

March 2011

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 nineteenth Annual Michigan Public Service Institute (MPSI) to be held July 31 - August 5, 2011 and the MPSI Advanced Institute to be held August 3 - August 5, 2011. 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.

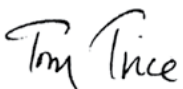
Registration information and the schedule is enclosed. Note that participants are expected to attend evening functions that include classes, group meals and activities. Wednesday afternoon and evening are considered "free time" and a wide variety of activities are available for participants looking for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

There is a change in the format for the MPSI. We have decided to discontinue the Advanced Institute that has traditionally been a two and one-half day program held in conjunction with the Basic Institute. We are now offering MPSI graduates an opportunity to sign up for any single day or combination of days that best fits your interests and availability. We hope MPSI graduates will see this as a perfect opportunity to reconnect with MPSI colleagues or join others from your organization to support their MPSI experience and benefit from attending sessions together. See the registration form for pricing that will cover meals, class materials and instruction.

We are continuing to designate Thursday as "Directors Day" as an opportunity for directors or bosses that want to get an idea of what MPSI is all about. Our hope is that when they see the quality of this program, they will be even more willing to authorize members of their team to attend MPSI.

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

focus on leadership



MPSI 2011

MPSI PROGRAM 2011

focus on leadership

- Conflicting Demands on Public Works
- Leadership in Public Works
- It's a Matter of Your Style
- Risk Management
- Dealing with Negative Media
- Creative Problem Solving and Strategic Planning
- Employee Motivation and Loyalty
- Communicating for Success
- Followership and Effective Team Membership

MPSI PROGRAM 2012

supervising for excellence

- Defining Service Excellence in Changing Times
- Service to the Citizen
- Community Education – Hot Topics
- Dynamic Delegation and Succession Planning
- Preparing for Arbitration
- Creating an Effective Performance Appraisal
- Success in Middle Management
- Employee Development
- Action Planning

MPSI PROGRAM 2013

delivering service excellence

- Developing and Delivering Service Excellence
- Building an Excellent Team
- Business Communication
- Business Etiquette
- Addressing Workplace Stress
- Managing Problem Employees
- Understanding the Employment Rights
- Combating Workplace Violence
- It's What You Don't Say - Eureka to Action

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 will receive 3.3 continuing education credits for attending the full week and MPSI graduates will receive .1 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 is an AA/EEO 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 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

HOUSING INFORMATION

A block of rooms have 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 \$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. *Note: The Comfort Inn does not have elevators. If you cannot walk upstairs, please be sure to request a room on the ground floor.*

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MPSI 2011



SUN July 31, 2011	MON August 1, 2011	TUE August 2, 2011	WED August 3, 2011	THU August 4, 2011	FRI August 5, 2011
<p><i>Note: The Comfort Inn is full and it is unlikely that your room will be available before 4:00 PM.</i></p> <p>3:30 - 5 PM REGISTRATION Conference Center</p> <p>5 PM –8 PM ORIENTATION DINNER & OPENING SESSION Conflicting Demands on Public Service</p>	<p>8 AM – 12 PM Conflicting Demands on Public Works A scenario based panel discussion. Lewis Bender, Ph.D. Professor Emeritus, Southern Illinois University Edwardsville and Members of the Advisory Committee</p> <p>Lunch Noon – 1 PM</p> <p>1 PM – 4:30 PM Leadership Styles Gleaves Whitney</p> <p>5 PM – 8:30 PM It's a Matter of Your Style Lewis Bender, Ph.D. Professor Emeritus, Southern Illinois University Edwardsville</p> <p><i>(On your own for dinner)</i></p>	<p>8 AM – 12 PM Anatomy of a Law Suit Chuck Schwabb Michigan Risk Management Association</p> <p>Lunch Noon – 1 PM</p> <p>1 PM – 4:30 PM Media Relations Tim Skubick Capital Correspondent</p> <p>5:30 PM PICNIC Jamison Park, Union Township Ball Game Bring your glove</p>	<p>8 AM – 12 PM Creative Problem Solving and Strategic Planning Lewis Bender, Ph.D. Professor Emeritus, Southern Illinois University Edwardsville</p> <p><i>Free afternoon and evening. This session is set aside for networking.</i></p> <p><i>It makes up for the evening session on Monday and participants are strongly encouraged not to return to work on Wednesday afternoon.</i></p>	<p>8 AM – 12 PM DIRECTOR'S DAY</p> <p>Leadership Employee Motivation Doug Cartland</p> <p>Lunch Noon – 1 PM</p> <p>1 PM – 4:30 PM Communications with Employees Doug Cartland</p> <p>5 PM – 6 PM Social - Cash bar</p> <p>6 PM – 8 PM Awards Banquet Guest Speaker Pat Lockwood</p>	<p>8 AM – 12 PM Followership and Effective Team Membership</p> <p>Eureka to Action Lewis Bender, Ph.D. Professor Emeritus, Southern Illinois University Edwardsville</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 the hours of instruction.</i></p>

