

30TH ANNUAL MICHIGAN PUBLIC SERVICE INSTITUTE

Focus on Delivering Service Excellence!

April 2-7, 2023, and September 17-22, 2023

Comfort Inn & Suites Conference Center | Mt. Pleasant, Michigan

SUNDAY April 2 or Sept. 17	MONDAY April 3 or Sept. 18	TUESDAY April 4 or Sept. 19	WEDNESDAY April 5 or Sept. 20	THURSDAY April 6 or Sept. 21	FRIDAY April 7 or Sept. 22
<p>4:00 – 5:00 PM CHECK IN Comfort Inn Hotel <i>Note, it is unlikely that your room will be available before 4:00 PM.</i></p> <p>3:30 – 4:45 PM REGISTRATION</p> <p>5:00 – 8:00 PM ORIENTATION OPENING SESSION Conflicting Demands on Public Service Includes working dinner. <i>(1 hour of instruction)</i></p>  <p>FACILITATED BY LEWIS BENDER <i>Education is at the heart of the mission for MPSI. Lew is great at encouraging the participants to think, share and learn from each other throughout the week. He is also the instructor for several sessions.</i></p> 	<p>BREAKFAST 7:00 – 8:00 AM</p> <p>8:00 AM – Noon DELIVERING SERVICE EXCELLENCE Challenges and Do's and Don'ts <i>Lewis Bender, Ph.D., Professor Emeritus, SIU Edwardsville and Members of the Advisory Committee</i> <i>(3 ¾ hours of instruction)</i></p> <p>LUNCH Noon – 1:00 PM</p> <p>1:00 – 4:30 PM UNDERSTANDING THE BUDGETING PROCESS <i>Jeff Anderson, Regional Director, Marketing, Michigan CLASS</i> <i>Karen Lancaster, CPA, CPFO, Woodhill Group</i> <i>(3 ¾ hours of instruction)</i></p> <p>HEARTY SNACK 4:30 – 5:00 PM</p> <p>5:00 – 8:30 PM MANAGING PROBLEM EMPLOYEES PART 1 How to strengthen your team in spite of problem employees. <i>Lewis Bender, Ph.D., Professor Emeritus, SIU Edwardsville</i> <i>(3 ¾ hours of instruction)</i> <i>On your own for dinner.</i></p>	<p>BREAKFAST 7:00 – 8:00 AM</p> <p>8:00 AM – Noon HOW TO SUCCESSFULLY MANAGE CHANGE In this session, you will learn how to view change as a good and necessary thing and to walk through it in the most efficient and productive way. <i>Doug Cartland, DCI</i> <i>(3 ¾ hours of instruction)</i></p> <p>LUNCH Noon – 1:00 PM</p> <p>1:00 – 4:30 PM MASTERING CUSTOMER SERVICE Customers are our bread and butter. In this workshop learn how to keep customers happy and coming back for more. <i>Doug Cartland, DCI</i> <i>(3 ¾ hours of instruction)</i></p> <p>PICNIC 5:30 PM – 7:30 PM Corn Hole Tournament</p>	<p>BREAKFAST 7:00 – 8:00 AM</p> <p>8:00 – Noon MANAGING PROBLEM EMPLOYEES PART 2 How to interpret body language and other key communication concepts. How to regain your serenity in the middle of the PC's game. <i>Lewis Bender, Ph.D., Professor Emeritus, SIU Edwardsville</i> <i>(3 ¾ hours of instruction)</i></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>BREAKFAST 7:00 – 8:00 AM</p> <p>8:00 AM – Noon ETHICS IN PUBLIC WORKS This session will explore the foundations of ethical behavior, how to navigate our current roles in ways that keep up professional, defensible, and ethically sound. <i>Steve Ludwig, Ludwig Speaks</i> <i>(3 ¾ hours of instruction)</i></p> <p>LUNCH Noon – 1:00 PM</p> <p>1:00 – 4:30 PM LEGAL UPDATE</p> <ul style="list-style-type: none"> • Social Media • Use of Cell Phones • CDL Changes • Marijuana <i>Helen (Lizzy) Mills Fahey, Schultz, Burzych</i> <i>(3 ¾ hours of instruction)</i> <p>5:00 – 6:00 PM SOCIAL - CASH BAR</p> <p>6:00 – 8:00 PM DINNER AND AWARDS BANQUET Celebrating the MPSI Class of 2023</p>	<p>BREAKFAST 7:00 – 8:00 AM</p> <p>8:00 AM – Noon COMMUNICATION AND SERVICE EXCELLENCE This closing session will be particularly useful to you as you conduct interviews, supervise people, or deal with conflicts.</p> <p>EUREKA TO ACTION Creation of an action plan for addressing issues and accomplishing goals. <i>Lewis Bender, Ph.D., Professor Emeritus, SIU Edwardsville</i> <i>(3 ¾ hours of instruction)</i></p> <p>CERTIFICATES <i>Certificates for those that have successfully completed all sessions. Attendance will be monitored at each session and CEC's will be awarded based on their hours of instruction.</i></p> <p>NOTES</p> <ul style="list-style-type: none"> • Participants are expected to attend all sessions, including the evening functions that include classes, group meals and other activities. • 33.75 hours of instruction • On your own for dinner on Monday and Wednesday • On your own for lunch on Wednesday and Friday