

Conference Site and Accommodations

Conference: The conference will be held at the Maner Conference Center. The Maner Conference Center is connected to the Capitol Plaza Hotel by an all-weather, enclosed walkway.

Hotel: The Capitol Plaza Hotel is the premier hotel in our capitol city. It is nine stories of beautiful accommodations, surrounding by a stunning, open-air atrium. Each guest room overlooks the garden atrium and includes everything you need to feel at home, like voice mail, dataport, remote-control television, coffeemaker, hair dryer, iron, and ironing board. You can enjoy leisure time in the Water's Edge Lounge, or relaxing in the whirlpool or sauna. You can maintain your fitness routine in the indoor pool and the fully equipped fitness center. The nightly room rate is \$68.00 plus tax for single or double occupancy and \$112.00 plus tax for an Executive King room. The conference rates are available until May 19, 2004 on a first come first serve basis. To make your reservations, you may call 1-800-579-7937 or through the hotel website at www.capitolplazahoteltopeka.com. The conference reservation code is "BOSS". If you require special needs accommodation, please make this known to the hotel reservationist to secure a room to meet your needs.



General Information

Questions: E-mail your questions or concerns to Kent Olson at Kansascp@da.state.ks.us. Visit www.cpmacademy.org for additional information.

Certificates of Attendance will be available for conference sessions. Those desiring certificates will complete a form provided in the registration packet and present completed form to conference registration desk.

Conference shirts will be available for purchase. To reserve your shirt, please email Kent at Kansascp@da.state.ks.us.

Dress Code. The dress code for the conference is business casual, business attire for the banquet and western attire for the country hoedown.

Smoking. Smoking is not permitted in Maner Conference Center.

Transportation Information

Air Travel: Located approximately 75 miles from the conference hotel, the Kansas City International Airport is served by the following airlines: Air Canada, AirTran, American Airlines, America West Airlines, Continental, Continental Express, Delta, SkyWest, Comair (Delta Connector), Frontier, Midwest Airlines, Northwest Airlines, Southwest, United, and US Airways. Contact your local travel agent or service for rates.

Please visit www.kansas-city-mci.com for more information.

Airport Shuttles: Services available are: KCI Road Runner, 1-800-747-2KCI(2524) or kciroadrunner.com. Round trip fee is \$56 per adult; \$36 for additional family member. Quicksilver Airport Express, 1-866-232-8294. One way fee is \$35 for the first person; \$10 for each additional person.

Please contact these companies for schedules.

Rental Car: Providers available are: Alamo, 1-816-464-5151 or www.alamo.com; Avis, 1-816-243-5760 or www.avis.com; Budget, 1-816-243-5757 or www.drivebudget.com; Dollar, 1-800-800-4000 or www.dollar.com; Enterprise, 1-816-464-2500 or www.enterprise.com; Hertz, 1-816-464-5151 or www.hertz.com; National, 1-816-243-5700 or www.nationalcar.com; Payless, 1-800-258-1288 or www.paylesscarrental.com.

Directions By Car: From the airport take I-29 North. Stay in right lane and take exit to I-435/Topeka. Take I-435 to I-70 West. I-70 West to Topeka (also KS Turnpike, toll road). In Topeka take exit 362C, 10th Street. Turn left on 10th Street and go to Topeka Blvd (US Hwy 75 Business Route). Turn left on Topeka Blvd and go to 17th Street. Entrance to conference hotel is 1 block South of 17th Street on Topeka Blvd. Stay in right lane.

Driving from the West. Take I-70 to Topeka and exit 361A (1st Avenue). Turn left on 1st Avenue go 1 block and turn right onto entrance ramp for Topeka Blvd. Merge onto Topeka Blvd and go to 17th Street. Entrance to conference hotel is 1 block South of 17th Street on Topeka Blvd. Stay in right lane.

