

International Public Management Association for Human Resources

**2010 IPMA-HR**

# International Training Conference & Expo

Conference: October 2-6, 2010

The Sheraton Seattle Hotel & Towers | Seattle, Washington

**The premier event  
of the year for  
public sector  
HR professionals!**



DEVELOP



LEARN



EXPLORE



NETWORK

The logo for IPMA-HR, featuring the letters 'IPMA' in blue and 'HR' in white, with a stylized graphic element consisting of three blue and white shapes to the left.

**REGISTRATION BROCHURE**

**Register Early and Save! [www.ipma-hr.org](http://www.ipma-hr.org)**

# 2010 IPMA-HR International Training Conference & Expo

## Dear Public Sector HR Colleagues,



On behalf of the International Public Management Association for Human Resources, I am very pleased to invite you to the 2010 IPMA-HR International Training Conference and Expo that will be held in Seattle, Washington, October 2-6, 2010.

As you will see in this brochure, we have developed an exciting program that will feature three great keynote addresses, Monday's keynote address will be *The FISH! Philosophy: Catch the Energy, Release the Potential*, by John Christensen, a Nationally recognized filmmaker, speaker and leading producer of corporate learning programs and the CEO of ChartHouse Learning; Tuesday's keynote address will be *Maximizing Employee Engagement*, by Rodd Wagner a principal at Gallup; and Wednesday's keynote will be *Reaching Resonance: Engaging Organizations through Emotional Intelligence* by Cindy Maher and Carol Grannis, Co-Founders and Managing Partners of Leading Edge Coaching & Development.

In addition to your choice of over 20 regular conference sessions presented by leaders in the field of public sector human resources, you may also elect to attend one or more of the six full-day pre-conference workshops, which are specifically designed to provide an in-depth look at the topics and issues of greatest importance in public sector human resources. At the IPMA-HR Expo, you will have the opportunity to see the latest in cutting-edge products and services for the public HR professional. While you're there, make sure to take full advantage of all the outstanding networking opportunities, including the Welcome Reception at the Space Needle!

All of the conference activities will take place in the heart of downtown Seattle at the Sheraton Seattle Hotel & Towers—ideally located near dining, shopping and entertainment.

The IPMA-HR International Training Conference & Expo will give you the knowledge and resources you need to make a difference in your organization. Please make plans now to join your HR colleagues for this outstanding professional development and networking opportunity.

I look forward to seeing you in Seattle!

Sincerely,  
Maggie Whelan, IPMA-CP  
General Manager, City of Los Angeles  
2010 IPMA-HR President

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## Conference Sponsors

Don't miss an opportunity to meet with some of this year's conference sponsors.



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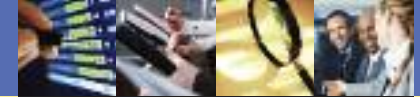
And many more!

# Top 5 reasons you **MUST** attend the 2010 IPMA-HR Conference

- 1 Build your network:** In a difficult economy, your network is your single most important asset. Build YOUR network at the IPMA-HR Conference.
- 2 Build your skill set:** A well-rounded skill set is critical to your success. At the IPMA-HR Conference you can choose from more than 20 educational sessions and 4 pre-conference workshops that will help you learn and succeed.
- 3 Learn what's REALLY happening and what other agencies are doing to overcome challenges:** At the IPMA-HR Conference you'll get smart solutions based on what's working in other HR agencies.
- 4 Best practices:** The IPMA-HR Conference is a clearing house for the exchange of best practices in public sector HR performance.
- 5 Return on investment:** The educational program coupled with outstanding networking and best practices will save your agency time and money because you'll be learning about REAL solutions to the problems your agency is facing. By learning about what's really working from other HR agencies, you'll make decisions based on best practices and avoid costly mistakes.

*"I was very impressed with the speakers and networking opportunities. My employer and I split the cost of the conference, airfare and lodging. We both received our monies worth from the experience. I came back with new ideas, new resources and re-energized to undertake those new ideas. Thank you for a great experience."*

**A 2009 Conference Participant**



*The 2010 IPMA-HR International Training Conference & Expo will be held in Seattle, Washington.*

*The conference will provide an opportunity to network with the human resources community.*



## About IPMA-HR

The International Public Management Association for Human Resources (IPMA-HR) is the premier non-profit organization representing the interests of more than 100,000 human resources professionals at all levels of federal, state, and local governments as well as worldwide. IPMA-HR's mission is to provide human resources leadership and advocacy on issues such as: classification, compensation, performance management, and improving recruitment and retention, plus professional development, as well as information/services to enhance organizational and individual performance in the public sector.

## 2010 IPMA-HR International Training Conference & Expo

The International Training Conference & Expo is part of IPMA-HR's overall mission to promote excellence in public sector human resources management. The conference draws hundreds of human resources professionals from the local, state, and federal levels of government, and an international audience. Conference participants include individuals who develop, administer, coordinate, and manage the recruitment, selection, labor relations, classification/ compensation, employee development, performance measurement, EEO and benefits administration of personnel.

## Who should attend this conference?

Human resources professionals at the federal, state, and local levels of government as well as worldwide.

*Whether you are an administrator or a human resources professional, a seasoned specialist or new to the field, you will find sessions that address the challenges you face today in finding, hiring, promoting, and keeping the best employees.*



# IPMA-HR Challenge for Learning

Take advantage of multiple educational opportunities—pre-conference workshops, informational sessions, connection sessions, and roundtables.

*During the conference, you will meet the best and the brightest in the public sector HR professions. With more than 20 educational sessions, you and your agency will reap the benefits of best management practices, success stories, tools, and practical solutions. You will also have the opportunity to turn your biggest challenges into your greatest accomplishments when you learn from the experts, leaders in the field, and fellow practitioners.*

## Everyone Benefits

Be a force for change in your organization by bringing the knowledge home. Everyone in your organization can benefit by your attendance. You will be able to learn successful methods and best practices from leaders in public sector HR. You will also learn how to apply your knowledge in multiple situations.

## What's New This Year?

- More Peer-To-Peer Facilitated Discussions
- New Topical Facilitated Discussions

*These facilitated discussions will spark conversations that will continue until the next Annual Conference. Don't miss this opportunity to share your knowledge, be informed, and stay connected.*

## Peer-To-Peer Facilitated Discussions:

- Federal level HR Personnel
- Small City/County HR Personnel
- State level HR Personnel

Increase your networking opportunities at the Seattle conference by attending one of these unique sessions. In these sessions, you will have dedicated time with your peers. Once registered for the conference, delegates will be contacted to enroll in a discussion. Each participant will be contacted via e-mail prior to the conference and asked to submit two hot topics for discussion. The two most popular topics will be discussed at the session. (Space may be limited.)

## Attention IPMA-CP and IPMA-CS Professionals

By attending this conference you can earn up to 11 points toward recertification!



## 2010 IPMA-HR Conference Expo

In addition to over 20 educational sessions, IPMA-HR is committed to bringing you the products and services needed to carry your organization to the next level. Learn about the latest products, services, and new technologies driving the future of public sector human resources. Meet new business partners, see demonstrations of new technologies, and find out how your agency's needs can be met at the showcase event of the year. The Expo will provide you with clear ideas and solid leads for making those important purchasing decisions for your organization.

### Expo Hours

#### Monday, October 4

7:30 a.m.–3:30 p.m.	Exhibit Hall Grand Opening
7:30 a.m.–8:30 a.m.	Continental Breakfast
10:00 a.m.–10:15 a.m.	Coffee Break in the Exhibit Hall
12:00 p.m.–1:15 p.m.	Lunch in the Exhibit Hall
2:45 p.m.–3:15 p.m.	Coffee Break in the Exhibit Hall

#### Tuesday, October 5

7:30 a.m.–3:00 p.m.	Exhibit Hall Open
7:30 a.m.–8:30 a.m.	Continental Breakfast
10:00 a.m.–10:30 a.m.	Coffee Break & Prize Drawings in the Exhibit Hall
2:30 p.m.–3:00 p.m.	Coffee Break & Prize Drawings in the Exhibit Hall

Please visit the conference Web site at [www.ipma-hr.org](http://www.ipma-hr.org) for a complete listing of conference sponsors and exhibitors.

