of maintaining a high functioning department
3. Find out how these objectives apply to small communities

Speakers

Michael Blue, FAICP, Principal, Teska Associates, Inc.; David Silverman, AICP, Partner, Ancel Glink, PC; Stacy Alberts Sigman, Village Manager, Northfield

Addresses ICMA Practice Areas

4 (Staff Effectiveness), 6 (Strategic Leadership), 8 (Policy Facilitation and Implementation), and 10 (Service Delivery)



Session 2: 72 Hours of Hell – Managing Crisis Communication from a Manager's Point of View

Crisis situations occur at any time. All the preparedness is for “not” when the camera's role and the microphone is stuck in your face. Learn how to prepare, respond and live through a crisis.

Learning Objectives

1. Identify when you are in crisis
2. Establish key stakeholder network
3. How to pre-prepare for a crisis
4. Know when to ask for help from outside sources

Speakers

Lowell Crow, City Manager, Freeport; Cara Pavlicek, Village Manager, Oak Park; Brad Townsend, MIT; Tim Gleason, City Manager, Bloomington; Kim Morreale, Morreale Communications

Addresses ICMA Practice Areas

4 (Staff Effectiveness), 6 (Strategic Leadership), 8 (Policy Facilitation and Implementation), 10 (Service Delivery), and 14 (Communication and Information Sharing)

4:10 – 5:00 p.m.

Concurrent Sessions

Session 1: Tales from the Range

The ILCMA/ICMA Senior Advisors will be available to discuss what's happening in the field of local government management. Come share your stories, frustrations, and solutions to problems that others are facing. This is a time to set aside for camaraderie with colleagues.

Speakers

ILCMA/ICMA Senior Advisors

Addresses ICMA Practice Area

18 (Personal Development)

Session 2: Q&A for New and Aspiring Managers/ Administrators: How Should You Prepare to Advance Your Position During Succession Planning?

Is one of your supervisors or village manager retiring soon? Are you developing the skill set necessary to assume a senior management position when it becomes available due to retirement? Would you like some guidance on what qualifications and characteristics are needed for advancement? If so, this session is for you!



“...we really enjoyed the conference. The accommodations were perfect, the ILCMA staff is incredible, and it provided a good opportunity to learn something and network with other professionals.”

Learning Objectives

1. Guidance on how to navigate a change in staffing due to a retirement in your community
2. Understanding how to prepare for advancement
3. Steps to take when a position has become available that you are interested in

Panelists

Jim Norris, Village Manager, Hoffman Estates; Michael Talbett, Chief Village Officer, Kildeer; Scot Wrighton, City Manager, Decatur

Addresses ICMA Practice Area

18 (Personal Development)

Friday, February 7

6:15 a.m.

ILCMA 5K Run/1.5M Walk

9:00 – 10:15 a.m.

Ethics in the Gray: When is a Cup of Coffee Just a Cup of Joe?

All public servants face ethical dilemmas throughout their careers. The ethical implication of receiving an extravagant gift from a potential vendor is easy to identify. However, the ethical implications of receiving subtle requests for favors from residents, elected officials or even colleagues may be more difficult to identify. These may be in the so called “gray area” of ethical dilemmas. Some leaders ask the question “is this alright to do?” While we might be able to rationalize our response that something is “alright” or, in other words, “legal” to do, does that necessarily make it the “right thing to do.” The dilemmas that exist in the “gray” are not resolved by reviewing a written code of conduct or statute. These “gray” dilemmas are resolved by the unwritten moral code of knowing what “the right thing” to do is.

As leaders of our respective organizations, we have the duty to regularly question our own behavior, particularly when no one is looking, to ensure we are making the “right” decision when operating in the gray. We must also create a culture in our organization that encourages people to follow our lead with respect to our ideals and principles. This session will discuss the rules that govern ethical conduct and present situations for discussion where the answer to the dilemma may not be so clear cut.

Learning Objectives

1. What are the ethics federal and state laws and case law that currently govern public sector behavior and expectations?
2. Beyond what is “legal,” how do we and our employees recognize ethical questions when they are not obviously right or wrong



- How can we enable our employees to respond appropriately to ethically challenging situations, and what may be the consequences of their actions
- How do we foster organizational cultures that prompt us and our employees to ask “what is the right thing to do here?”

