

# 25TH ANNUAL MICHIGAN PUBLIC SERVICE INSTITUTE

Focus on Leadership ~ April 2-7, 2017 OR Sept. 17-22, 2017

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

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

## MPSI SPONSORS

- **American Public Works Association – Michigan Chapter**
- **American Water Works Association – Michigan Section**
- **Association of County Road Superintendents**
- **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.



## HOUSING INFORMATION

A BLOCK OF ROOMS HAS BEEN RESERVED FOR  
MPSI SPRING PARTICIPANTS UNTIL MARCH 13, 2017 AND  
MPSI FALL PARTICIPANTS UNTIL SEPTEMBER 1, 2017.

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 PLANNING COMMITTEE

### KRISTIN BAUER

City of Marshall  
Class of 2015

### LES BLAND

Retired, City of Fenton  
APWA - Michigan Chapter

### 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

### MICHAEL ROON

Retired, City of Wyoming  
Michigan Section AWWA

### ROLLAND SIZEMORE

Washtenaw County Administration

### 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

### MATTHEW WIKTOROWSKI

City of Novi  
Class of 2014

### LEWIS BENDER

MPSI Facilitator and Instructor

### MARY BENDER

MPSI Program Coordinator



www.mipsi.org

## MPSI PROGRAM 2017

### FOCUS ON LEADERSHIP

- *Conflicting Demands on Public Works*
- *Leadership in Public Works*
- *It's a Matter of Your Style*
- *Legal Update - Grievances and Arbitration*
- *Handling the Media - Understanding Michigan Politics*
- *Creative Problem Solving and Strategic Planning*
- *Employee Motivation - How to Become a Superior Communicator*
- *Effective Team Membership*

## MPSI PROGRAM 2018

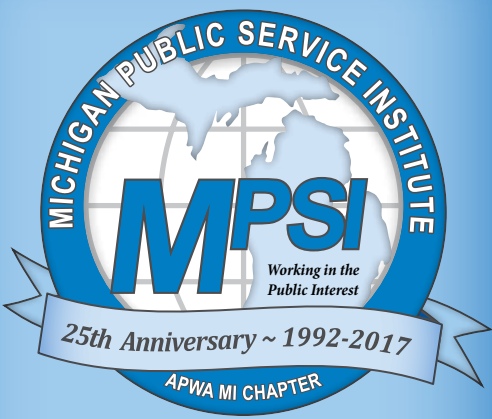
### SUPERVISING FOR EXCELLENCE

- *Effective Supervision in Public Works*
- *Customer Service - A Public Works Perspective*
- *Community Education - New Realities for Public Works - Professionalism*
- *Consolidating Local Government Services*
- *Arbitration*
- *Maximizing Social Media*
- *Personal Safety in the Workplace*
- *Dynamic Delegation*
- *Action Planning*

## 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*



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### 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 2-7, 2017**
- **Sept. 17-22, 2017**



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

November 2016

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 25th 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 2 - 7, 2017 and September 17 - 22, 2017. A limited number of participants returning for Year 2 or Year 3 may choose either the spring or fall session, based on availability. MPSI's enrollment goal is 40 participants in each class for a total of 120 in each session.

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 designate 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