### For Exhibit/Sponsorship Details Contact:

Jessica Allen  
IPMA-HR  
703-549-7100  
(fax) 703-684-0948  
[jallen@ipma-hr.org](mailto:jallen@ipma-hr.org)  
[www.ipma-hr.org](http://www.ipma-hr.org)



## Program-At-A-Glance

### Saturday, October 2

7:30 a.m.–4:30 p.m.	Registration
8:30 a.m.–4:30 p.m.	<b>Pre-Conference Workshops</b>

### Sunday, October 3

7:30 a.m.–6:00 p.m.	Registration
8:30 a.m.–4:30 p.m.	<b>Pre-Conference Workshops</b>
6:00 p.m.–8:00 p.m.	President's Welcome Reception <i>At the Space Needle</i>

### Monday, October 4

7:30 a.m.–4:30 p.m.	Registration
7:30 a.m.–8:30 a.m.	Continental Breakfast with Exhibitors
8:30 a.m.–12:00 p.m.	<b>Opening Ceremony &amp; Keynote Address</b>
12:00 p.m.–1:15 p.m.	Expo Luncheon
1:30 p.m.–2:45 p.m.	<b>Concurrent Sessions</b>
2:45 p.m.–3:15 p.m.	Refreshments with Exhibitors
3:15 p.m.–4:30 p.m.	<b>Concurrent Sessions</b>
4:45 p.m.–5:30 p.m.	IPMA-HR Annual Business Meeting

### Tuesday, October 5

7:30 a.m.–4:30 p.m.	Registration
7:30 a.m.–8:30 a.m.	Continental Breakfast with Exhibitors
9:00 a.m.–11:30 a.m.	<b>General Session</b>
11:30 a.m.–1:00 p.m.	Lunch
1:00 p.m.–2:30 p.m.	<b>Concurrent Sessions</b>
2:30 p.m.–3:00 p.m.	Refreshments with Exhibitors
3:00 p.m.–4:30 p.m.	<b>Concurrent Sessions</b>
4:30 p.m.–6:30 p.m.	Annual Celebration Reception

### Wednesday, October 6

7:30 a.m.–2:45 p.m.	Registration
8:00 a.m.–9:00 a.m.	Continental Breakfast
9:00 a.m.–10:15 a.m.	<b>General Session</b>
10:15 a.m.–10:30 a.m.	Refreshment Break
10:45 a.m.–12:00 p.m.	<b>Concurrent Sessions</b>



# Pre-Conference Workshops

Arrive early in Seattle and enhance your conference experience by participating in one or more of the pre-conference workshops. These specially designed workshops provide an indepth look at topics and issues of greatest importance in the public sector human resources community. With real life examples, case studies, vivid presentations and interactive sessions, you will gain a better understanding of public sector hot topics. Space is limited and workshops fill up fast, so register early!

**You will get the most education for your time and money when adding these workshops to the sessions offered during the conference.**

**Saturday, October 2**  
**8:30 a.m.–4:30 p.m.**

- Managing Employee Performance as Human Resource Business Partner
- Public Sector Benefits: Understanding and Communicating with Policy makers

**Sunday, October 3**  
**8:30 a.m.–4:30 p.m.**

- Managing Employee Performance as Human Resource Business Partner (cont. from Saturday)
- Job Analysis
- New HR Directors Workshop
- New Strategies and Applications for Public Sector Compensation
- NPELRA Academy I: The Foundation of Labor Relations

**Saturday, October 2**  
**8:30 a.m.–4:30 p.m.**

## **Managing Employee Performance as Human Resource Business Partner**

*(1 ½ day workshop – session concludes on Sunday, October 3 at 2:00 p.m.)*

The course examines the “how to’s” for creating strategic partnership with human resources supervisors and managers to effectively manage employee performance. Participants have an opportunity to develop their own action plans for partnering with management in developing plans for their organizations.

### **Who Should Attend**

Senior managers who are interested in improving organizational performance, HR directors and other HR specialists whose responsibilities include performance management and/or organizational development.

### **Learner Outcomes**

- Defining performance management
- Understanding and assessing how performance management partnerships benefit an organization
- Understanding the variety performance management systems available
- How to select the performance management system appropriate for your organization
- Developing the competencies needed to be a business partner and how to apply them
- How to apply performance management in your organization

### **Instructors**

Cheryl Cepelak, IPMA-CS, C.T. Department of Corrections  
Dick C. Heil, IPMA-CP, The Curtis Group



## Public Sector Benefits: Understanding and Communicating with Policy Makers

This one-day, intermediate level seminar provides a detailed understanding and application of benefits provided to public sector employees. The seminar is designed to familiarize participants with the fundamentals of the various types of employee benefits programs, as well as the differences between public and private sector implementation. Benefits to be covered include:

- Medical
- Dental
- Vision
- Life/AD & D
- Disability
- Retirement
- Paid Time Off: Vacation, Sick Time, FMLA

Topics include the key issues in evaluating benefits programs as well as strategies to ensure the plan fits within an organizations overall compensation/benefits philosophy and business strategies. The session will also address issues resulting from recent federal health care legislation including the implications for public sector organizations.

### Instructor

Keith Friede, Area Vice President, Training & Organizational Development, Gallagher Benefit Services

## Sunday, October 3

8:30 a.m.–2:00 p.m.

## Managing Employee Performance as Human Resource Business Partner (continued)

*(Class continued from Saturday, October 2nd; session ends at 2:00 pm)*

### Job Analysis

This course provides participants with the theory, principles and methodology to conduct a multipurpose job analysis, all in accordance with the Uniform Guidelines on Employee Selection Procedures. The resulting data can be used for a variety of human resources activities such as the establishment of class specifications, the design of training programs and the development of content valid selection procedures. The IPMA-HR job analysis approach is flexible enough to be used on any type of occupation and is applicable for small, medium and large agencies.

### Who Should Attend

The IPMA-HR one-day selection seminars are encouraged for all assessment practitioners as well as for HR professionals seeking additional knowledge on selection issues

### Course Content

- Overview of job analysis
- Legal and professional foundation
- Multipurpose job analysis
- IPMA-HR job analysis method
- Job analysis documentation

### Instructor

Michael A. Willihnganz, Ph.D., IPMA-CP, Human Resources Director for the California Public Employees' Retirement System

## New HR Directors Workshop

*(Class size limited to 25.)*

This workshop will be presented by a panel of experienced Human Resources Directors in a highly interactive environment. Participants will have the opportunity to identify the issues they feel are most important and would like to discuss with the panel members as well as the following issues and areas.

### Course Content

- Important steps during the first 1–3 years after being appointed as a Human Resources Director
- Assessment of the Human Resources Department and the organization
- Establishing priorities for the Human Resources Department
- Effectively dealing with the media
- Establishing and maintaining effective relationships with other departments
- Establishing and maintaining effective relationships with elected officials and the Board, Commissions or Council
- Major functional areas (approaches, concerns and obstacles) including: workforce planning, recruitment and selection, labor relations, classification and compensation, training and development, benefits/health care and risk management

### Instructors

Patrick Parsons, IPMA-CP, SPHR, Executive Director of Human Resources and Employee Services, Illinois Central College  
Betsy Sawyers, IPMA-CP, Human Resources Director, Pierce County, WA  
Fagan Stackhouse, IPMA-CP, Human Resources Director, Charleston County, SC

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# Pre-Conference Workshops

## New Strategies and Applications for Public Sector Compensation

This workshop provides a detailed understanding and application of new or emerging classification/ compensation concepts in the public sector. This is an intermediate-level seminar designed to familiarize personnel and compensation practitioners, or anyone with the responsibility of implementing or supporting new compensation programs within their organization, with the “whats” and “whys” of the new strategies and decision-making considerations.