Presenter

Yvette A. Heintzelman, Partner, Clark Baird Smith LLP

Moderator

Ray Rummel, Village Manager, Elk Grove Village

Addresses ICMA Practice Area

1 (Personal and Professional Integrity)

10:30 – 11:30 a.m.

Closing Keynote Speaker

The Power of Fun at Work!

by Walt Stasinski

Do you really enjoy your job? Do you finish the day worn out? It doesn't have to be this way. Yes, you can achieve success and have fun doing it. You will be given practical tools to reduce stress, re-energize yourself, defuse conflict and make your job more fun. As a bonus, humor will help you with your productivity and creativity. Take your job seriously but yourself lightly. Find out how to enjoy the lighter side of your success and even get a standing ovation for all your accomplishments? According to the business journal, *Human Resources Focus*, 96% of the Executives surveyed said that employees with a sense of humor do a better job than employees with little or no sense of humor.



Learning Objectives

- Discover the crucial difference between employees who have fun at work and those who don't
- Reduce the amount of stress hormones in the bloodstream with laughter
- Find out the value of humor in resolving conflicts at the workplace
- Learn the way to end the work week with a laugh and drive home with a smile on your face

Addresses ICMA Practice Area

5 (Personal Resiliency and Development)

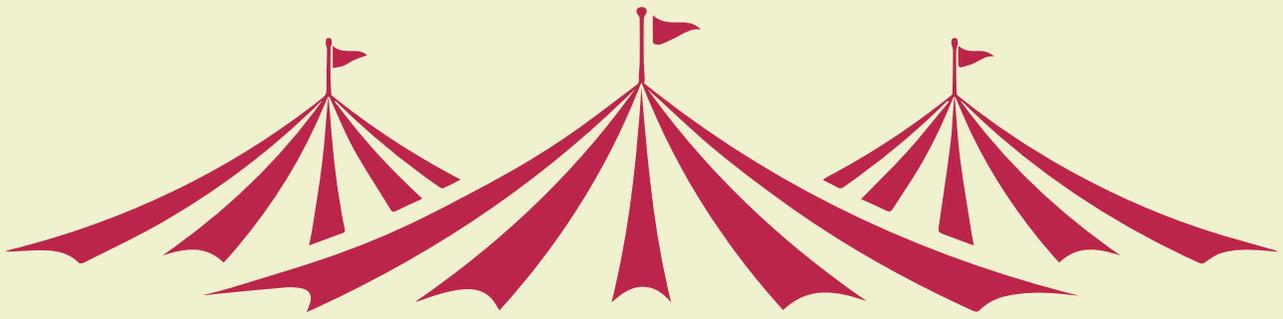


Q & A for Aspiring Managers/Administrators
Session Comment: “This was by far the best session of the conference. Getting the practical insight into the daily functions and long-term outlook of a manager was a great experience.”

Conference Committee

- Drew Irvin, Chair, Village Manager, Lake Bluff
- Moses Amidei, Village Administrator, Wadsworth
- Mary O'Connor, Sikich
- Randy Bukas, Deputy City Manager, Freeport
- Dave Cook, Executive Director, IPBC
- Greg Crowe, MSA
- Ray Keller, Village Manager, Lake Zurich
- Rosalia LoPresti, Marketing Coordinator, BKV Group
- John Nevenhoven, Village Administrator, Elburn
- Adam Simon, Ancel Glink
- Megan Meyer, Asst. to the Village Manager, Glencoe
- Eric Hanson, Assistant City Manager, Normal
- Kathy Thomas, Ice Miller
- Tom Fagan, Azavar
- Jack Linehan, Asst. to the Village Administrator, Gurnee
- Kimberly Richardson, Deputy City Manager, Evanston
- Phil Kiraly, Village Manager, Glencoe
- Gary Williams, City Manager, Carbondale
- Bob Smith, CTS Group
- Arica Finney, Leopardo
- Dawn Peters, Executive Director, ILCMA





Accommodations

Bloomington - Normal Marriott Hotel & Conference Center

201 Broadway Ave, Normal, IL 61761
Phone: 309-862-9000

Room Rate: \$142/night plus tax
Room Block Release: January 14, 2020

Three Easy Ways To Register

Online: <https://tinyurl.com/ILCMAWinter2020>

Fax: 815-753-6900

Mail: Send completed registration form and payment to:
Outreach Services Registration Office
Northern Illinois University
DeKalb, IL 60115

