



26TH ANNUAL MICHIGAN PUBLIC SERVICE INSTITUTE

Supervising for Excellence~April 8-13, 2018 or September 16-21, 2018

AT THE Comfort Inn & Suites Conference Center IN Mt. Pleasant, Michigan

October 2017

Dear Public Service Official:

The Michigan Public Service Institute Planning Committee and Central Michigan University Global Campus are pleased to invite you to attend the 26th Annual Michigan Public Service Institute (MPSI). MPSI will be conducted at the Comfort Inn Conference Center in Mt. Pleasant, Michigan.

MPSI is a three-year training program, which provides instruction designed expressly for public works supervisors, managers and directors. The course curriculum is divided into three one-week sessions (one week each year) focusing on training in public service, professional development and enhancing individual growth. The sessions are non-sequential and one may begin the three-year cycle at any time.

The MPSI Planning Committee has worked diligently to plan an exceptional program designed around current challenges faced by public service professionals from municipalities of all sizes.

In response to the rising demand and attendance, the Institute will be held twice, offering the same curriculum; April 8 - 13, 2018 and September 16 - 21, 2018. MPSI's enrollment goal is 120 participants in each session. For that reason, the number of first year participants is limited to 40 people. Participants returning for Year 2 or Year 3 will be discouraged from switching between spring or fall sessions.

Registration information and the schedule are enclosed. Participants are expected to attend evening functions that include classes, group meals and activities. Wednesday afternoon and evening are considered "free time" and a wide variety of activities are available for participants looking for opportunities to get better acquainted with peers from across the state.

MPSI graduates may sign up a single day or combination of days that best fits the individuals' interests and availability. Many MPSI graduates see this as a perfect opportunity to reconnect with MPSI colleagues; or to join others from their organization and support the MPSI experience while benefiting from attending sessions together. Graduate registration fee includes designated meals, class materials and instruction. See form for additional information.

Thursday is designated as "Directors Day". This day provides an opportunity for directors and/or bosses to get an understanding of what the MPSI experience is all about. Our hope is that when they see the quality and benefits of this program, they will want more of their team members to receive MPSI's exceptional training at as well.

The MPSI Advisory Committee and Central Michigan University are pleased to offer another excellent program that will help you reach your professional goals and enhance your effectiveness and efficiency on the job. Please refer questions to Mary Bender at mbender102@aol.com.

Sincerely,

Tom Trice

Tom Trice
Chairman
Michigan Public Service Institute Planning Committee

DESIGNED FOR PUBLIC WORKS

- *Directors*
- *Managers*
- *Supervisors*

ESSENTIAL TRAINING

- *Service Excellence*
- *Leadership Development*
- *Supervisory Skills*

OFFERED BIANNUALLY

at the Comfort Inn & Suites
Conference Center in
Mt. Pleasant, Michigan

- *April 8-13, 2018*
- *Sept. 16-21, 2018*



*An investment in knowledge
pays the best interest.
~ Benjamin Franklin*



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moving forward... now offering Spring or Fall Institute!

MPSI SPONSORS

- **American Public Works Association – Michigan Chapter**
- **American Water Works Association – Michigan Section**
- **County Road Association of Michigan**
- **Michigan Rural Water Association**
- **Michigan Water Environment Association**
- **Michigan Association of County Drain Commissioners**
- **Central Michigan University – Global Campus**



EDUCATIONAL STANDARDS

COLLEGE CREDIT

CONTINUING EDUCATION CREDIT

CERTIFICATE OF COMPLETION

COLLEGE CREDIT – CMU will offer up to three hours of academic credit in an independent study format at either the undergraduate or graduate level for completion of each year of the Institute. You will need to register for credit each year, as it may not be earned on a retroactive basis over the course of the three year Institute. For yearly maximum credit of three hours, additional outside course work including a reading list and a short paper on readings and/or Institute courses will be required. Tuition and admission fees apply and will be charged by CMU. Lew Bender is the instructor of record and information about college credit will be available at the beginning of the Institute.

CONTINUING EDUCATION CREDIT – Basic Institute participants may receive up to 3.2 continuing education credits and MPSI graduates will receive .5 credits for each hour of instruction from the Michigan Department of Environmental Quality. Students can not earn continuing education credit for independent study college courses associated with MPSI.