### Who Should Attend

This intermediate-level seminar is intended for experienced compensation specialists and personnel professionals in the public sector, as well as anyone responsible for developing, implementing and supporting new compensation programs.

### What You Will Learn

- Key factors driving personnel system change and evaluation criteria for measuring change
- New and emerging compensation practices and approaches and applications to current methods
- The “what’s” and “whys” of broadbanding and managing classification/compensation in a broadbanding environment
- The “what’s” and “whys” of new base-pay approaches and applications such as merit and skill-based pay
- The “what’s” and “whys” of variable pay and general recognition programs
- Communicating change effectively and tips for influencing decision-makers

### Instructor

Bruce Lawson, IPMA-CP, CCP, Fox Lawson & Associates



## NPELRA Academy I: The Foundation of Labor Relations

Academy I - The Foundation of Labor Relations, gives participants resources to achieve a better understanding of the basic principles and practices of labor relations. Through lively workshops and interactive exercises, participants sharpen their knowledge of “The Duty to Bargain”, “Good Faith”, “The Scope of Bargaining”, “The Profile of an Excellent Negotiator” and writing important contract clauses. Participants will be given tools of the trade to assist them in preparing and organizing for bargaining and also in enforcing and administering the collective bargaining agreement. An overview of comparative negotiating processes illustrates various approaches to bargaining and tips for success.

### Instructor

TBA

**Interested in bringing one of these workshops to your agency?**

Contact the IPMA-HR Meetings Department at 703-549-7100 or [meetings@ipma-hr.org](mailto:meetings@ipma-hr.org).

## IPMA-HR Golf Outing

Sunday, October 3

Join friends and colleagues for a round of golf before the IPMA-HR Conference officially gets underway.

*For more details, see page 16.*



**All skill levels welcomed!**

# Educational Concurrent Sessions

Your registration fee includes three full days—20 concurrent sessions of specially tailored programming beginning on Monday, October 4. You will find a broad range of interactive programs with slide presentations, panel discussions, and lectures. Featured speakers will shed new light on issues you deal with daily and prepare you for the changing roles and responsibilities that are required of HR professionals.

## Highlights For 2010

**Connection Sessions:** Collaboration is key! In these facilitated discussions, you will have the opportunity to discuss and debate hot topics with your colleagues from across the country to deliberate on what is working and what is not. These sessions will provide you with information that will be immediately applicable to your organization. (Space may be limited.)

**Federal HR Focus:** These federal HR focused sessions will be of interest to all participants but may be of particular interest to our federal HR participants.

**Information Sessions:** These sessions follow a more traditional conference format.

**Networking Sessions:** These sessions allow for peer discussion of hot topics.

## Monday, October 4

### Opening Ceremonies

8:30 a.m.–9:00 a.m.

### Opening Keynote Address

9:00 a.m.–12:00 p.m.

#### John Christensen, Playground Director, ChartHouse Learning

A passionate student of great cultures, John has helped to create a number of compelling films on subjects ranging from personal accountability to creativity. Eleven years ago, John decided to make a film about a surprising work culture . . . a fish market. That film, FISH!, has become a worldwide phenomenon and has been translated into more than 20 languages.

John also is co-author of five books exploring The FISH! Philosophy—most notably FISH!, which has sold millions of copies around the world. Today, John continues to study and



explore the foundations of successful relationships and effective work cultures.

Make a virtual visit to Seattle's Pike Place Fish and explore how the four practices of the FISH! Philosophy – Play! Make Their Day! Be There! and Choose Your Attitude! can be used to create energetic, unified, and successful work environments. John Christensen, creator of FISH! opens us to the unlimited potential that exists within, and discovers the synergies among personal and professional accountabilities. His passion, curiosity, and optimism will help you recognize new possibilities in your work and your world.

#### About the Speaker:

John Christensen was seeking for a way to help people be inspired to live more passionately. In his travels, John, filmmaker and CEO of ChartHouse Learning, came across a little fish market. When he saw the incredible and electric atmosphere and the fishmongers enjoying their work and interacting with customers, he was moved. John says, "I wanted what the fishmongers had...I wanted to inspire people to live and work wholeheartedly, with purpose, while having fun. I saw how this passion would be something other organizations would want too."

That initial visit created the original FISH! film, which led to The FISH! Philosophy. Little did John realize it would turn into a global phenomenon. FISH! now includes products and services that create a common language and tools for people who are passionate, committed and free to enliven an organization's vision. Today, John continues to create the vision of helping people and organizations find wholeness and spirit in their work. "When you find wholeness and spirit in work, creativity and quality will soar," he says.

There will be a book signing following the Keynote Address. A selection of books Christensen has authored will be available for purchase onsite.

### Expo Luncheon

12:00 p.m.–1:15 p.m.

This special luncheon will be held in the Expo. Explore the exhibit hall and connect with fellow conference attendees over lunch.

*The Expo Luncheon is sponsored by Fox Lawson & Associates ([www.foxlawson.com](http://www.foxlawson.com))*

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# Educational Concurrent Sessions (cont.)

## Concurrent Sessions

1:30 p.m.–2:45 p.m.

### Leading in the 21st Century: From Exhausted to Effective

Hear about an innovative, research-based approach designed to increase employee engagement by building and exercising 21st century leadership competencies. Managers still play an important and vital role on employee performance and retention. Now, see how a long list of possible managerial activities and competencies was reduced to the “vital few accelerators” that have the most impact on improving both employee engagement and leadership effectiveness. This approach ensures that managers remember fundamental activities that create positive energy by recognizing and appreciating what is working (success), which produces greater engagement and momentum for change; ultimately achieving “breakthrough” increases in organizational results.

**Presenter:**

James Trinka, Director, Training & Technical Development, Federal Aviation Administration

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### The Best Course for Creating and Maintaining Organizational Trust

Trust in organizations is at an all time low. Employees and citizens alike have lost faith in our public institutions. In order to be successful as influential leaders, we must be able to address and rebuild trust with those who rely on us. This presentation will focus on trust within organizations, and examine it in three ways:

- What defines it,
- How we rebuild it, and
- How we rebuild it when it has been lost.

Join us as we investigate current thinking in this area, and learn best practice for addressing this critical issue.

**Presenter:**

Keren Stashower, The Centre for Organizational Effectiveness

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### IPMA-HR Leadership Conference 2.0

This session is open to all current IPMA-HR chapter and region presidents and president-elects. The session will be a continuation of the conversations from the summer Leadership Conference.

*This session has been sponsored by Fox Lawson & Associates.*

### Market Pay Changes and Their Effect on the Retention Key Talent in Today's Economic Climate

This seminar will explore the recent market trends in pay for both the public and private sectors and the consequences, how both the public and private sectors have dealt with the downturn and how this will impact your ability to attract and retain top talent in your organization. You will learn of strategies and tactics that others have used to avoid layoffs, and retain key employees.

**Presenter:**

James Fox, IPMA-CP, Managing Director, Fox Lawson & Associates  
Bruce Lawson, IPMA-CP, CCP, Managing Director, Fox Lawson & Associates

## Concurrent Sessions

3:15 p.m.–4:30 p.m.

### Social Media: Don't Be Afraid to Make the Leap

Have you considered using social media in your public sector HR practices? This phenomenon, which includes Twitter, Facebook, GovLoop, blogs, wikis and the like, is being rapidly incorporated into the mainstream of government communications and hiring vehicles. Don't let confusion or apprehension keep you from benefitting from these extraordinary new tools! Learn from a dynamic panel of experts what social media is, why governments use them, how you too can get started in your particular environment.

**Moderator:**

Steve Ressler, President and Founder, GovLoop.com; Co-Founder, Chief Information Officer at Young Government Leaders

**Presenters:**

Steve Rothberg, CEO, College Recruiter.com  
David Uejio, Office of the Director, Human Resources, National Institutes of Health  
John Grill, Office of the Director, Human Resources, National Institutes of Health  
Zach Hubbell, Social Media Product Manager, Jobing Technology Services

## Public Sector HR - The Politics of Practice

Public sector HR functions by definition in a political environment. Dealing with changing elected and appointed leaders, all of whom have values, priorities and agenda that often compete, is the day-to-day challenge for all HR professionals. Our panelists represent seasoned practitioners who have encountered and successfully dealt with the gamut of political implications for public sector HR at local, state and federal levels. After presentations by each, questions will be taken.

