

24TH ANNUAL MICHIGAN PUBLIC SERVICE INSTITUTE

Delivering Service Excellence ~ April 3-8, 2016 OR Sept. 18-23, 2016

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

Working
in the
Public Interest

MPSI

MICHIGAN PUBLIC SERVICE INSTITUTE

APWA MICHIGAN CHAPTER

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 3-8, 2016
- September 18-23, 2016

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

MICHIGAN PUBLIC SERVICE INSTITUTE

DECEMBER 2015

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 Twenty Fourth Annual Michigan Public Service Institute (MPSI). The Institute will be conducted at the Comfort Inn Conference Center in Mt. Pleasant, Michigan. In response to a rising demand, the Institute will be offered twice; April 3 - 8, 2016 and September 18 - 23, 2016. The change to spring and fall will offer smaller class size, more intense and personal experiences. The courses and instructors will be the same and offer additional flexibility for organizations sending multiple attendees.

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. Participants returning for Year 2 or Year 3 may choose either the spring or the fall session.

The format for the MPSI has changed. The Advanced Institute is offered to MPSI graduates with an opportunity to sign up for any single day or combination of days that best fits the individual interests and availability. MPSI graduates will see this as 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 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 at mbender102@aol.com.

Sincerely,

Tom Trice

Tom Trice
Chairman
Michigan Public Service Institute Planning Committee

www.mipsi.org



24TH ANNUAL MICHIGAN PUBLIC SERVICE INSTITUTE

Delivering Service Excellence ~ April 3-8, 2016 OR Sept. 18-23, 2016

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.

www.mipsi.org

HOUSING INFORMATION

A BLOCK OF ROOMS HAS BEEN RESERVED FOR MPSI PARTICIPANTS UNTIL SEPTEMBER 5.

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

JANE MCDONAGH

City of Kalamazoo
APWA - Michigan Chapter

HENRY LYBECK

Retired, City of Southfield
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 2016

DELIVERING SERVICE EXCELLENCE

- Developing and Delivering Service Excellence
- Thriving, Surviving and Managing Stress
- Creating a Culture of Service Excellence
- Understanding the Budgeting Process
- Legal Update
- Managing Problem Employees
- Managing Change in the Workplace
- Mastering Customer Service
- Communication and Service Excellence
- Eureka to Action

MPSI PROGRAM 2017

FOCUS ON LEADERSHIP

- Conflicting Demands on Public Works
- Leadership in Public Works
- It's a Matter of Your Style
- Grievances and Arbitration
- Handling the Media
- Understanding Michigan Politics
- Creative Problem Solving and Strategic Planning
- Employee Motivation and Loyalty
- Communicating for Success
- 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