CERTIFICATE OF COMPLETION – Participants that complete the full week of instruction will receive a certificate of completion at the close of the last session on Friday. Those who complete three years of MPSI will receive a plaque stating they have successfully completed the three year program.

AFFIRMATIVE ACTION STATEMENT

CMU

**CENTRAL MICHIGAN
UNIVERSITY**

CMU is an AA/EO institution, strongly and actively committed to increasing diversity within its community. CMU provides students with disabilities reasonable accommodations to participate in educational programs, activities or services. Please call Mary Bender 231-797-5536 if you need to arrange for special accommodations.



MPSI PLANNING COMMITTEE

APRIL BARANEK
Washtenaw County
Class of 2017

KRISTIN BAUER
City of Marshall
Class of 2015

JENNIFER LAWSON
City of Ann Arbor
Class of 2016

HENRY LYBECK
Retired, City of Southfield
APWA - Michigan Chapter

JANE MCDONAGH
City of Kalamazoo
APWA - Michigan Chapter

TIM NEUMANN
Michigan Rural Water Association

CHRIS PORMAN
City of Plymouth
APWA - Michigan Chapter

EVAN PRATT
Washtenaw County
Michigan Association of County Drain
Commissioners

LINNEA RADER
Van Buren County Road Commission
APWA - Michigan Chapter
MPSI Treasurer

BRETT SMITH
Village of Grosse Pointe Shores

BURT THOMPSON
Antrim County Road Commission
County Road Association of Michigan

TOM TRICE
Bloomfield Township
MPSI Chairman
APWA - Michigan Chapter

LEWIS BENDER
MPSI Facilitator and Instructor

MARY BENDER
MPSI Program Coordinator



HOUSING INFORMATION

A BLOCK OF ROOMS HAS BEEN RESERVED FOR
MPSI SPRING PARTICIPANTS UNTIL MARCH 23, 2018 AND
MPSI FALL PARTICIPANTS UNTIL AUGUST 24, 2018.

Single occupancy rooms are available at reduced rates starting at \$75.00 plus tax. If you wish to share a room, you must provide the name of the applicant to the hotel. The hotels will split the bill for lodging but they cannot be responsible for selecting or changing roommate assignments. Identify yourself as a "MPSI" participant when making reservations. Be sure to provide your agency's tax-exempt number to avoid the state taxes on the lodging cost.



**COMFORT INN
CONFERENCE
CENTER**

2424 South Mission
Mt Pleasant, MI 48858
989-772-4000



**FAIRFIELD
INN**

2525 University Park Drive
Mt. Pleasant, MI 48858
989-775-5000

MPSI PROGRAM 2018 SUPERVISING FOR EXCELLENCE

- *Effective Supervision in Public Works*
- *Time Management*
- *Generational Differences*
- *Violence in the Workplace: Are We Prepared?*
- *Legal Update Your Rights Their Rights*
- *Training Techniques and Approaches for Today's Workforce*
- *Keys to Employee Development*
- *How to Build Dynamic Team Cohesiveness*
- *Conducting a Performance Appraisal*
- *Eureka to Action*

MPSI PROGRAM 2019 DELIVERING SERVICE EXCELLENCE

- *Developing and Delivering Service Excellence*
- *Creating a Culture of Service Excellence*
- *Thriving and Surviving in the Changing Private Sector*
- *Legal Update - Focus on Employment Law*
- *Understanding the Budgeting Process*
- *Managing Problem Employees*
- *Successfully Managing Change in the Workplace*
- *Mastering Customer Service*
- *Communication and Service Excellence*
- *Hot Topics*
- *Eureka to Action*

MPSI PROGRAM 2020 FOCUS ON LEADERSHIP

- *Conflicting Demands on Public Works*
- *Leadership in Public Works*
- *It's a Matter of Your Style*
- *Legal Update - Grievances and Arbitration*
- *Analytical Thinking for Decision Makers*
- *Creative Problem Solving and Strategic Planning*
- *Employee Motivation - How to Become a Superior Communicator*
- *Effective Team Membership*