### Presenters:

Maggie Whelan, IPMA-CP, General Manager, City of Los Angeles  
Samuel Wilkins, IPMA-CP, Human Resources Director, South Carolina Budget & Control  
Christine Major, IPMA-CP, Human Resources Director, National Institutes of Health

### Facilitator:

Joseph Lunt, IPMA-CP, Personnel Director, City of Shreveport (retired)

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## Small City/County HR Personnel

Do you work for a small city or county? Come to this session designed specifically for you to be able to network with peers.

### Facilitator:

Mila Cosgrove, IPMA-CP, Human Resources Director, City and Borough of Juneau

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## IPMA-HR Annual Business Meeting

4:45 p.m.–5:30 p.m.

All IPMA-HR members are invited to attend this meeting.



## Tuesday, October 5

### Plenary Address

9:00 a.m.–12:00 p.m.

Rodd Wagner, Principal, Gallup

### Maximizing Employee Engagement

Today's tough economic situation has forced government agencies to cut back, downsize, and implement furloughs and layoffs. Yet the customers of government – our citizens – increasingly look to government for more and better services. A key strategy to meet this tough challenge is to focus on increasing employee engagement. Gallup Consulting has conducted research around the globe on how to drive high levels of employee engagement. The firm maintains the world's largest repository of employee attitudes, currently at 17 million sets of responses from 163 countries and in 63 languages. Gallup research also includes interviews with carefully selected managers from around the world, focusing on their strategies for creating a productive, great place to work.



### About the speaker:

Rodd Wagner is a New York Times bestselling author and a principal of Gallup.

His next book is “Power of 2: How to Make the Most of Your Partnerships at Work and in Life.” “Power of 2” was written with Gallup World Poll leader Dr. Gale Muller, and includes groundbreaking research and profound insights on strengthening your collaboration.

Wagner advises senior executives in numerous industries on the best ways to strengthen their partnerships, increase employee engagement, and improve profitability. Wagner and James K. Harter, Ph.D., are authors of “12: The Elements of Great Managing”, an American and Canadian bestseller published in 10 languages.

Wagner holds an M.B.A. with honors from the University of Utah Graduate School of Business. He was formerly the research director of the Portland Press Herald in Maine, a reporter and news editor for The Salt Lake Tribune, and a radio talk show host. When not writing or consulting, Wagner enjoys fly-fishing, snowboarding, and coaching youth lacrosse. He, his wife, Nora, and their children Noelle, Parks, and Charlie live near Minneapolis.

*There will be a book signing following the Keynote Address. Copies of books Wagner has authored will be available for purchase onsite.*

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# Educational Concurrent Sessions (cont.)

## Concurrent Sessions

1:00 p.m.–2:30 p.m.

### Top-Ten (Untapped) Employee Health Cost Control Strategies

Employee health costs continue their upward spiral, and at the same time, tax revenues for public-sector employers have fallen 9% to 12% in the third quarter of 2009. And further decreases in revenues are expected. Overcoming employee health cost increases calls for more effective strategies than “more of the same” actions. This session will discuss ten proven-effective (too-little used) strategies used by very proactive plan sponsors that are resulting in health care costs that are about 30% less than their comparison plan sponsors.

#### Presenter:

William E. Hembree, Director, Health Research Institute, Concord, CA

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*This session has been sponsored by the Washington Department of Labor & Industries.*

### IPMA-HR Benchmarking Survey Results on HR Metrics

The benchmarking committee has been conducting annual surveys since 1998. Every year the committee surveys the membership to choose the topic of greatest interest to the membership. This year, the topic chosen is HR Metrics with a focus on the HR and the poor economy. Find out what types of metrics your colleagues are collecting, how to best collect metrics and hear from agencies that have established programs. There will be a focus on measuring results.

#### Presenters:

David Stewart, Human Resources Director, WA Department of Labor & Industries  
Gib Johnson, Senior Manager, Federal Sector, CPS HR Services

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### Networking Session: Federal HR Personnel

Do you work in the federal sector? Come to this session designed specifically for you to be able to network with peers.

#### Facilitator:

Jennifer Lang, IPMA-CP, Human Resources Director, Social Security Administration

*This session has been sponsored by ADP.*

### HR Service Delivery For The New Economy

Across the country, state and local governments are continuing to develop evolving goals and strategies that address and meet the needs of their diverse workforce. With the recent economic uncertainty and the lasting effects the recent downturn will have, organizations continue to keep a keen eye on the bottom line impact of their decisions, and the effects that the “New Economy” has and will continue to have on their decisions. Now more than ever, public leaders are being stretched to think outside the box on deployment and delivery of HR services throughout their organization.

The need has never been greater for government organizations to define and deliver alternative approaches to continually do more with less, ensuring that service levels are not compromised.

#### During this session, attendees will learn answers to the following questions:

- What strategies can be deployed to meet the unique requirements and needs of a multi-generational workforce?
- How can organizations leverage technology to elevate their focus from transactional HR service processing to one that focuses on strategic development and deployment?
- What are some ways organizations can increase the use of technology while driving down the organization’s overall Total Cost of Ownership?

#### Presenters:

Cory Good, Sales Executive, Public Sector, ADP  
Jon Bernstein, Director, Vertical Marketing, ADP

## Concurrent Sessions

3:00 p.m.–4:30 p.m.

### Telework in the Public Sector: Findings and Practices

This session will be a panel of experts sharing findings from recent research studies from both the U.S. Merit Systems Protection Board (MSPB) and the Partnership for Public Service on telework. The session will also include Judy Gilpin, Sr. Human Resources Analyst Kitsap County Human Resources who worked with the local Regional Coordinating council on a teleworking project which resulted in a grant for the Council to promote teleworking in the community.

#### Presenters:

Allison Wiley, Senior HR Analyst, Merit Systems Protection Board  
Judy Gilpin, Senior HR Analyst, Kitsap County Human Resources

**Moderator:**

Robert Lavigna, IPMA-CP, Vice President, Research,  
Partnership for Public Service

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**Current Trends in Workforce and Succession Planning**

Just like the stock market, workforce and succession planning in the public sector have experienced some significant highs and lows in the past two years. Barely established as a discipline in the HR arsenal, workforce planning has taken on a whole new meaning as budgets are cut, furloughs and layoffs have become all too familiar and recruitment has taken a backseat to retrenchment.

But, just like any financial advisor will warn against “selling low and buying high” when the stock market is bad, now is not the time to give up on workforce and succession planning. It is actually the time when public agencies most need to evaluate their current workforce and the need for that workforce in whatever future they are planning. And, lest we forget, those pesky Baby Boomers will have to retire sometime so even though the Retirement Tsunami may have slowed it has not, and will not, stop any time soon.

By necessity, agencies are adapting their workforce and succession planning to the curious times in which they find themselves. This session will explore the importance of existing workforce planning and how organizations are creating new strategies suitable to current conditions.

**Presenters:**

Linda Walk, Director, Human Capital Staff, Office of Human Resources, Social Security Administration  
Eva Santos, Director, Washington State Department of Personnel

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**Networking Session: State HR Personnel**

Do you work in human resources at the state level? Come to this session designed specifically for you to be able to network with peers.

**Facilitator:**

Samuel Wilkins, IPMA-CP, Human Resources Director, South Carolina Budget & Control

**IPMA-HR Celebration Reception**

5:00 p.m.–7:00 p.m.

There is no better way to commemorate the Conference than to attend this celebration reception. This year we are continuing the tradition from the 2009 event. The night will be reception style to allow for more mingling and networking and leave the evening free for you to enjoy all that Seattle has to offer. Join your colleagues to celebrate the conference with an evening of great food, fun entertainment, friends and fellowship. For more information, see page 16.

