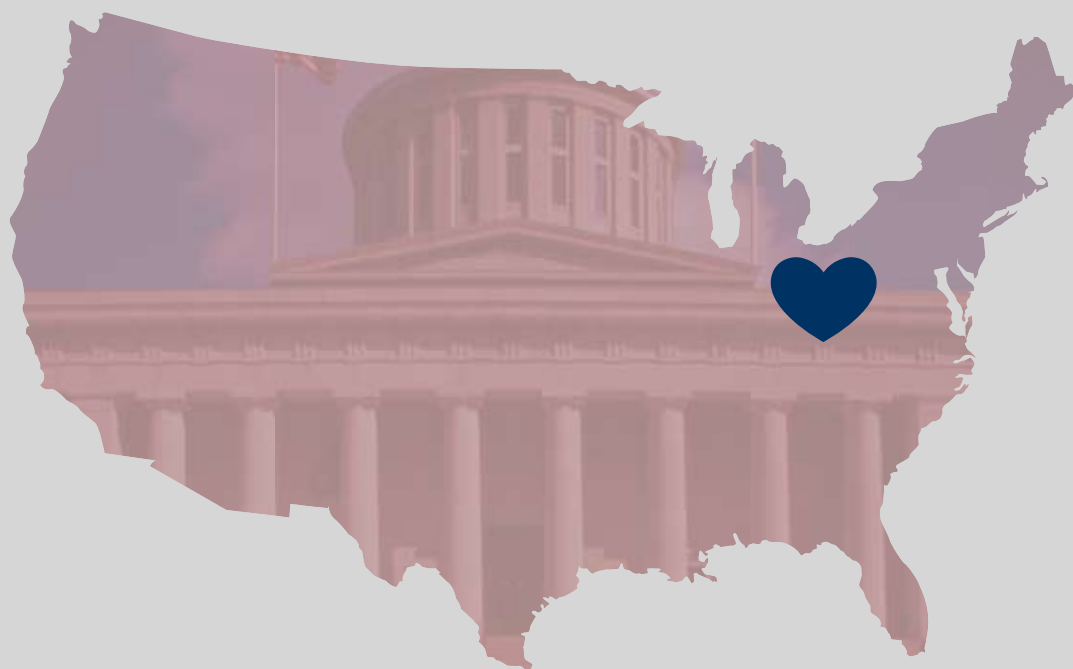


AMERICAN ACADEMY

— *20th ANNUAL CONFERENCE* —

OF CERTIFIED PUBLIC MANAGERS®

COLUMBUS, OHIO SEPTEMBER 7-10, 2008





Dear CPM Colleagues/Conference Registrants:

Welcome to Columbus and the 20th Annual – American Academy of Certified Public Managers Professional Development Conference.

This event has been in the hearts and minds of the Ohio Certified Public Manager Society members for many years and I know they're looking forward to showing each and every one of us the great hospitality of the Buckeye state.

For those of you who may be attending your first Academy event, take a moment to introduce yourself to your fellow CPMs. Build those relationships that will keep that CPM connection alive. You will be in the company of Certified Public Managers from across this great country of ours – some traveling from as far away as Alaska and some coming from just around the corner. Take advantage of this opportunity and build new connections, connections that will serve you many times in the years to come.

If this is not your first Academy Conference, take the time to renew the friendships with those you haven't seen, or talked to since we all got together last year in Madison.

Enjoy your Columbus experience! Enjoy those friendships both old and new! Enjoy this great learning opportunity! And, if you see me or any other Academy Board Member, stop and say hi, share your thoughts about the conference and your experiences here. Your ideas help to make the next conferences even more memorable!

Greg Hyland, CPM
President
American Academy of Certified Public Managers



OHIO CERTIFIED PUBLIC MANAGER SOCIETY

Dear CPM Colleagues/Conference Registrants:

Allow me to extend a warm welcome to everyone from across the nation to our beautiful city, Columbus, Ohio.