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SUNDAY <i>April 8 or Sept. 16</i>	MONDAY <i>April 9 or Sept. 17</i>	TUESDAY <i>April 10 or Sept. 18</i>	WEDNESDAY <i>April 11 or Sept. 19</i>	THURSDAY <i>April 12 or Sept. 20</i>	FRIDAY <i>April 13 or Sept. 21</i>
<p>4:00 – 5:00 PM CHECK IN Comfort Inn Hotel</p> <p><i>Note that your hotel room will not be available for check in before 4:00 PM.</i></p> <p>3:30 – 5:00 PM REGISTRATION Comfort Inn Lobby Stadium Room</p> <p>5:00 – 8:00 PM ORIENTATION OPENING SESSION Effective Supervision Includes working dinner. (1 hour of instruction)</p>  <p>Notes:</p> <ul style="list-style-type: none"> • 32.75 hours of instruction • On your own for dinner on Monday and Wednesday • On your own for lunch on Wednesday and Friday 	<p>8:00 AM – Noon EFFECTIVE SUPERVISION IN PUBLIC WORKS Challenges, Do's and Don'ts <i>Lewis Bender, Ph.D., Professor Emeritus, SIU Edwardsville and Members of the Advisory Committee</i> (3 ¼ hours of instruction)</p> <p>LUNCH Noon – 1:00 PM</p> <p>1:00 – 4:30 PM TIME MANAGEMENT • Strategies for Taming the E-mail Beast. • Finding an Extra Hour Every Day • Smart Phone Success <i>Randy Dean, MBA, The "Totally Obsessed" Time Management Guy and E-mail Sanity Expert www.randalldean.com</i> (3 ¼ hours of instruction)</p> <p>4:30 – 5:00 PM HEARTY SNACK</p> <p>5:00 – 8:30 PM GENERATIONAL DIFFERENCES Examine and analyze the differences, similarities and issues involving people of different ages that come together in the workplace. <i>Lewis Bender, Ph.D., Professor Emeritus, SIU Edwardsville</i> (3 ¼ hours of instruction)</p>	<p>8:00 AM – Noon VIOLENCE IN THE WORKPLACE: ARE WE PREPARED? Learn to identify and address factors that may increase the risk of violence for some workers at certain work sites. <i>Larry (Nick) Nicholson The Nicholson Group, LLC</i> (3 ¼ hours of instruction)</p> <p>LUNCH Noon – 1:00 PM</p> <p>1:00 – 4:30 PM LEGAL UPDATE Your Rights, Their Rights <i>Helen (Lizzy) Mills, Attorney Fahey Schultz Burzych Rhodes PLC</i> (3 ¼ hours of instruction)</p> <p>5:30 PM PICNIC Spring Session Comfort Inn - Bag Toss Fall Session Union Township 2010 S. Lincoln Mt. Pleasant, MI 48858 Ball Game Bring your glove.</p>	<p>8:00 AM – Noon SUCCESSFUL TRAINING TECHNIQUES AND APPROACHES FOR TODAY'S WORKFORCE Gain new skills for getting people involved in training and retaining the information. <i>Lewis Bender, Ph.D., Professor Emeritus SIU Edwardsville</i> (3 ¼ hours of instruction)</p>  <p>FREE AFTERNOON AND EVENING This session is set aside for networking. It makes up for the evening session on Monday and participants are strongly encouraged not to return to work on Wednesday afternoon.</p>	<p>8:00 AM – Noon KEYS TO EMPLOYEE DEVELOPMENT Placing people in the right place, creating goals that drive your people to succeed, delegating effectively and teaching new skills. <i>Doug Cartland, DCI</i> (3 ¼ hours of instruction)</p> <p>LUNCH Noon – 1:00 PM</p> <p>1:00 – 4:30 PM HOW TO BUILD DYNAMIC TEAM COHESIVENESS Techniques for building rapport and cooperation, how to eliminate the poisonous political culture. Candid, honest discussions that turn problem situations into positive ones. <i>Doug Cartland, DCI</i> (3 ¼ hours of instruction)</p> <p>5:00 – 6:00 PM SOCIAL - CASH BAR</p> <p>6:00 – 8:00 PM AWARDS BANQUET <i>Celebrating the MPSI Class of 2018</i></p>	<p>8:00 AM – Noon CONDUCTING A PERFORMANCE APPRAISAL Learn how to successfully structure and conduct the dreaded performance appraisal discussion.</p> <p>EUREKA TO ACTION Create a plan to put the key lessons learned into action with you return to work. <i>Lewis Bender, Ph.D., Professor Emeritus SIU Edwardsville</i> (3 ¼ hours of instruction)</p>  <p><i>Certificates for those that have successfully completed all sessions.</i></p> <p><i>Attendance will be monitored at each session and CEC's will be awarded based on their hours of instruction.</i></p>