

OCTOBER  
22ND

THROUGH  
25TH



# IPSTA CONFERENCE TWENTY TWENTY-THREE

PRE-CONFERENCE TRAINING AND  
OPENING KEY NOTE by ROBERT MANN  
AWARDS PRESENTATION AND BANQUET featuring THE SOFA KINGS  
DAILY BREAKOUT SESSIONS | CONTINUING EDUCATION CREDITS AVAILABLE

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## **SUNDAY PRE-CONFERENCE COURSE**

The IPSTA Conference is proud to offer the following pre-conference course for the 2023 conference.

- **Sunday October 22<sup>nd</sup> 8:30 AM – 4:30 PM**
- **Cost is \$100.00 per attendee**
- **Separate registration is required for this pre-conference course**
- **You do not need to attend the full conference to register**

## **The Tactful Communicator**

**Presented By: Robert Mann**

### **Course Description**

**In this interactive workshop, you'll learn the power of tact - How to tell someone what they don't want to hear in a way they can accept it. More importantly, you'll learn how to accept something YOU did not want to hear, as it was intended. You'll increase your professionalism by learning how unconscious thought influences communications. You'll practice a proven model to increase your listening capabilities. And what communications course would be complete without delving into Emotional Intelligence?**

Robert Mann served as member of the Orange County Sheriff's Department (CA) for twenty-five years until he retired from law enforcement in March of 2014. He began his law enforcement career after serving in the United States Marine Corps. Robert has been involved in training for well over twenty-five years, having been a Field Training Officer, a full-time Arrest and Controls Techniques Instructor, and the Training Officer for a full-time Bomb Squad, as well as having over twenty years of experience as adjunct faculty at Santa Ana and Golden West Colleges. He has been a nationally certified IADLEST instructor and is certified as a Master Instructor through California POST. Over the course of his law enforcement career, Robert has been a hostage negotiator, a bomb technician, graduated from SWAT School, and served for 13 years as the team leader for the county-wide Tactical Explosive Breach Element. He worked assignments in General Investigations, Special Investigations, and Internal investigations. Robert is a recipient of the Orange County Sheriff's Department Medal of Courage for an on-duty incident.



Prior to becoming the founder and principal of Semper Fi Professional Development, Inc., Robert worked with other government agencies and private organizations to improve individual and team performance and create organizational accountability systems.

He has been an instructor and course coordinator within the California POST Instructor Development Institute and the Robert Presley Institute of Criminal Investigations. He currently works as Professional Development Consultant and Instructional Designer. Robert is a member of the NENA instructional cadre and is co-founder of Pathfinder Resilience, an organization focused on training the public safety community on how to take charge of their own wellness.

## PROGRAM SESSIONS:

### Opening Session:

## **Culture – Individual Accountability & Empowerment**

Presented By: Robert Mann

**Who’s responsible for all this “toxicity?” and “Why hasn’t the leadership done anything about it?”**

**When was the last time you asked yourself, “What is my contribution to the culture of my center?”**

**In this keynote presentation, Robert Mann will challenge the way you think about the culture of your center, how the culture came to be, and who can influence it. As a former bomb technician, SWAT Breacher, and hostage negotiator, Robert has decades of experience with high-performing teams and how they intentionally create and maintain a culture of excellence. He has spent years collaborating with NENA as an instructional designer and has discovered the 9-1-1 profession is no different from any other team tasked with great responsibilities; the potential for excellence is there, but excellence must be demanded before it can be unleashed! Achieving excellence requires that individuals demand accountability from themselves and others. You’ll learn about the power of social influence over both positive and negative behaviors and embrace your role in creating a thriving culture.**

Call for Papers is open through August 11, 2023. Breakout sessions are broken into four tracks that will focus on Hot Topics, Supervisors/Managers, Telecommunicators, and Technology. The Committee continues to review submissions for the final program. Please consider sharing your expertise and submit your Call for Papers.

### Conference Breakout Sessions Highlights:

- |   |                             |
|---|-----------------------------|
| • Legal Updates                                     | John Kelly                  |
| • Leading the New Work Force                        | Martha Bryan                |
| • New & Effective Strategy to Deliver Bias Training | Robert Mann                 |
| • Cyber Incident Response Planning & Polices        | Sean Scott                  |
| • Legislative Updates                               | Joint Legislative Committee |
| • Statewide 9-1-1 Administrative Update             | Cindy Barbera-Brelle        |

For the most updated listing of program sessions, please visit [www.911conference.org](http://www.911conference.org)

**Closing Session:**

**TAKE THIS JOB & LOVE IT!**

**Presented By: Martha Bryan**

**Is this program for you? Are you feeling disjointed because of competing priorities? Discouraged because you know you and your organization could be performing at higher levels? Frustrated because you don't always feel the satisfaction that comes with using your full potential? Comfortable with your career progress to date? Content with your current position - but would like that spark of excitement that comes with purpose? How can you then add more passion to your work?**

**This program is designed to help you bring positive change, order, balance, and quality to your life. It will help you make a new commitment to achieving your goals, your organization's goals, and to setting priorities for staying on track to greater personal and professional success.**



Martha N. Bryan is a leading authority on the development of human potential and personal excellence. With an education background in teaching, she has taught at both high school and college levels and has held positions in both government and private industry. Her work career expands from farm laborer and cafeteria helper to positions in staff support, sales, training and personnel administration. She has served in leadership positions for a number of organizations - chairman of college advisory boards, president of women's organizations, president of personnel administration organizations and president of a financial institution.

