

17 annual MPSI
michigan public service institute



Supervising for Excellence

July 26 - July 31, 2009





MICHIGAN PUBLIC SERVICE INSTITUTE

March 2009

Dear Public Service Official:

The Michigan Public Service Institute Planning Committee and Central Michigan University's Off Campus Programs are pleased to invite you to attend the Seventeenth Annual Michigan Public Service Institute (MPSI) to be held July 26 - July 31, 2009 and the MPSI Advanced Institute to be held July 29 - July 31, 2009. The Institute will be conducted at the Comfort Inn Conference Center in Mt. Pleasant, Michigan.

MPSI consists of a three-year training program, which provides instruction expressly designed for public works supervisors, managers and directors. The MPSI course is divided into three one-week sessions (one week each year) focusing on training in public service and enhancing individual growth and professional development. The sessions are non-sequential and one may begin the three-year cycle at any time. The MPSI Planning Committee has worked diligently in planning an exceptional program designed around the current challenges faced by public service professionals from municipalities of all sizes.

Registration information and the schedule is enclosed. Note that 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.

The MPSI Advanced Institute is a two and one-half day program held in conjunction with the Basic Institute. This is a shorter program relating to the challenges of today's public service officials that is designed for those people that have completed the Basic Institute and want to improve supervisory skills while maintaining strong ties with other Michigan public service professionals. The schedule for the MPSI Advanced Institute begins with registration on Wednesday morning at 8:00 AM and ends on Friday at noon.

We are continuing two new opportunities that were launched last year in direct response to requests from MPSI graduates. Thursday is designated as "Directors Day" and is an opportunity for directors that just want to get an idea of what MPSI is all about. Our hope is that when the Directors from around the state see the quality of this program, they will be even more willing to authorize members of their team to attend MPSI.

In addition, we will offer the Second Annual MPSI Alumni Day to be held on Thursday, October 28. This event is designed for MPSI graduates but it is open to anyone that would like to know more about the Michigan Public Service Institute. It is a great opportunity to get together with other graduates of MPSI and "hunker down" with Lew Bender and the rest of the MPSI gang. Lew Bender will conduct the training. The topics have not been finalized. Information will be posted on the MPSI website when it is finalized.

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, 231-797-5536.

Sincerely,

Tom Trice
Chairman
Michigan Public Service Institute Planning Committee



MPSI PROGRAM 2009 SUPERVISING FOR EXCELLENCE

- Defining Service Excellence
- Consolidating Services
- Community Education
- Four Day Work Week
- Dynamic Delegation
- Succession Planning
- Service to the Citizen
- Arbitration
- Creating an Effective Performance Appraisal
- Success in Middle Management
- Employee Development
- Eureka to Action

HOUSING INFORMATION

A BLOCK OF ROOMS HAS BEEN RESERVED FOR
MPSI PARTICIPANTS UNTIL JULY 1.

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

Single occupancy rooms are available at reduced rates starting at \$70.00 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. Note the Comfort Inn does not have an elevator. Be sure to ask for a room on the first floor if you can't walk up and down stairs.

MPSI SPONSORS

- Michigan Chapter, American Public Works Association
- Michigan Section, American Water Works Association
- County Road Superintendents Association of Michigan
- County Road Association of Michigan
- Michigan Rural Water Association
- Michigan Water Environment Association
- Michigan Association of County Drain Commissioners
- Central Michigan University – Off Campus Programs

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 Advanced Institute participants may receive 1.4 credits from the Michigan Department of Environmental Quality advisory board approved education credit. 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 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

Mary Bender PROGRAM COORDINATOR	Robert Fox CITY OF BIRMINGHAM	Tim Neumann MI RURAL WATER ASSOCIATION
Lewis Bender, Facilitator SOUTHERN ILLINOIS UNIVERSITY	Rocco B. Fortura CITY OF OAK PARK	Tom Trice BLOOMFIELD TOWNSHIP
Les Bland CITY OF FENTON	Henry Lybeck RETIRED	Mary Starnes CMU OFF CAMPUS PROGRAMS
Scott Cambensy CITY OF MARQUETTE	Evan Pratt ORCHARD, HILTZ & MCLIMMENT, INC.	Matt Tomlinson MI DEPARTMENT OF ENVIRONMENTAL QUALITY
Michael Culpepper CITY OF AUBURN HILLS	Brett Smith VILLAGE OF GROSE POINTE SHORES	Rolland Sizemore YPSILANTI COMMUNITY UTILITIES AUTHORITY
Paul D'Luge CITY OF WARREN	Ken Straub JACKSON COUNTY RD COMMISSION	