**Wednesday, October 6**

**Plenary Address**

9:00 a.m.–10:15 a.m.

**Cindy Maher and Carol Grannis,  
Co-Founders and Managing  
Partners, Leading Edge Coaching  
& Development**

**Reaching Resonance:  
Engaging Organizations  
through Emotional  
Intelligence**

As an HR leader, how do you impact the emotional state of your organization? What specifically do you do to raise morale, commitment, creativity, and retention –or push employees down into apathy, anger, and disengagement? Find out how the emotional intelligence competencies of self-awareness, social-awareness, relationship management, and self-management link to employee engagement and organizational success.

This unique session is comprised of interactive exercises, dynamic discussion and live improvisational theatre (no PowerPoint!). Experienced leadership development consultants (and veteran actors) Cindy Maher and Carol Grannis will demonstrate concepts and teach skills through realistic and often hilarious scenes that are performed right in front of you. You'll leave this transformational keynote laughing and ready to use practical and ready-to-apply skills and tools.





# Educational Concurrent Sessions

## By the end of this plenary workshop, participants will:

Understand their impact on an organization's emotional climate –and how that ties into employee engagement and retention,  
Recognize how dissonance can demotivate employees, undermining commitment and organizational growth  
Self assess their own skills in the four emotional intelligence competencies of self-awareness, social awareness, self-management, and relationship management  
Demonstrate how listening and being present can impact resonance –and begin to practice a new set of skills

## About the Speakers:

Carol Grannis founded Leading Edge Coaching and Development in 2004. She is responsible for managing critical client relationships, assessing organizational needs and implementing lasting organizational efforts from employee surveys and performance management processes, to leadership development and executive coaching.

With more than 18 years of experience in leadership development and HR strategies, Carol has worked with clients from a rich variety of industries including pharma, financial services, advertising and healthcare across the United States and Canada. Carol's gift is in building trusted relationships with business leaders and executing on the key HR initiatives that will make a difference to their bottom-line and company's overall reputation in the marketplace. Current clients include: League of Minnesota Cities, Cognitive Drug Research, Stratasy Inc., Medicus New York, Medicus Canada, Discovery Chicago, Science & Medicine, Scientific Voice, iMed, Saatchi & Saatchi Healthcare, ING, HealthSouth, and the National Institutes of Health.

Prior to starting up Leading Edge, Carol held senior HR positions at ING Financial Services, Protocare Research and the Chicago Center for Clinical Research. She also holds a Masters of Education in Adult Learning, and is currently pursuing her doctoral degree in organizational development at University of St. Thomas in Minnesota. With a passion for helping client companies reach their potential, Carol never fails to leave a memorable and lasting mark on those who meet and work with her.

Cindy Maher is also a founding partner at Leading Edge Coaching & Development. She is responsible for designing and implementing organizational strategies for client companies in a variety of industries including marketing & advertising, financial services, and government agencies.

With more than 20 years of experience in leadership education, executive team development, and performance management strategies, Cindy has developed and implemented many long-term projects for a number of companies including: Aetna, Inc.,

Medicus New York, Medicus Canada, Discovery Chicago, Science & Medicine, Scientific Voice, Discovery Institute of Medical Education, iMed, Saatchi & Saatchi Healthcare, Fulcrum Analytics, Sanofi-Aventis, ING, State of Connecticut (Legislative & Judicial Branch), Manning Selvage & Lee Public Relations, and the National Institutes of Health. Cindy brings best practices and an innovative approach to all of her work whether she is working with a group of senior leaders, coaching executives on presentations, or implementing a company-wide employee survey.

Prior to starting up Leading Edge in 2004, Cindy led Leadership Development efforts at ING North America and held a number of senior HR positions at Aetna that included Talent Management and Succession Planning. By night, you can see Cindy performing comedy in venues around Connecticut. The combination of her expertise in business, leadership practices, coaching, organizational development and an infectious brand of humor sets her apart from other consultants in the marketplace.

## Concurrent Sessions

10:30 a.m.–12:00 p.m.

### IPMA-HR Government Affairs / Legal Update

This session will provide an overview of laws, regulations and court decisions affecting public sector HR professionals. Many changes are underway in the employment law field from collective bargaining to paycheck fairness. Regulations on the ADAAA and the genetic nondiscrimination act are also in the works. Supreme Court decisions on testing and the use of employer provided texting devices will have HR professionals updating their policies.

#### Presenter:

Tina Ott-Chiappetta, IPMA-HR Senior Director, Government Affairs and Communications.



## The Implications of Ricci vs. Destefano on Public Safety Promotional Testing

This facilitated discussion panel will address the implications of the 2009 United States Supreme Court decision in a case involving the promotional process used by the City of New Haven. CT Fire Department for Fire Lieutenant and Fire Caption and City's and their decision not to establish employment lists based on the results of the testing process due to adverse impact.

### Panel Members:

Dennis Joiner, IPMA-CP, Assessment Specialist, Dennis Joiner & Associates  
Shelley Langan, IPMA-CP, Manager, Selection Services Section, California Prison Health Care Services

### Facilitator:

Steven A. Harman, IPMA-CP, Consultant, Steven A. Harman & Associates

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## Attitudes Toward Differences

Learn how your biases of others can get in the way of your personal and business relationships. During this workshop participants will learn and understand how behavior is a business issue. See firsthand which behaviors create exclusion and which behaviors create an inclusive work environment where everyone can thrive and contribute to their highest potential.

### Presenter:

Maura A. Maye, EEO Trainer and Employee Development Specialist, County of Pierce

## IPMA-HR Awards

The conference program will also include the presentation of the following awards:

- Agency Awards for Excellence
- Honorary Life Membership
- Warner W. Stockberger Achievement Award
- Chapter Award of Excellence

## IPMA-HR Conference Program Committee

*Program Chair:*  
**Phyllis Lynes, IPMA-CP**  
City of Los Angeles, CA

*Members:*  
**Stephen C. Benowitz, IPMA-CP**  
Pacific Western Consulting Partners

**Mila Cosgrove, IPMA-CP**  
City and Borough of Juneau, AK

**Stephanie S. Diamond**  
NASA

**Eduardo Garcia**  
City of Los Angeles, CA

**Steven A. Harman, IPMA-CP**  
Steven A. Harman & Associates

**Nancy B. Kiyonaga, IPMA-CP**  
New York State Department of Civil Services

**Robert J. Lavigna, IPMA-CP**  
Partnership for Public Service

**Joseph T. Lunt, Jr., IPMA-CP**  
City of Shreveport, LA  
Past President

**Christine M. Major, IPMA-CP**  
National Institutes of Health

**Patrick Parsons, IPMA-CP, SPHR**  
Illinois Central College

**Betsy Sawyers, IPMA-CP**  
Pierce County, WA

**Richard Stokes, IPMA-CP**  
University of TN – MTAS

**Margaret M. Whelan, IPMA-CP**  
City of Los Angeles, CA  
IPMA-HR President

# Conference Social/Networking **Activities**

## Sunday, October 3

### A Day of Golf at the West Seattle Golf Course

Tee time: 10:30 a.m.

In keeping with tradition, IPMAHR will hold its signature golf tournament on Sunday, October 3. This year's golf tournament will be held at the West Seattle Golf Course (<http://www.premiergolf.com/west-seattle.php>). Join friends and colleagues for a round of golf before the 2010 Conference officially gets underway!

This event is open to players of all skill levels—even those players whose clubs need dusting off can enjoy this day.

To register, please submit the completed official golf registration form (see page 22) with your conference registration and payment. Golfers must register and pay the tournament fee before Thursday, September 9, 2010. Cost: \$100 per player. (This fee includes transportation, green fees, cart fee, and practice range balls.)

### President's Welcome Reception at the Space Needle

6:00 p.m.–9:00 p.m.

