

MPSI CONFERENCE SCHEDULE

July 25– July 30, 2010 ■ Comfort Inn Conference Center

DELIVERING SERVICE EXCELLENCE

SUN JULY 25	MON JULY 26	TUE JULY 27	WED JULY 28	THU JULY 29	FRI JULY 30
<p>3:30p - 5:00p MPSI REGISTRATION Conference Center</p> <p>NOTE: Check in time for lodging at the Comfort Inn is 4:00 PM. It is unlikely that your room will be ready before 4:00 PM</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 DEVELOPING AND DELIVERING SERVICE EXCELLENCE Solutions for maintaining excellence in tough economic times. Scenario based discussion. LEWIS BENDER, PH.D. AND MPSI ADVISORY COMMITTEE</p> <p>Noon - 1:00p LUNCH</p> <p>1:00p - 4:00p BUDGETING BASICS A scenario based session that will help you understand the budgeting process. TIM ARENDS, TRAVERSE CITY LIGHT AND POWER, LEWIS BENDER, PH.D. AND MPSI ADVISORY COMMITTEE</p> <p>5:00p - 8:00p BUILDING AN EXCELLENT TEAM LEWIS BENDER, PH.D.</p> <p>Hearty Snack at 4:30p</p>	<p>8:00a - 10:00a BUSINESS COMMUNICATION This session will provide basic writing skills and common mistakes to avoid. JAN RONCELLI, CMC TOWNSHIP CLERK BLOOMFIELD TOWNSHIP</p> <p>10:30a - 1:00p BUSINESS ETIQUETTE A common sense approach to the fundamentals to good business manners. TBA</p> <p>Noon - 1:00p WORKING LUNCH</p> <p>1:00p - 4:30p ADDRESSING WORKPLACE STRESS Solutions for dealing with this growing problem for public sector managers resulting from reduced resources and increased demand. PAUL METLER, PsyD, LP CLINICAL DIRECTOR, VENTURE BEHAVIORAL HEALTH</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 MANAGING PROBLEM EMPLOYEES How to win at the games they play! LEWIS BENDER, PH.D.</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 UNDERSTANDING THE EMPLOYMENT RIGHTS This session will cover <u>your rights</u> as well as <u>the rights of your employees</u>. JOHN BECKER MADISON, WISCONSIN</p> <p>Noon - 1:00p LUNCH</p> <p>1:00p - 4:30p COMBATING WORKPLACE VIOLENCE You will learn about the causes and how identify risks in your workplace. CAPTAIN SCOTT BATTOE RETIRED, O'FALLON, ILLINOIS POLICE DEPARTMENT</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 IT'S WHAT YOU DON'T SAY You will learn to communicate at a new level!</p> <p>EUREKA TO ACTION You will leave this session with a plan that will put all this training to good use. LEWIS BENDER, PH.D.</p> <p>NOTES: 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> <p>Dress is casual for all training sessions.</p> <p>Plan for a cool classroom.</p>