I can't begin to express the joy and excitement I feel about knowing just what kind of experience you are in for over the next few days. As you explore this city, meet new friends, hook up with old friends, deepen your passion for public service, and glean insights into leadership that you can take home with you and share with your organizations you will have a great time. You will leave refreshed and enthused for your calling. You will go back to work eager to implement all you've learned.

Nothing is as invigorating as being with like minded people, sharing stories, learning together, and building relationships. The annual American Academy of Certified Public Managers conference is a rare occasion when all of that comes together for us, managers in the public sector. There are many management and leadership organizations that share strategies and learning but only one that speaks to the needs of the public like ours. AACPM and the Ohio CPM Society are pleased to partner in creating this opportunity for you over these next few days.

Thank you for sharing your valuable time with us. This will be a conference to remember.

Sincerely,

Julianna Carvi, CPM

7 September 2008		8 September 2008			
Sunday		Monday			
6:30 AM		Walking Tour & Tai Chi - Lobby			
7:00 AM					
7:30 AM		Registration	Continental Breakfast -Franklin		
8:00 AM					
8:30 AM					
9:00 AM			9am: Conference Opening Parade of Flags - Delaware Room		
9:30 AM					
10:00 AM			10am: Plenary Session Keynote: Ben Glenn		
10:30 AM					
11:00 AM					
11:30 AM			11:30am - 1pm Lunch on your own		
12:00 PM			Exhibit Hall Open		
12:30 PM					
1:00 PM	Registration			1pm - 2:30pm 4 Break out sessions	
1:30 PM					
2:00 PM					
2:30 PM				Break: 2:30 - 3	
3:00 PM		3pm: 1st Time Attendee Orientation			3pm - 4:30pm 4 Break out sessions
3:30 PM					
4:00 PM					
4:30 PM		4:30pm: President's Meeting - Champaign			
5:00 PM					
5:30 PM					
6:00 PM	6pm Welcome Reception - Peppercorn Room		5:30pm Ohio Village Tour & Dinner		
6:30 PM					
7:00 PM					
7:30 PM					
8:00 PM					
8:30 PM	8pm Explore the Arena District and The Cap				
9:00 PM					
9:30 PM			9pm Karaoke Party - Peppercorn Room		

AMERICAN ACADEMY

20th ANNUAL CONFERENCE

OF CERTIFIED PUBLIC MANAGERS®

COLUMBUS, OHIO SEPTEMBER 7-10, 2008

Sunday, September 7, 2008

- 1:00 PM** Registration
3:00 PM First time Attendee Orientation
4:30 PM President's Meeting - Champaign
6:00 - 8:00 PM Welcome Reception - Peppercorn Room
8:00 PM Tour the Arena District & The Cap

Monday, September 8, 2008

- 6:30 - 7:30 AM** Walking Tour /Tai Chi - Meet in Lobby
7:30 - 8:30 AM Continental Breakfast - Franklin Room
7:30 AM Registration
9:00 AM Opening Ceremony
 Parade of Flags
 AACPM President
 OCPMS President
 Keynote: Ben Glenn
 "The Chalk Guy"
11:30 AM Attendees Lunch
11:30 AM Exhibit Hall Opens
1:00 - 2:30 PM Breakout Sessions

Governor's Efficiency and Continuous Improvement Initiative

Steve Wall – Champaign Room
 Leadership Institute Topic 3

The Strickland Administration has created a management model for running Ohio state government called "Accountability and Results." This model aligns five key repeating components.

The Ten Commandments of Communicating with People with Disabilities

James Gears – Knox Room
 Leadership Institute Topic 6

While focusing on disability "etiquette," the video also delivers a compelling portrait of people with disabilities as competent, contributing, and affable participants in the workforce. In the video, key learning objectives are delivered through entertaining and light-hearted vignettes.