*Included in your full conference registration fee.  
Additional ticket(s): \$75.00 per person*

Maggie Whelan, IPMA-CP, the 2010 IPMA-HR President will host this year's traditional "Welcome to the Conference" reception. IPMA-HR delegates will be in for a special treat for this year's President's Welcome Reception, as the conference takes an exciting jump to the Space Needle! Take an elevator to the Observation Deck — towering 520 ft above ground, it offers panoramic Seattle views, including Puget Sound, Mt. Rainier, the Olympic Mountains and the Cascade Range. This reception is the perfect opportunity for you to be introduced to many of your peers, meet new friends, and become reacquainted with other professionals you know from past conferences.

*The Welcome Reception is sponsored by ADP  
([www.adp.com](http://www.adp.com))*

## Monday, October 4

### Expo Luncheon

11:30 a.m.–1:00 p.m.

*Included in your full conference registration fee.  
Additional ticket(s): \$50 per person*

This special luncheon will be held in the Expo. Explore the exhibit hall and connect with fellow conference attendees over lunch.

*The Expo Luncheon is sponsored by Fox Lawson & Associates  
([www.foxlawson.com](http://www.foxlawson.com))*

### Open Night

IPMA-HR is offering conference delegates a free night to organize private parties, host intimate dinners, or take advantage of the wealth of dining, cultural, and entertainment options that Seattle has to offer. Visit the Official Convention and Visitors Bureau Web site [www.visitseattle.org](http://www.visitseattle.org) brought to you by the Seattle Convention and Visitors Bureau. This Web site provides an abundance of dining and entertainment information. Please be sure to check this site as you are planning your Seattle trip.

## Tuesday, October 5

### IPMA-HR Annual Celebration Reception

5:00 p.m.–7:00 p.m.

*Included in your full conference registration fee.  
Additional ticket(s): \$75 per person*

There is no better way to commemorate the IPMA-HR Conference than to attend this celebration reception. Participants enjoyed the updated 2009 event and we are going to continue that for 2010. The night will be reception style to allow for more mingling and networking and leave the evening free for you to enjoy all that Seattle has to offer. Join your colleagues to celebrate the conference with an evening of great food, fun entertainment, friends, and fellowship.



# Conference Registration Information

Please take a moment to review the following information to avoid delays in processing your registration. Registration fees are based on your IPMA-HR membership category. Your membership must be current and processed before you may receive the member registration rate.

Questions about your membership? Contact us at [membership@ipma-hr.org](mailto:membership@ipma-hr.org) or 703-549-7100.

## IPMA-HR Full Conference Registration Fees

Your full conference registration includes all program sessions, Sunday's Presidential Welcome Reception, the Annual Celebration Reception, all continental breakfasts, refreshment breaks, and scheduled luncheons (as indicated on the schedule).

	Early Bird Ends 7/30/10	Advance Ends 9/9/10	On-Site**
IPMA-HR Member Full Conference	\$600	\$650	\$700
*Join IPMA-HR Now Full Conference	\$705	\$755	\$805
Non-Member* Full Conference	\$800	\$850	\$900

\*Join *IPMA-HR Now*, this option includes a one year online membership with IPMA-HR and your full conference registration fee at the member rate. You will also receive the member rate for pre-conference workshops.

\*\*All registrations received after September 9, 2010, and onsite are considered "on-site" registrations and will be charged the prevailing on-site fee.

Pre-conference workshops require an additional fee and include beverage breaks only.

## Group Registration Discount

Full conference participants with three or more staff from the same organization/agency can deduct \$50 from the applicable registration fee for each registrant. Each member of the group must complete a registration form. **All group registration forms must be submitted simultaneously.**

## IPMA-HR One-Day Registration Fees

One-day conference registration includes the meals and social activities on the day of the indicated attendance only.

	Early Bird Ends 7/30/10	Advance Ends 9/9/10	On-Site**
IPMA-HR Member	\$275	\$275	\$300
Non-Member	\$305	\$305	\$330

\*\*All registrations received after September 9, 2010, and onsite are considered "on-site" registrations and will be charged the prevailing onsite fee.

## Registration Payment

Full payment must be received with your registration form. Make checks payable to IPMA-HR or charge your registration to MasterCard or Visa.

*PLEASE NOTE: Registrations received without payment will not be processed.*

## Methods of Registration

### Online (credit card only)

Online registration is open to IPMA-HR members and non-members registering for the full conference. Online registration is not available for one-day registrations. Visit [www.ipma-hr.org](http://www.ipma-hr.org).

### Email

Email completed registration form and send to [meetings@ipma-hr.org](mailto:meetings@ipma-hr.org).

### Fax

Complete the registration form and fax it to 703-684-0948.

### Mail

Send your completed registration form with full payment to:  
IPMA-HR Annual Conference  
1617 Duke Street, Alexandria, VA 22314

>>>



### Confirmation

You will receive written confirmation via email within 10 business days of receipt of your completed conference registration and full payment.

### Attendee Directory

Your conference registration must be received no later than September 9, 2010, in order for you to be listed in the official preregistered attendee directory.

### Terms & Conditions/Cancellation/Refund Policy

By registering for this conference you agree to the terms & conditions and the cancellation/refund policy. Consent to use of photographic images: registration and attendance at, or participation in, the IPMA-HR Conference, meetings, and other activities constitutes an agreement by the registrant to IPMA-HR's use and distribution (both now and in the future) of the registrant or attendee's image or voice in photographs, videotapes, electronic reproductions, and audiotapes of such events and activities.

All cancellation requests must be submitted in writing to IPMA-HR and received by September 9, 2010, in order to qualify for a refund. A \$75 administrative fee will be deducted. Refunds will be processed—via your method of payment—within four to five weeks following the conference. IPMA-HR reserves the right to cancel any limited-capacity programs if the minimum preregistration is not met. If such a cancellation occurs, those fees will be refunded automatically. Registration fees will not be refunded to “no shows” and cancellation requests received after September 9, 2010. Full conference registration for the 2010 IPMA-HR Conference includes all educational sessions starting on Monday, October 4, all sponsored meal functions (Welcome Reception, Expo Luncheon, and Annual Celebration Reception) and all continental breakfasts and refreshment breaks (as indicated on the schedule).

One-day conference registration includes the meals and social activities on the day of the indicated attendance only.

### For More Information Please Contact:

IPMA-HR Meetings Department  
703-549-7100 or [meetings@ipma-hr.org](mailto:meetings@ipma-hr.org)



# Hotel & Travel Information

Visit the conference Web site at [www.ipma-hr.org](http://www.ipma-hr.org) for Travel Tips: Seattle on a Budget!

The 2010 IPMA-HR Conference will be held at the Sheraton Seattle Hotel & Towers in Seattle, Washington.  
1400 6th Avenue  
Seattle, WA 98101

## Reservations

The Sheraton Seattle Hotel has set aside a limited block of rooms for IPMA-HR conference delegates at a special rate of \$189 (+tax)/night (single/double). The special conference rate is in effect until September 9, 2010, or until the room block has reached capacity. All rooms are available on a first-come, first-served basis. After September 9, or once the room block has reached capacity reservations will be taken on a space and rate available basis only.

Reservations can be made by one of following methods:

### Internet

<http://www.starwoodmeeting.com/StarGroupsWeb/booking/reservation?id=1001077685&key=9A4AB>

### Phone

Call Sheraton reservations directly at (206) 621-9000 and reference the “IPMA-HR Conference.”

## Getting to the Conference

### Airport:

Seattle-Tacoma International Airport (SEA)  
<http://www.portseattle.org/seatac/>  
Phone: (206) 787-5388 or (800) 544-1965  
17801 International Blvd. (Pacific Highway S.)  
Seattle, WA 98158  
Hotel Direction: 14.5 miles North

**Driving Directions:** Head south on International Blvd toward S 182 St., Make a U-turn at S 182 St., Take the ramp onto WA-518 E, Take the exit on the left onto I-5 N toward Seattle, Take exit 165 on the left for Seneca St., Slight right at 6th Ave, Destination will be on the right.