Driving from the Southwest. Take I-35 (also KS Turnpike, toll road) to Topeka and exit 177. Once through the toll both, turn right before the overpass to Topeka Blvd (US Hwy 75 Business Route). Turn left on Topeka Blvd and go to 21st Street. Entrance to conference hotel is approximately 2 blocks North of 21st Street. Stay in left lane.

A Letter from the Conference Co-Chairs & KSCPM President

Greetings from the Sunflower State - Kansas!

Kansas is rolling out the red carpet...better yet, the yellow brick road...as preparations are finalized for the 16th Annual AACPM Professional Development Conference. We invite you to join us as we "Follow the Rainbow to Your Future." A distinguished panel of presenters will be speaking in sessions that will develop your skills as Certified Public Managers. Much like our friends who visited OZ, you will leave Kansas with new leadership concepts that help you manage with heart, courage, and wisdom.

You will be visiting Kansas during the most beautiful time of the year. Expect temperatures in the 70's and 80's, with brilliant blue skies, golden sunshine, gentle breezes, and breathtaking prairie landscapes. Nearly 75 Kansas CPM Society members have been working on 19 committees to make sure that every detail of your stay will be educational and entertaining. Many opportunities will also be available to network with friends and new acquaintances from other states.

The opening session will be conducted in the House Chambers of the Kansas Capitol. Otherwise, all general and concurrent sessions have been scheduled at the hotel conference center. The social activities on Sunday evening will include a tour of the Kansas Museum of History and a visit by an Amelia Earhart entertainer. On Monday evening, expect a wild west hoedown, complete with music, dancing, and even homemade ice cream. At the Emerald City Awards Banquet on Tuesday evening, we will be treating you to a spectacular celebration of AACPM accomplishments. All social events will feature dazzling decorations and delicious meals.

We look forward to your visit in June, 2004! Throughout our planning, the primary focus has been you, our guest. We will do everything possible to make your visit a quality experience.

Kent Olson, CPM, Conference Co-Chair
Pat Witt, CPM, Conference Co-Chair
Shirley Hollis, CPM, 2004 KSCPM President

Agenda

Sunday, June 20, 2004

9:00 am - 5:00 pm	Registration
3:00 pm - 5:00 pm	First Time Attendee Orientation
5:00 pm - 6:00 pm	Transportation to Kansas History Center
6:00 pm - 8:30 pm	Evening Social, Kansas History Center
8:30 pm - 9:30 pm	Transportation to Capitol Plaza Hotel

Monday, June 21, 2004

7:00 am - 8:00 am	Continental Breakfast
7:00 am - 4:00 pm	Registration
8:00 am - 9:00 am	Transportation to Kansas Capitol Building
9:00 am - 11:30 am	Opening Session, House Chambers
11:30 am - 12:30 pm	Transportation to Capitol Plaza Hotel
12:00 pm - 1:30 pm	Lunch provided
1:30 pm - 3:00 pm	Concurrent Sessions
3:00 pm - 3:30 pm	Break
3:30 pm - 5:00 pm	Concurrent Sessions
6:00 pm - 7:00 pm	Gather prior to evening social
7:00 pm - 10:00 pm	Wild West Country Hoedown

Tuesday, June 22, 2004

7:30 am - 9:00 am	Continental Breakfast
9:00 am - 10:00 am	General Session
10:00 am - 10:30 am	Break
10:30 am - 12:00 pm	Concurrent Sessions
12:00 pm - 1:30 pm	Lunch provided
12:00 pm - 1:30 pm	President's Lunch *
1:30 pm - 3:00 pm	Concurrent Sessions
3:00 pm - 3:30 pm	Break
3:30 pm - 5:00 pm	Concurrent Sessions
6:00 pm - 7:00 pm	Gather prior to evening social
7:00 pm - 10:00 pm	Emerald City Awards Night

Wednesday, June 23, 2004

7:30 am - 9:00 am	Continental Breakfast
9:00 am - 10:00 am	General Session
10:00 am - 10:30 am	Break
10:30 am - 12:00 pm	Closing Session
12:00 pm - 1:30 pm	Lunch (on your own)
1:30 pm - 5:00 pm	House of Delegates **
6:00 pm - 7:00 pm	Gather prior to evening social
7:00 pm - 11:00 pm	Evening Social, Kansas City

Times and sessions are subject to change.