Personal Brilliance Innovation/ Problem Solving Model

Jim Canterucci – Marion Room
 Leadership Institute Topic 3

When faced with the challenge to determine and implement a great idea, and you do, that's Personal Brilliance (PB). Awareness, Curiosity, Focus, and Initiative are catalysts to PB and developing Habits of Innovation. Only when each member of an organization, working together, optimizes these, can the organization be truly innovative.

Emotionally Intelligent Leadership

Susan Schubert – Morrow Room
 Leadership Institute Topic 1

One of the challenges facing government and business today is developing and retaining enthusiastic employees. This seminar helps leaders assess and enhance their performance as well as work environment so that associates can enthusiastically and energetically participate together to serve their customers. Content is based on research, experience and interviews.

2:30 – 3:00 PM Break in Exhibit Hall

3:00 – 4:30 PM Breakout Sessions

LEADERSHIP - THE OF IT ALL!

Checking Your Oil at Work - A Leadership Primer

Glenn Thomas – Champaign Room
Leadership Institute Topic 2

This presentation discusses original material using vehicle maintenance as a metaphor for essential leadership knowledge. Life lessons will be utilized with each of the leadership components. Attendees will refresh their learning experience every time they get behind the wheel.

The Ten Commandments of Communicating with People with Disabilities

James Gears – Knox Room
Leadership Institute Topic 6

While focusing on disability “etiquette”, the video also delivers a compelling portrait of people with disabilities as competent, contributing, and affable participants in the workforce. In the video, key learning objectives are delivered through entertaining and light-hearted vignettes.

Personal Brilliance Innovation/ Problem Solving Model

Jim Canterucci – Marion Room
Leadership Institute Topic 3

When faced with the challenge to determine and implement a great idea, and you do, that’s Personal Brilliance (PB). Awareness, Curiosity, Focus, and Initiative are catalysts to PB and developing Habits of Innovation. Only when each member of an organization, working together, optimizes these, can the organization be truly innovative.

Emotionally Intelligent Leadership

Susan Schubert – Morrow Room
Leadership Institute Topic 1

One of the challenges facing government and business today is developing and retaining enthusiastic employees. This seminar helps leaders assess and enhance their performance as well as work environment so that associates can enthusiastically and energetically participate together to serve their customers. Content is based on research, experience and interviews.

5:15 – 5:30 PM Buses to Ohio Village load behind the Hyatt Hotel

6:00 – 8:00 PM Ohio Village Tour and Dinner

Ohio Village is designed to recreate the appearance of a typical county-seat town in Ohio during the mid 19th century, about the time of the Civil War. Enjoy this historic place as we take a gossip tour through the town landing at the American House Hotel for dinner.

9:00 PM Karaoke Party – Hyatt Regency, Peppercorn Room

Tuesday, September 9, 2008

6:30 - 7:30 AM Walking Tour of the City/Tai Chi - Lobby
7:30 AM Registration

7:15 - 8:15 AM Continental Breakfast in Exhibit Hall

7:45 - 8:15 AM Meet the Candidates - Exhibit Hall

8:30 - 10:00 AM Plenary Session - Delaware Room
Keynote Speaker: Tom Terez

10:00 - 10:30 AM Break in Exhibit Hall

10:30 - 12 PM Break out Sessions

De-fusing Conflict: A guide to a more productive team

Lillian Zarzar – Marion Room
Leadership Institute Topics 6 & 7

Anyone can “blow a fuse.” This interactive leadership session teaches “de-fusing”: maximum emotional control with minimum escalation for optimum results.

Participants will acquire strategies to control emotions, communicate effectively, understand differences, recognize positive/negative conflict and mobilize skills for strong teams.

When emotions flare, productivity decreases. When emotions are controlled, productivity increases.

Governor’s Efficiency and Continuous Improvement Initiative

Steve Wall – Champaign Room
Leadership Institute Topic 3

The Strickland Administration has created a management model for running Ohio state government called “Accountability and Results.” This model aligns five key repeating components.