**Hotel Shuttle:** \$18 round-trip or \$11 each way.

# Helpful Websites

Please be sure to check these sites as you plan your Seattle trip!

[www.ipma-hr.org](http://www.ipma-hr.org)

[www.portseattle.org/seatac/](http://www.portseattle.org/seatac/)

*The official site of the Seattle-Tacoma International Airport*

[www.visitseattle.org](http://www.visitseattle.org)

*The official Seattle tourism Web site brought to you  
by the Seattle Convention and Visitors Bureau.*



*“The IPMA-HR International Training Conference and Exposition provides the greatest opportunity to meet colleagues and experts in the field of Public-Sector HR Management from around the world. As a Public-Sector HR Consultant in New Jersey, the programs and opportunities provided by IPMA-HR help me understand the myriad of issues facing my customers on a day-to-day basis. This results in better job performance not only for myself, but for my staff and colleagues as well.”*

**A 2009 Conference Participant**

## For Conference/Registration/Membership Details:

IPMA-HR

703-549-7100 • (fax) 703-684-0948

[meetings@ipma-hr.org](mailto:meetings@ipma-hr.org)

[membership@ipma-hr.org](mailto:membership@ipma-hr.org)

[www.ipma-hr.org](http://www.ipma-hr.org)



# BECOME A MEMBER OF IPMA-HR TODAY!

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professional  
development for  
HR PROFESSIONALS  
from Federal, State,  
Local City and  
County Agencies.



## The Solution for Public HR Excellence

### **Gain access to the most up-to-date research & knowledge**

- Weekly, monthly and quarterly publications keep you up to date
- 24/7 online Research portal - *HR Center*
- Government Affairs Updates

### **Learn from some of the best minds in the profession**

- Professional development courses, Webinars, conferences and professional certification

### **Connect to a vast network or peers**

- Special Interest Groups, Listservs & local chapters

### **Plus, Quality Testing Products & Services for Law Enforcement & Fire Service**

Resources that support  
**YOUR** career and  
professional development!



**2010 IPMA-HR International Training Conference and Exposition Registration Form**  
**October 2-6, 2010 • Seattle, Washington**

**1. Delegate Information**

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Designation (i.e. Ph.D., IPMA-CP etc.) \_\_\_\_\_

Agency/Org. \_\_\_\_\_ Title \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_ Zip/Postal Code \_\_\_\_\_ Country \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_ E-mail (required) \_\_\_\_\_

IPMA-HR Member # (required for all members) \_\_\_\_\_

Check here if you require special accommodations to fully participate, or you have special dietary needs. Please attach a written description of your needs.

**2. Registration Information**

- Badge Information** – Please select all that apply
- First Time Conference Attendee  Current Chapter President
- IPMA-CP  IPMA-CS  IPMA-HR Past President
- Past Stockberger Recipient  Honorary Member  Civil Service Commissioner
- Current Region President

**Full Conference Registration**

	Early Bird Ends 07-09-10 Extended to 07-30-10	Advance Ends 09-09-10	On-Site
<b>IPMA-HR MEMBER</b> Full Conference*	<input type="checkbox"/> \$600	<input type="checkbox"/> \$650	<input type="checkbox"/> \$700
<b>JOIN IPMA-HR NOW**</b> Full Conference*	<input type="checkbox"/> \$705	<input type="checkbox"/> \$755	<input type="checkbox"/> \$805
<b>NON-MEMBER</b> Full Conference*	<input type="checkbox"/> \$800	<input type="checkbox"/> \$850	<input type="checkbox"/> \$900

\*Full Conference registration fee includes all reception/meal functions as indicated on the conference schedule.

\*\*Join IPMA-HR Now: this option includes a one year online membership with IPMA-HR and your pre-conference registration fees at the member rate.

**Pre-Conference Workshops**

If you opt to Join IPMA-HR Now you will receive the member rate for pre-conference workshops.

Saturday, October 2 (8:30 a.m. – 4:30 p.m.)		IPMA-HR Member	Non-Member
<input type="checkbox"/> Managing Employee Performance (1½ -days, concludes Oct. 3 at noon)		<input type="checkbox"/> \$400	<input type="checkbox"/> \$500
<input type="checkbox"/> PS 202: Public Sector Benefits: Understanding and Communicating with Policy Makers		<input type="checkbox"/> \$275	<input type="checkbox"/> \$375
Sunday, October 3 (8:30 a.m. – 4:30 p.m.)		IPMA-HR Member	Non-Member
<input type="checkbox"/> Job Analysis		<input type="checkbox"/> \$275	<input type="checkbox"/> \$375
<input type="checkbox"/> New HR Directors Workshop		<input type="checkbox"/> \$275	<input type="checkbox"/> \$375
<input type="checkbox"/> NPELRA Academy I: The Foundation of Labor Relations		<input type="checkbox"/> \$299	<input type="checkbox"/> \$399
<input type="checkbox"/> PS 201: New Strategies & Applications for Public Sector Compensation		<input type="checkbox"/> \$275	<input type="checkbox"/> \$375

**One Day Registration**

Please indicated the day of your attendance:

- Monday  Tuesday  Wednesday

	Early Bird Ends 07-09-10 Extended to 07-30-10	Advance Ends 09-09-10	On-Site
<b>IPMA-HR MEMBER</b> One Day	<input type="checkbox"/> \$275	<input type="checkbox"/> \$275	<input type="checkbox"/> \$300
<b>NON-MEMBER</b> One Day	<input type="checkbox"/> \$305	<input type="checkbox"/> \$305	<input type="checkbox"/> \$330

**All registrations received after September 9, 2010, and on-site are considered "on-site" registrations and will be charged the prevailing on-site fee.**

**3. Additional Events and Activities**

**Social Activities**

Tickets for the events listed below are included with the full registration for member and/or non-member. You DO NOT have to check the event(s) unless you are purchasing an additional ticket. Events will require tickets for admission.

Sun, Oct 3 <input type="checkbox"/> Welcome Reception	\$75	QTY _____	\$ _____
Mon, Oct 4 <input type="checkbox"/> Expo Luncheon	\$50	QTY _____	\$ _____
Tues, Oct 5 <input type="checkbox"/> Celebration Reception	\$75	QTY _____	\$ _____

**4. Fees**

Registration	\$ _____
Pre-Conference Workshop	\$ _____
Social Activities	\$ _____
Group Discount	\$ _____
<i>(Full conference participants with three or more staff from the same organization/agency can deduct \$50 from the applicable registration fee for each registrant. Each member of the group must complete a registration form. All group registration forms must be submitted simultaneously.)</i>	
■ Total Conference Fee	\$ _____

**5. Payment**

Your full conference registration fee includes all reception/meal functions (including Welcome Reception, Expo Luncheon, and Celebration Reception).

- Check Enclosed  Government P.O. # \_\_\_\_\_  
(P.O. must accompany registration form)
- MasterCard  Visa

Card # \_\_\_\_\_ Exp. Date \_\_\_\_\_

Name of Card Holder \_\_\_\_\_

Signature \_\_\_\_\_

Registrations received without payment will not be processed. If paying by check or P.O. and payment is not received by start of conference, you will be asked to submit another form of payment on-site.

- FAX registration form with credit card information to (703) 684-0948.
- MAIL registration form with payment payable to IPMA-HR.

**IPMA-HR Annual Conference**  
**1617 Duke Street, Alexandria, VA 22314**

**Confirmation:**

Written confirmation via e-mail within 10 days of receipt of your completed registration and payment.

**Attendee Directory:**

Your conference registration must be received no later than September 9, 2010, to be listed in the official pre-registered attendee directory.