Registration Deadline: Register by January 30, 2020

For a full refund, you must cancel your registration by 1/30/20
Fees are waived for "in transition" corporate members and their spouses/partners

Registration Rates

ILCMA Member \$225

Spouse/Partner \$100

Student \$50

(Scholarships available for both full-time and part-time students enrolled in an MPA Program)

Non-ILCMA Member \$350

Thursday Dinner Only (spouse/partner) \$65

Pre-Conference Workshop \$50

First 10 online registrations for NEW corporate (voting) members who are first time winter conference attendees are free. There will be 5 waivers for managers/administrators and 5 waivers for assistants/assistant to/management analysts

Dress

Business casual

How to Save on Costs

Carpool with your colleagues from a neighboring community
Share a room (especially nice to invite a Member in Transition or a student to be your guest)

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
Email: gpantazis@icmarc.org.

Appointments are available on February 5 (1 p.m. – 4 p.m.); February 6 (9 a.m. – 4 p.m.); February 7 (9 a.m. – 11 a.m.).

Mock Interview & Resume Review Appointments:

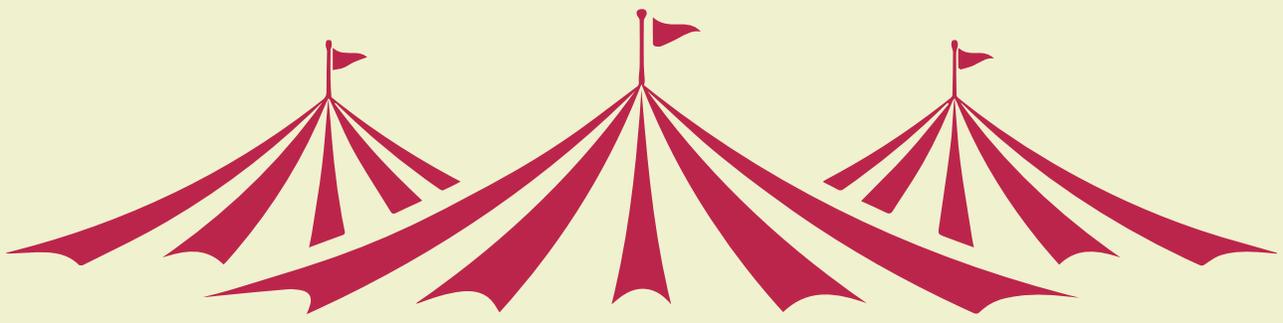
The ILCMA Membership Services Committee is pleased to offer conference attendees a one-hour mock interview and a one-hour resume review services. These services will be offered by Heidi Voorhees and Joellen Cademartori, GovHR USA. Appointments are available on February 6 (10:30 a.m. – 4:00 p.m.). Please contact Dawn Peters at dpeters@niu.edu to schedule an appointment.

SAVE THE DATE!

June 24 - 26, 2020

**Joint
ILCMA/WCMA
Summer
Conference**

**The Abbey,
Fontana, WI**



SOCIAL EVENTS

Dinner in Brown Ballroom III at the The Bone Student Center

Braden Auditorium, Illinois State University

Thursday, February 6

6:00 – 7:00 p.m. ~ Cocktails/Dinner Buffet

7:00 – 7:45 p.m. ~ Gamma Phi Circus

Gamma Phi Circus at Illinois State University is the oldest collegiate circus in the nation! Over the past 91 years, Gamma Phi Circus has provided a unique opportunity for the school's students to develop both physically and mentally through the practice of circus arts. Every year, Gamma Phi Circus produces an original show in April held at Illinois State University's Redbird Arena.



Transportation:

The Bone Center is within walking distance of The Marriott; however, there will be a shuttle providing transportation to/ from The Bone Center beginning at 5:30 p.m. It will run a continuous loop with the last shuttle leaving The Bone Center at 8 p.m. with drop-off at The Marriott. For those of you interested in attending the IAMMA social, Medici's is within walking distance of the Marriott.

If you chose to drive your own vehicle, you can park in The Bone Center Visitor Lot marked in purple on the campus parking map. This pay lot is staffed until 9 p.m. and the rate is \$1 per hour.

Click [HERE](#) to view map. **Be sure to register for the dinner when you sign up for the conference!**

IAMMA Winter Social

Thursday, February 6

8 p.m.

Medici, 120 W. North Street, Normal

Join us after dinner Thursday evening for drinks and our Annual Euchre Tournament! Cash bar.