Influential Leadership

Jim White – Knox Room
Leadership Institute Topics 1 & 2

Research suggests that the most effective executives use a collection of distinct leadership styles, each in the right measure, at just the right time. Such flexibility can be difficult to put into action, but it pays off in performance, and most importantly, we believe it can be learned.

Jim White of Performance Consulting Services, will provide information on the six leadership styles, and how your EQ (Emotional-Intelligence Quotient) as a leader can be even more important than your IQ (Intelligence Quotient). His “Influential Leadership” workshop will help you obtain your desired results.

Managing Difficult Conversations at Work

Neville Gayle – Morrow Room
Leadership Institute Topic 5

This course focuses on how to manage a difficult conversation with co-workers. It has been proven that people who are able to successfully manage difficult conversations are able to successfully build influence in their organization, solve important problems that their company may be facing, and improve personal relationships.

12:00 – 1:30 PM Lunch on your own
1:30 – 3:00 PM Breakout Sessions

Checking Your Oil at Work - a Leadership Primer

Glenn Thomas – Champaign Room
Leadership Institute Topic 2

This presentation discusses original material using vehicle maintenance as a metaphor for essential leadership knowledge. Life lessons will be utilized with each of the leadership components. Attendees will refresh their learning experience every time they get behind the wheel.

Influential Leadership

Jim White – Knox Room
Leadership Institute Topics 1 & 2

Research suggests that the most effective executives use a collection of distinct leadership styles, each in the right measure, at just the right time. Such flexibility can be difficult to put into action, but it pays off in performance, and most importantly, we believe it can be learned.

Jim White of Performance Consulting Services, will provide information on the six leadership styles, and how your EQ (Emotional-Intelligence Quotient) as a leader can be even more important than your IQ (Intelligence Quotient). His “Influential Leadership” workshop will help you obtain your desired results.

De-fusing Conflict: A guide to a more productive team

Lillian Zarzar – Marion Room
Leadership Institute Topics 6 & 7

Anyone can “blow a fuse.” This interactive leadership session teaches “de-fusing”: maximum emotional control with minimum escalation for optimum results.

Participants will acquire strategies to control emotions, communicate effectively, understand differences, recognize positive/negative conflict and mobilize skills for strong teams.

When emotions flare, productivity decreases. When emotions are controlled, productivity increases.

Managing Difficult Conversations at Work

Neville Gayle – Morrow Room
Leadership Institute Topic 5

This course focuses on how to manage a difficult conversation with co-workers. It has been proven that people who are able to successfully manage difficult conversations are able to successfully build influence in their organization, solve important problems that their company may be facing, and improve personal relationships.

3:00 – 3:15 PM Break in Exhibit Hall

3:15 – 5:00 PM Closing Session - Delaware Room
Curtis Zimmerman, Keynote Speaker
“Living Life at Performance Level”™
(Sponsored by Department of Administrative Services)
Juggling Balls (Sponsored by OCPMS)
Florida Society Presentation
Flag Recession

5:30 – 6:30 PM Social Hour

6:30 – 8:30 PM Awards Banquet (Sponsored by AACPM & OCPMS)
Basket Presentations

Wednesday, September 10, 2008

House of Delegates/AACPM Board Members Only

7:00 - 8:00 AM Breakfast Buffet - Marion Room

8:00 AM HOD Meeting - Morrow Room

12PM - 1:00 PM AACPM Conference Planning Committee - Conference Close Out
AACPM Board of Directors

Keynote Speaker BIOs



Ben Glenn, The Chalkguy, is the president of Chalkguy Media International, a company dedicated to sharing a positive, life-changing message of hope with groups all over the world. Ben's humor-packed speeches are filled with personal stories and heartfelt encouragement for individuals to step outside their comfort zones to live a full life

based on self-knowledge, personal responsibility and a positive attitude. His own story of growing up learning disabled is one that he has shared with thousands, inspiring and motivating students, parents, teachers, sales professionals and professional athletes to have a greater appreciation for their unique talents and abilities.