After 20 years in public sector administration, Martha resigned to start her own consulting firm. She has a wide range of consulting experiences -- working with managers and staff at all levels of an organization. She has become a sought after speaker throughout the United States and Canada in the areas of Customer Excellence, Leadership, Communication, and Organization and Personal Excellence.

Martha is a high content speaker; her programs on implementing quality, excellence, leadership, vision and strategy, self esteem, and success psychology bring about immediate changes and long - term results. She gives such practical ideas, methods, tips and techniques that participants emerge excited, enthusiastic and eager to apply her ideas in their work and personal lives. Her dynamic interactive delivery style receives excellent response from clients and participants.

# 39<sup>th</sup> ANNUAL ILLINOIS PUBLIC SAFETY TELECOMMUNICATIONS ASSOCIATION CONFERENCE

## CONFERENCE SCHEDULE AT A GLANCE – 2023

### Sunday, October 22<sup>nd</sup>

8:30 AM - 4:30 PM	Sunday Pre-Conference Class (Separate Registration Required)
3:00 PM - 7:30 PM	Conference Registration Open
4:30 PM - 6:00 PM	Illinois APCO/INENA Joint Chapter Meeting
6:00 PM - 6:30 PM	“First Timer” Reception
6:30 PM - 9:00 PM	Welcome Reception in the Vendor Area

### Monday, October 23<sup>rd</sup>

7:30 AM - 8:30 AM	Coffee & Rolls
8:00 AM - 3:00 PM	Registration Open
8:30 AM - 9:00 AM	Opening Session
9:00 AM - 10:30 AM	Keynote Speaker
10:30 AM - 4:00 PM	Vendor Area Open
10:30 AM - 1:30 PM	Exclusive Vendor Hours
12:00 PM - 1:30 PM	Lunch (Vendor Area)
1:30 PM - 3:00 PM	Breakout Sessions
3:15 PM - 4:00 PM	Breakout Sessions
4:15 PM - 5:00 PM	Breakout Sessions

### *Dinner on your Own*

### Tuesday, October 24<sup>th</sup>

8:00 AM - 9:00 AM	Coffee & Rolls (Vendor Area)
8:30 AM - 11:30 AM	Vendor Area Open
8:30 AM - 3:00 PM	Registration Open
8:30 AM - 10:00 AM	Breakout Sessions
10:00 AM - 11:30 AM	Exclusive Vendor Hours
11:30 AM	Vendor Exhibits Close
11:30 PM - 1:00 PM	Lunch (on your own)
1:00 PM - 1:45 PM	Breakout Sessions
2:00 PM - 2:45 PM	Breakout Sessions
3:00 PM - 3:45 PM	Breakout Sessions
4:00 PM - 4:45 PM	Breakout Sessions
<b>6:00 PM - 11:00 PM</b>	<b>Reception, Dinner, Awards, &amp; Entertainment by the Sofa Kings</b>

### Wednesday, October 25<sup>th</sup>

8:00 AM - 9:00 AM	Coffee & Rolls
9:00 AM - Noon	Closing Session (Door Prize Drawing to follow Closing Session)

## **39<sup>th</sup> ANNUAL ILLINOIS PUBLIC SAFETY TELECOMMUNICATIONS ASSOCIATION CONFERENCE**

### **GENERAL CONFERENCE INFORMATION**

The Illinois Public Safety Telecommunications Association (IPSTA) Conference sponsored by Illinois APCO & INENA continues to be one of the largest, and best, events in the country. The Conference Committee worked hard to again offer a comprehensive and informative program for this year's annual conference.

The Conference Committee is working to get an EMD Site Code for the conference sessions. This will enable attendees to earn valuable continuing education (CE) credit.

### **CONFERENCE LOCATION**

The conference will be held at the Crowne Plaza, 3000 S. Dirksen Pkwy, Springfield.

### **HOTEL RESERVATIONS**

The standard room rate for the Crowne Plaza is **\$119.00** (plus tax). Rooms are also available at the adjacent Holiday Inn Express at a rate of **\$109.00** (plus tax). Hotel reservations must be made using the housing form at the website; [www.911conference.org](http://www.911conference.org).

### **ONLINE CONFERENCE REGISTRATION INFORMATION**

This year the conference registration can ONLY be completed online: [www.911conference.org](http://www.911conference.org). A unique email address must be used for each person registered. Multiple registrations can be made in one transaction. Payment must be received before the registration is considered completed. Day passes, which include the meal for the day, are also available. Extra lunch and banquet tickets may be purchased at the conference registration desk.

**Full Conference Registration - \$175.00**  
**One Day Only - \$100.00**

**Late Registration - \$225.00**

**Early Registration Deadline: September 8, 2023**

**Pre-Conference Registration Deadline: October 13, 2023**

**NO REFUNDS AFTER October 13, 2023**

### **SPECIAL ARRANGEMENTS**

If you, or a guest, have disabilities and need accommodations, please let us know. The Conference complies with ADA requirements and will provide reasonable accommodation for conference participants upon notification.

### **ILLINOIS PUBLIC SAFETY TELECOMMUNICATIONS ASSOCIATION (IPSTA)**

Illinois APCO and INENA formed an independent non-profit organization, IPSTA, to administer and manage the conference.