* Lunch provided by invitation by AACPM President.

** House of Delegates Meeting: The House of Delegates is the Academy's governing body. This group consists of three delegates from each society, the national officers and board members, and past presidents of the Academy.



General Session Speakers

Dr. Jerry B. Farley



In 1997, Jerry Farley became the 14th President of Washburn University following an extensive career in finance and business affairs at several other higher education institutions. Previously Dr. Farley held positions as the Vice President of Community

Relations and Economic Development and Vice President for Administration at the University of Oklahoma where he was the Chief Fiscal Officer responsible for a budget of more than one half billion dollars. He was also the Chief Financial Officer at the University of Oklahoma's Health Sciences Center and at Oklahoma State University at Stillwater. Dr. Farley holds a degree in finance and accounting, an MBA, and a Ph.D. in Higher Education Administration - all from the University of Oklahoma. He is a C.P.A. and has been the president and chair of the board of several state and national professional organizations. He has authored or co-authored numerous articles and books on finance and accounting.

Mark Hood



Mark Hood received his associate's degree in the Philippines and a bachelor's and master's degree in psychology from the University of Missouri. He was previously the director of biofeedback at North Hills Hospital in Kansas City and the Marketing Director of Parkview Hospital in Topeka.

Mark is affiliated with Leadership of Greater Topeka, United Way, YMCA, Valeo Behavioral Health Center, and the EMS Advisory Board. He is a member of several national speakers' bureaus. Mark has been the host of radio and TV programs and produces a weekly advice column on mental health through optimism. He has also taught psychology courses in Kansas and Missouri Colleges.

Ron Willis



Ronald Willis is a mental health consultant and president of Green Porch Swing Productions. The gentle, yet penetrating, spirit of his message has earned him the title of the "Mr. Rogers of Corporate Mental Health." His most meaningful education occurred while sitting on an old

green porch swing, on summer evenings, with his grandfather, a retired railroad engineer. "My grandfather always believed that in the business of helping people, what you have living in your heart is infinitely more valuable than a diploma to be hung on the wall."

Ron's philosophy is a simple one: **"We become better professionals, business persons, spouses and parents in only one predictable way: WE MUST BECOME BETTER PEOPLE! Anything less is simply a collection of feeble techniques and strategies; doomed to fail when the going gets rough."**

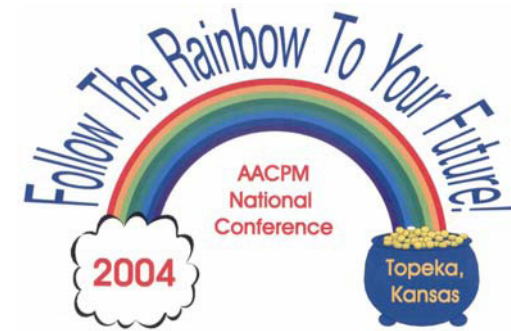
Concurrent Sessions

Weasel In the Workpile (The real reasons employees leave) Pop goes the weasel every time an employee leaves—it is a costly surprise no manager likes—yet 85% of managers have only a superficial understanding of the real reasons their employees are leaving. Because employees say in exit interviews that they are leaving for more pay or a better opportunity, managers accept these reasons at face value and never find out the root cause factor (the weasel in the woodpile) that made the employee start thinking about leaving in the first place. This presentation will cover: why traditional exit interviewing fails, the six hidden root causes of employee disengagement and turnover, and offer some innovative tools and ideas for engaging and retaining all employees.