Tom Terez is the author of 22 Keys to Creating a Meaningful Workplace, founder of BetterWorkplaceNow.com and InnerBest.com, and a passionate advocate for strengthening the public-sector workplace. His presentations and projects have taken him to Mongolia, Jamaica,

Canada, South Africa, and all across the United States – with federal agencies (including Head Start, the Postal Service, the Border Patrol, and IRS), counties (including Orange CA, York VA, Pinellas FL, and Washington MN), cities (including Aspen, Charlotte, and New Braunfels TX), and agencies in 15 state governments. Tom has a journalism degree from Northwestern University and an MBA from Duke University. He lives in Columbus with his wife, two daughters, one dog, one hamster, one goldfish, and an above-average amount of chaos.



Curtis Zimmerman

Both as a speaker and as an author, Curtis has impacted over one million people throughout the nation with his life-changing messages and award winning programs. Audiences connect with Curtis through his interactive style

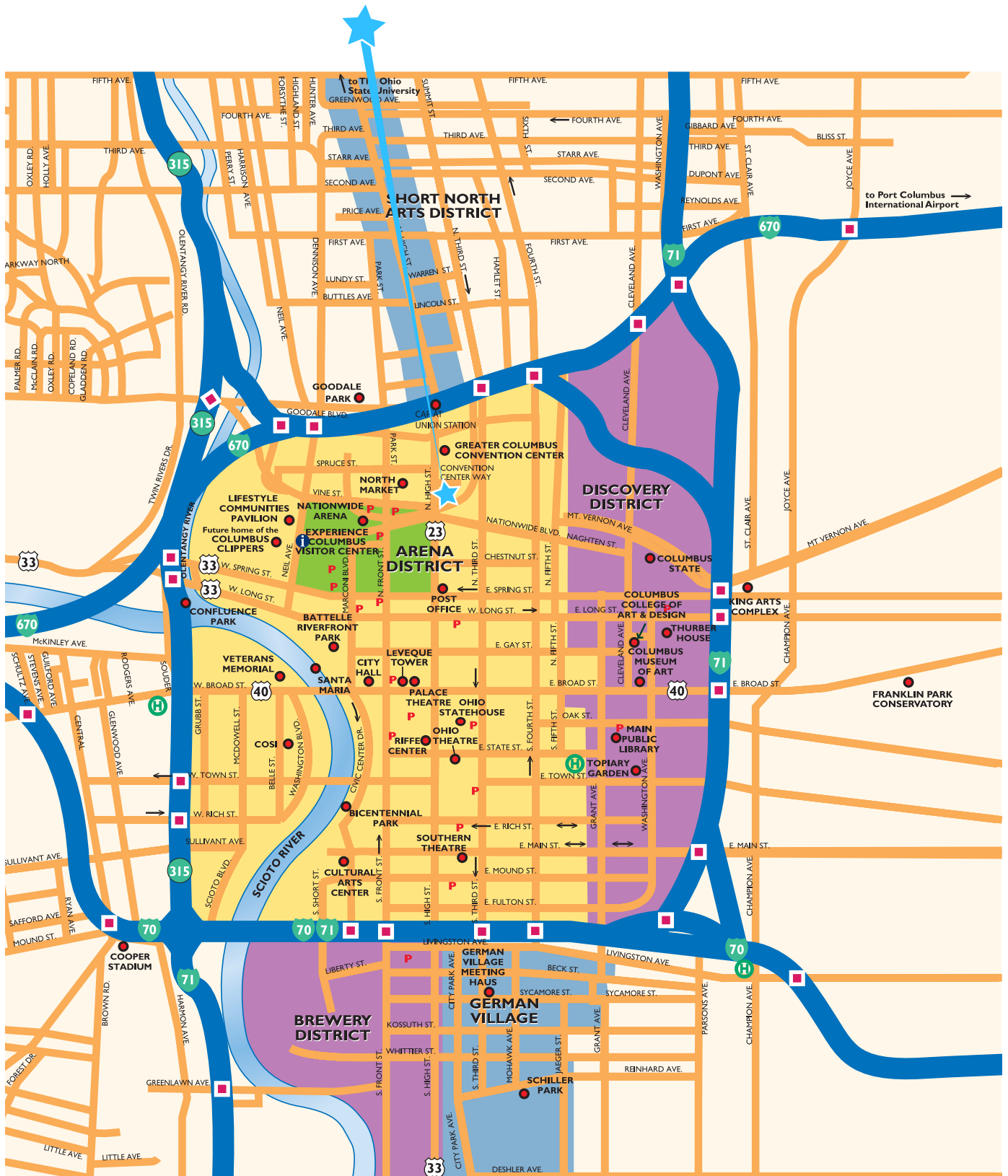
and approachable manner. He incorporates the skills he gained from over twenty-five years in the entertainment industry into his powerful programs, cleverly balancing the connection between education and entertainment. Curtis is an expert at transforming organizations by inspiring individuals to live their life at a higher level of performance.