SUPERVISING FOR EXCELLENCE! July 26– July 31, 2009

SUNDAY July 26, 2009	MONDAY JULY 27, 2009	TUESDAY JULY 28, 2009	WEDNESDAY JULY 29, 2009	THURSDAY JULY 30, 2009	FRIDAY JULY 31, 2009
<p>3:30p - 5:00p MSPI REGISTRATION Conference Center</p> <p>NOTE: Check in time for lodging at the Comfort Inn is 4:00 in the afternoon.</p>  <p>5:00p - 6:00p ORIENTATION PROGRAM</p> <p>6:00p - 6:30p NETWORKING & CASH BAR</p> <p>6:30p - 7:30p DINNER</p>	<p>8:00a - 12:00p DEFINING SERVICE EXCELLENCE Scenario based discussion. LEW BENDER AND MPSI ADVISORY COMMITTEE</p> <p>Noon - 1:00p LUNCH</p> <p>1:00p - 4:00p HOT TOPICS Each topic will be offered twice – choose two. > Customer Service > Consolidating Services > Community Education > Four Day Work Week</p> <p>4:30p - 7:30p DYNAMIC DELEGATION & SUCCESSION PLANNING LEWIS BENDER</p> <p>Hearty Snack at 4:30 (On your own for dinner.)</p>	<p>8:00a - 12:00p SERVICE TO THE CITIZEN NANCY OHLE</p> <p>Noon - 1:00p LUNCH</p> <p>1:00p - 4:30p ARBITRATION FACILITATED PANEL DISCUSSION</p> <p>5:30p PICNIC Jamison Park, Union Township</p> <p>Ball Game Bring your glove!</p>	<p>7:00a - 8:00a BREAKFAST</p> <p>8:00a - 12:00p CREATING AN EFFECTIVE PERFORMANCE APPRAISAL LEWIS BENDER</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>8:00a - 12:00p SUCCESS IN MIDDLE MANAGEMENT DOUG CARTLAND</p> <p>Noon - 1:00p LUNCH</p> <p>1:00p - 4:30p EMPLOYEE DEVELOPMENT DOUG CARTLAND</p> <p>5:30p - 6:30p SOCIAL - CASH BAR</p> <p>6:30p - 8:00p AWARDS BANQUET Guest Speaker PAT LOCKWOOD</p> 	<p>8:00a - 12:00p EUREKA TO ACTION LEWIS BENDER AND MPSI ADVISORY COMMITTEE</p> <p>CERTIFICATES for those that have successfully completed all sessions of the Basic 1, Basic 2 and the Advanced Institute will be distributed at the closing session on Friday.</p>

HOT TOPICS PRESENTERS

CUSTOMER SERVICE

Dave Payne
TOWNSHIP SUPERVISOR,
BLOOMFIELD TOWNSHIP

Tina Barton
DEPUTY CLERK,
BLOOMFIELD TOWNSHIP

CONSOLIDATING SERVICES

Greg Rassel
SUPERINTENDENT OF PUBLIC SERVICES,
CITY OF ROYAL OAK

Sam Lamarato
DIRECTOR OF PUBLIC WORKS,
CITY OF TROY

COMMUNITY EDUCATION

Rick Shepler
DIRECTOR, WATER AND SEWER
SUPERINTENDENT, CITY OF TROY

Bob Fox
ASST. DIRECTOR OF PUBLIC WORKS,
CITY OF BIRMINGHAM

FOUR DAY WORK WEEK

Tom Trice,
DIRECTOR OF PUBLIC WORKS,
BLOOMFIELD TOWNSHIP

Rocco Fortura,
DEPUTY DIRECTOR OF PUBLIC WORKS,
CITY OF OAK PARK

ARBITRATION FACILITATED PANEL PRESENTERS

Michael R. Kluck
KLUCK & ASSOC., OKEMOS

Dennis Dubay
KELLER THOMA LAW FIRM, DETROIT

Howard Gordon
SEIU LOCAL 517M, LANSING

Steve Schultz
FAHEY, SCHULTZ, BURZYCH, RHODES, PLC.



REGISTRATION FORM

First Name _____ Last Name _____
(PRINT YOUR NAME AS YOU WISH IT TO APPEAR ON YOUR CERTIFICATE.)

First Name _____ Title _____
(FOR YOUR NAME TAG)

Organization _____ Address _____

City _____ State _____ Postal Code _____

Business Phone _____ Email _____
(AREA CODE WITH PHONE#) (PLEASE TYPE OR PRINT)

Please list the previous years that you have attended MPSI? _____

Special needs? (Disability, hearing, visual, diet, etc.): _____

CHECK ONE, PLEASE PRINT OR TYPE.

BASIC - July 26 through July 31, 2009

- Basic Year 1 Basic Year 2
 Basic Year 3

ADVANCED - July 29 through July 31, 2009

- Advanced MPSI
 Available to those that have completed Basic MPSI
 (Note year completed basic) _____

DIRECTORS DAY - July 30, 2009

- Directors Day
 This is an offering for bosses that would like to see what MPSI is all about.

MPSI BASIC \$650	July 26 through July 31 Includes classes, materials, breaks & some meals. > Lunch on Monday, Tuesday, Thursday > Dinner on Sunday, Tuesday, Thursday
ADVANCED MPSI \$285	July 29 through July 31 Includes classes, materials, breaks & some meals. > Lunch on Thursday > Dinner on Thursday
DIRECTORS DAY \$100	July 30 For bosses that would like to see what MPSI is all about. Includes dynamic speaker, materials, breaks and lunch.
<input type="checkbox"/> GOLF OUTING	Add \$40
<input type="checkbox"/> BANQUET GUEST	Add \$30

- Please pay by registration deadline, July 9, 2009.
- An administration fee of \$50.00 will be charged for registrations received after 7/9/09.
- No refunds for cancellations received after 7/9/09.
- Lodging is not included in the registration fee. See lodging information enclosed.
- Golf Outing and Alumni flyers are separate.

MPSI SHIRTS

Shirts are for Basic and Advanced Participants that are registered by the deadline. Indicate shirt size and preferences:

- Men's with pocket Men's without pocket Ladies without pocket
 Small Medium Large XL XXL XXXL XXXXL

Please make checks payable to:

APWA, Michigan Chapter – MPSI
 (Tax ID 36-2202-880)
 If fees present a problem, scholarship funds are available on a limited basis.
 For more information, please contact:
 Tom Trice 248-433-7732

Return by July 9, 2009 to:

Michigan Public Service Institute
 C/O Mary Bender, Program Coordinator
 P.O. Box 330
 LeRoy, MI 49655

Refer questions about registration to:

Mary Bender
 231-797-5536
 fax 231-797-8072
 mbender102@aol.com

PLEASE KEEP A COPY OF THIS REGISTRATION FORM FOR YOUR RECORDS.