MPSI PLANNING COMMITTEE

Mary Bender
Program Coordinator

Lewis Bender
Facilitator – Professor Emeritus
Southern Illinois University

Les Bland
Director of Public Works
City of Fenton

Scott Cambensy
City of Marquette
Representing the Class of 2008

Michael Culpepper
Retired, City Manager
City of Auburn Hills

Perry Hart
City of Battle Creek, DPW
Representing the Class of 2010

Henry Lybeck
Retired Southfield DPW

Tim Neumann
Michigan Rural Water Association

Chris Porman
City of Plymouth

Evan Pratt
APWA Michigan Chapter VP

Michael Roon
Retired, City of Wyoming

Scott Roselle
City of Novi
Representing the Class of 2009

Rolland Sizemore
Ypsilanti Community Utilities Authority

Brett Smith
DPW Director
Village of Grosse Pointe Shores

Ken Straub
Jackson County Road Commission

Tom Trice
Bloomfield Township

MICHIGAN PUBLIC SERVICE INSTITUTE

REGISTRATION FORM

July 31 through August 5, 2011

CHECK ONE

- MPSI Graduates
- Directors Day

- Basic Year 1
- Basic Year 2
- Basic Year 3

First Name (Print your name as you wish it to appear on your certificate.)

Last Name

First Name (For your name tag)

Title

Organization

Address

City

State

Postal Code

Business Phone (Please type or print)

Email

Please list the previous years that you have attended MPSI:

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

Shirts are for Basic and Advanced Participants that are registered by the deadline.

Indicate shirt preference and size: Men's with pocket Men's without pocket Ladies size without pocket

Small Medium Large XL XXL XXXL XXXXL

MPSI BASIC

July 31 through August 5

\$650.00

Includes classes, materials, breaks and some meals.

Lunch on Monday, Tuesday, Thursday

Dinner on Sunday, Tuesday, Thursday

DIRECTORS DAY

August 4

\$100.00

For bosses that would like to see what MPSI is all about.

Includes dynamic speaker, materials, breaks and lunch.

WEDNESDAY GOLF OUTING

Add \$40.00

BANQUET GUEST

Add \$30.00

MPSI GRADUATES ONLY

Choose Single or Multiple Days

\$45 for first day, \$120.00 each additional day or days

Monday

Includes 10.5 hours of instruction, breaks and lunch.

Tuesday

Includes 7 hours of instruction breaks, lunch and picnic.

Wednesday

Includes 3.75 hours of instruction and breakfast.

Thursday

Includes 7 hours of instruction, lunch and breaks.

Friday

Includes 3.75 hours of instruction and breaks.

CEC's will be based on the hours of instruction. Divide hours of instruction by 10 to calculate CEC's awarded.

For example: 7 hours = .7 CEC's

Please pay by registration deadline, July 8, 2011. An administration fee of \$50.00 will be charged for registrations received after 7/08/11. No refunds for cancellations received after July 8, 2011. Lodging is not included in the registration fee.

See lodging information enclosed. Golf Outing and Alumni flyers are separate.

Return by July 08, 2011 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,
Program Coordinator
phone: 231-797-5536
fax: 231-797-5865
email: mbender102@aol.com

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 at 248-433-7732 or ttrice@bloomfieldtwp.org