His deeply profound insight and perspective coupled with his high energy presentations have made him a highly sought after speaker among such notable companies as Walt Disney Entertainment, Swiss Army Brands, Luxottica Retail and Procter and Gamble.

Curtis is the author of I Believe...What do you Believe?, Keys to Success in College and Life, and a contributing author to Pillars of Success and Lessons from the Road. He was honored to share his message with more than 14,000 Airmen for the United States Air Force and received the prestigious National Leadership Award for outstanding service from United States Congressman Tom Reynolds, is a member of the National Speakers Association, and an NCAA Health and Safety Grant Available speaker.

Curtis currently resides in the greater Cincinnati area with his wife and three children.

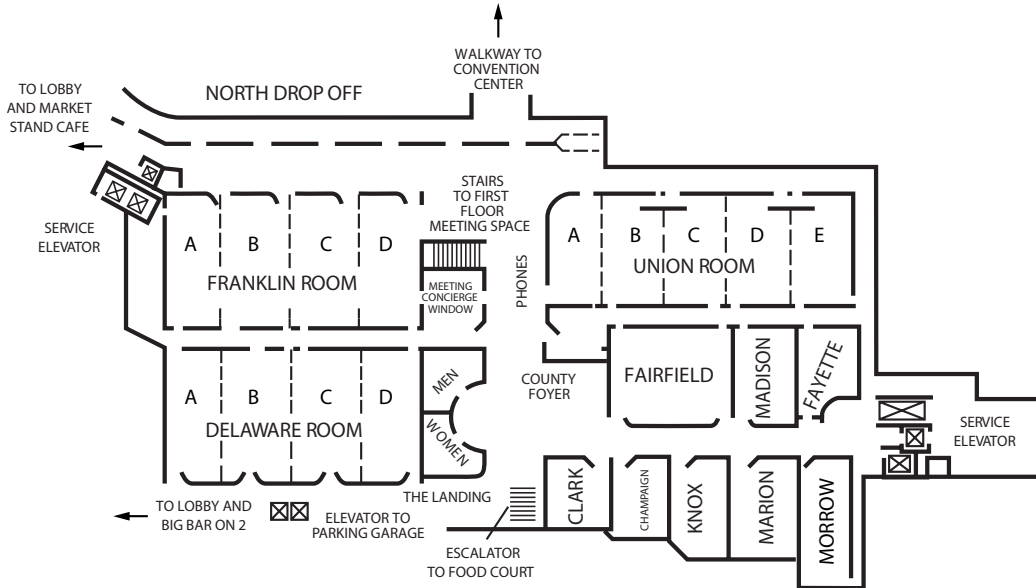
Hyatt Regency Hotel



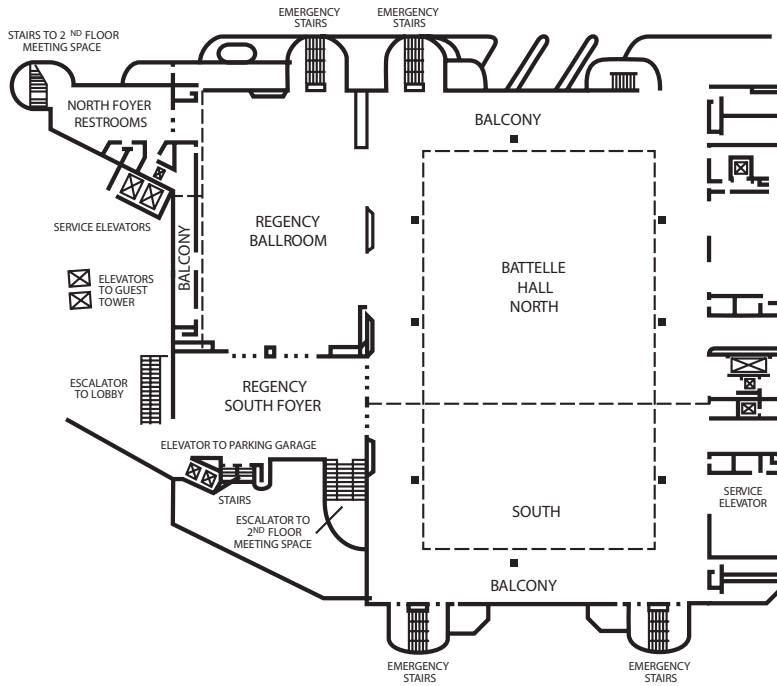

 = Approximately 10 Minute Walk
  = VISITORS CENTER
  = PARKING GARAGE
  = HOSPITAL

Map of Hyatt Regency Hotel

MEETING ROOMS SECOND FLOOR



REGENCY BALLROOM AND EXHIBIT ROOM THIRD FLOOR



2008 Conference Planning Committee

Chairperson: Gina Mee, ODJFS
Amy Bryant, BWC, Photographer
Carl Brown, OSD, Set up
Ohio CPM Society Board

Program/Speakers

Skip Holler, EPA
Patricia Jones, Wright State
Shawn Bradley, BWC

Finance

Patti Barnett, ODNR
Roger Aber, BWC

Registration

Patti Barnett, ODNR
Sue Adams, Taxation
Kathryn DeOrio, Auditor of State
Valerie Laughlin, Taxation