**Terms & Conditions/Cancellation/Refund Policy:**

- Consent to use of photographic images: registration and attendance at, or participation in, the IPMA-HR Conference, meetings, and other activities constitute an agreement by the registrant for IPMA-HR's use and distribution (both now and in the future) of the registrant's or attendee's image or voice in photographs, videotapes, electronic reproductions, and audiotapes of such events and activities.
- By registering for this conference you agree to the terms & conditions and the cancellation/refund policy.
- All cancellation requests must be submitted in writing and received by September 9, 2010, to qualify for a refund. A \$75 administrative fee will be deducted.
- Registration fees will not be refunded to cancellations received after September 9, 2010, and no-shows.
- One registration transfer will be allowed per registration. Each additional registration transfer will be assessed a \$75 administration fee.



**2010 IPMA-HR Conference Golf Outing Registration**

**West Seattle Golf Club** (4470 35<sup>th</sup> Avenue S.W., Seattle, WA. 98126)

**Sunday, October 3, 2010 • Tee Times Start At: 10:30 a.m.**

Join friends and colleagues for a round of golf before the IPMA-HR 2010 Conference & Exposition officially gets underway! The IPMA-HR Golf Outing will be held at the [West Seattle Golf Club](#) on Sunday, October 3, 2010.

West Seattle Golf Course is maintained by the City of Seattle and managed by Premier Golf Center LLC. A classic layout that offers challenges to the best players, while at the same time offering a venue for all to play! The front nine meanders alongside Longfellow Creek. It has relatively flat terrain and plays to a par of 37. The back nine plays much more difficult to par (35) than the front despite being almost 300 yards shorter. You will experience countless uneven lies as the back nine is very hilly and it is the most affected part of the course when the afternoon winds pick up. It boasts the most incredible views from several holes of downtown Seattle and Elliot Bay. West Seattle GC was designed by famed Architect and accomplished player, H. Chandler Egan. You may recognize his work in Spokane at Indian Canyon, in Portland at East Moreland, or most notably in the redesign of Pebble Beach. He is given credit for Pebble Beach as we know it today - a national golf treasure.

**Format:** Groups will tee off at 10:30 a.m. All players should report to the **Sheraton Hotel Lobby** area by 8:30 a.m. The transportation will depart the hotel promptly at 8:45 a.m. on Sunday.

**Entry Fees:** The entry fee of \$100 per player includes transportation, greens fees, cart rental, and range balls. Golf clubs may be rented for \$30. The rental fee will be paid at the course. Please contact IPMA-HR if you are interested in renting clubs.

**Registration and Payment Must Be Received Before Thursday, September 9, 2010.**

**Participant Information:**

Name \_\_\_\_\_

Phone \_\_\_\_\_ Email (required) \_\_\_\_\_

**Transportation:**

**Yes**, I will utilize the transportation provided by IPMA-HR     **No**, I will not utilize the transportation provided by IPMA-HR

**Golf Handicap:** My average score or USGA handicap is \_\_\_\_\_.

**Team Member Request:** Participants will be divided into teams of four based on individual handicaps/scoring averages unless specific teams are requested. *Team/group pairings are not guaranteed.* Specify team members below:

1. \_\_\_\_\_

3. \_\_\_\_\_

2. \_\_\_\_\_

4. \_\_\_\_\_

**Payment:**

Check Enclosed (made payable to IPMA-HR)

Credit Card     MasterCard     Visa

Card # \_\_\_\_\_ Exp. Date \_\_\_\_\_

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**Registration Deadline: September 9, 2010**

Please submit to: IPMA-HR Golf Outing ■ 1617 Duke Street ■ Alexandria, VA 22314 ■ Fax: (703) 684-0948

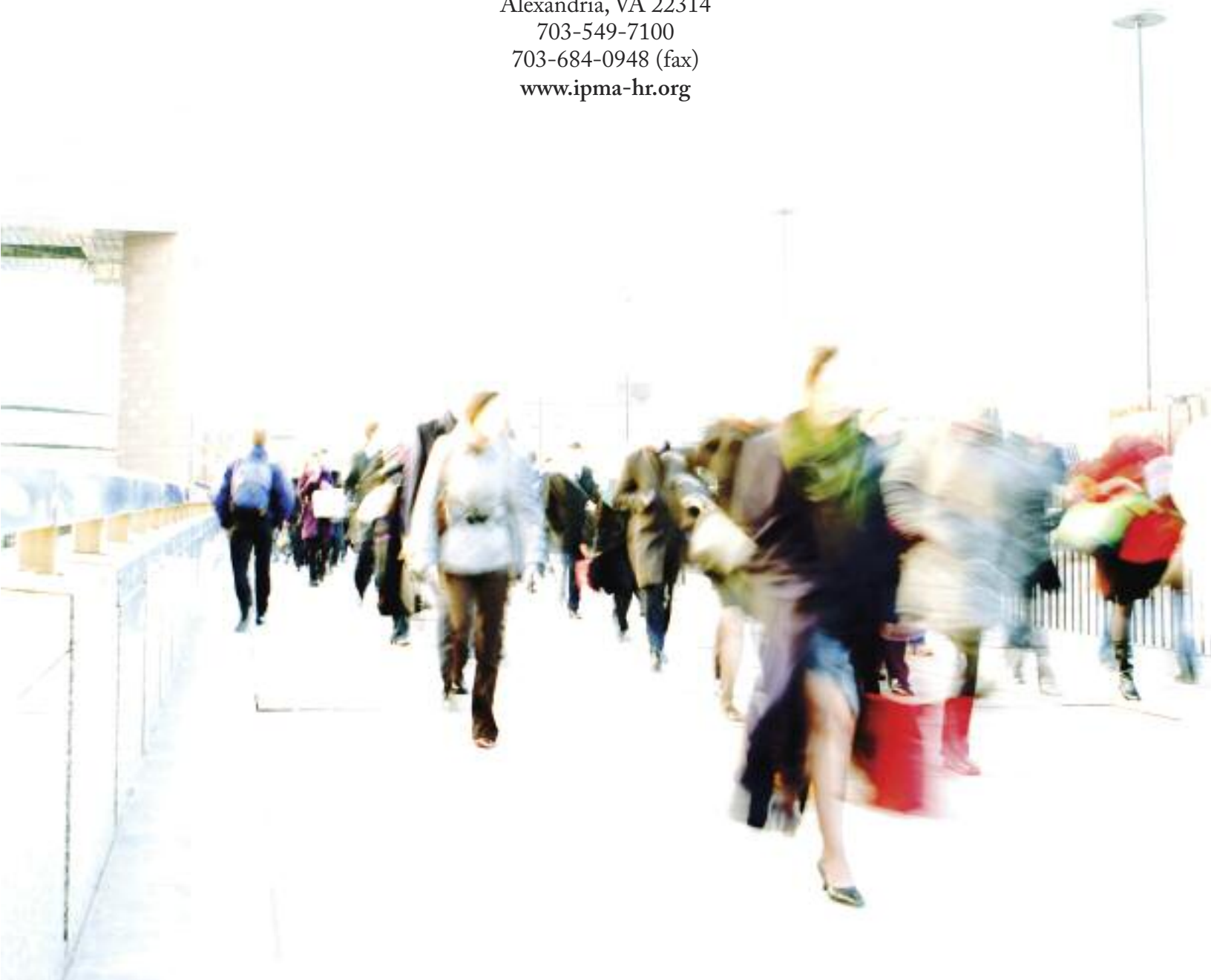
**IPMA-HR** is an organization that represents the interests of over 100,000 human resources professionals at the federal, state, and local levels of government. IPMA-HR members consist of ALL levels of public sector HR professionals. Our goal is to provide information and assistance to help HR professionals increase their job performance and overall agency function by providing cost-effective products, services, and educational opportunities.

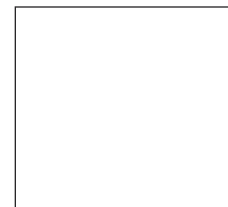
**IPMA-HR Mission**

To provide human resources leadership and advocacy, professional development, information, and services to enhance organizational and individual performance in the public sector.



1617 Duke Street  
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703-549-7100  
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**2010 IPMA-HR**  
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October 2-6, 2010  
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**Early Bird**  
**Registration Ends**  
**July 30th!**

**Advance**  
**Registration Ends**  
**September 9th!**