Work Teams and the Wizard. MGM's *The Wizard of Oz* has delighted audiences for over half a century with its magical depiction of Dorothy and her adventures in the Land of Oz. And now, with CRM the Learning's video workshop *Work Teams and the Wizard Oz*, the time-honored lessons and values from this multigenerational classic are available in an exciting new format to benefit everyone.

The activities in this workshop can help build a pragmatic and open approach to your team building efforts. The overall goal of the workshop is to better understand how a team leader's style and the goals and talents of individual team members come together to produce team results.

Lighting the Way to Change. Change is a natural phenomenon in life and no matter how hard you try, you can't escape it. Today's workplaces are experiencing more drastic and rapid changes than in any other time in history. In your role as a manager you are likely to experience change in policies, change in practices, change in processes, and change in personnel. Knowing how to effectively manage change is no longer an optional skill for the successful manager; it is a requirement. Only those who learn to effectively manage change will survive. This presentation will help you better understand the change process and how you can effectively lead and manage change in your workplace.



Dorothy displayed leadership, the scarecrow knowledge, the tin man a heart and the lion had courage. Every player had their part to play in this metaphor for life and adversity. The theme of the story centered on the power of the great Wizard of Oz.

They were all traveling down the road to find out the truth behind their weaknesses. The wizard pulls all the elements together by reinforcing the fact that each individual already possessed everything they needed to be successful.

The wizard's function was to give them an extremely difficult and dangerous task to complete. Upon completion, they were each able to see how they used their unique strengths, working as a team, to accomplish the winning result. Their medals and certificates were proof that they had overcome their weaknesses.

As the final keynote presenter, the wizard (in full costume) will bring together all of the key points expressed in the breakout sessions. In the final analysis, the wizard will point out that everyone has the talent within himself or herself to be successful. They only need to test themselves through adversity, learn effective coping skills and believe they can do it.



Please visit the following websites to access general info, history, points of interest, weather and entertainment in Topeka and Kansas.

www.travelks.com
www.kshs.org
www.accesskansas.org
<http://tcvb.accesstopeka.com>

Area maps, brochures and additional tourism information will be available at the conference hotel.

Concurrent Sessions

Management Strategies for Asymmetrical Threats.

This session will explore the threat environment from extremist groups to extreme employees: What are the threats confronting managers today? Workplace violence from external groups, employee aggression, terrorism and simple criminal threat. This session will discuss the nonlinear solutions to crafting a proactive program which involves intelligence, training, reinforcement and response. Bringing your workforce to bear on the problem. As managers, we own the problem but only lead in the solutions.

Rewards & Recognition on a Budget.

Everyone wants motivated staff and no one has tons of money. Come learn creative innovative ways to reward and recognize your employees in meaningful yet low-cost ways.

Leaders as PALS. This exciting, interactive session identifies and creates leadership strategies and techniques that participants will be able to apply quickly. Participants in this workshop will examine the often contradictory and paradoxical nature of leadership. From this examination they will be able to identify techniques that do and do not work for them personally. Finally, they will be able to apply these learnings in their own situations as leaders and improve their abilities to help others achieve.

It Takes Courage to Lead Boldly. *"Far better it is to dare mighty things, to win glorious triumphs even though checkered by failure, than to rank with those poor spirits who neither enjoy nor suffer much because they live in the gray twilight that knows neither victory nor defeat."* Theodore Roosevelt

Courage was what the cowardly lion wanted to get from the Wizard of Oz. He tells Dorothy, "You're right, I am a coward! I haven't any courage at all. I even scare myself." Do we have leaders today that live in the "gray twilight" of life and are afraid to move forward? It takes courage to move forward, to dare mighty things, and to win great triumphs. This session will explore what it takes to be courageous by looking at inspiring stories of leaders that showed courage by standing up for what they believed in.

Cross Gender Communication. This engaging and interactive session on Cross Gender Communication illustrates the differences in communication styles of men and women. The session will also teach helpful strategies in communicating effectively with the opposite gender during stressful times.