Natalie Oryshkewych, EPA
Victoria Rosato, BWC

Marketing & Public Relations

Melissa Roach, BWC
Heather Sheline, ODJFS

Exhibitor/Sponsor

Alphrena Baker, Nitaa Consultants LLC

Entertainment/Activity Ceremony

All

The Conference will be held at:

Hyatt Regency Columbus
350 North High Street,
Columbus, Ohio, USA 43215
Tel: 614-463-1234
Fax: 614-280-3034

It is recommended that you fly into Port Columbus International Airport (CMH). There are many options for getting to the hotel from Port Columbus via Taxi, Shuttle, Bus or rental car.

<http://www.port-columbus.com/parking/>

Driving Directions

From Port Columbus International Airport:

Departing from the terminal at the Port Columbus International Airport, you are on International Gateway Drive. Go through the traffic light at Stelzer Road. Follow the signs to Rte. #670 West. Follow Rte. #670 West until you come to Third St./Convention Center exit. Take the Third St. exit and follow to Chestnut St. Turn Left on Chestnut St. Turn Left on to Fourth St. Turn Left onto Nationwide Blvd. Hyatt Regency Columbus is located on the Right side of Nationwide Blvd.

*** Valet Parking at Hyatt Regency Columbus is \$21 per night with unlimited in-out privileges. Self-parking in the adjacent Underground Garage is \$14 per 24-hour period.

General Information:

Conference Attire*: Business casual for the conference and business attire or better for the Awards Banquet.

*Please remember that meeting room temperatures are not pleasing to everyone. Feel free to dress in layers.

Notes

