

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

INSTITUTE SCHEDULE

| SUNDAY April 3 or Sept. 18 | MONDAY April 4 or Sept. 19 | TUESDAY April 5 or Sept. 20 | WEDNESDAY April 6 or Sept. 21 | THURSDAY April 7 or Sept. 22 | FRIDAY April 8 or Sept. 23 |
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| <p><i>Note: If the Comfort Inn is full the night before, it is unlikely that your room will be available before 4:00 PM.</i></p> <p>3:30 – 5:00 PM REGISTRATION Stadium Room – Comfort Inn Lobby</p> <p>5:00 – 8:00 PM ORIENTATION DINNER AND OPENING SESSION</p> <p>CONFLICTING DEMANDS ON PUBLIC SERVICE <i>(2 hours of instruction)</i></p> <p><i>Facilitated by Lewis Bender Education is at the heart of the mission for MPSI. Lew is great at encouraging the participants to think, share and learn from each other throughout the week. He is also the instructor for several sessions.</i></p> | <p>8:00 AM – Noon DELIVERING SERVICE EXCELLENCE INDICATORS OF EXCELLENCE A facilitated scenario based panel discussion. Members of the Advisory Committee and Lewis Bender, Ph.D., Professor Emeritus SIU Edwardsville <i>(3 ¾ hours of instruction)</i></p> <p>Noon – 1:00 PM LUNCH</p> <p>1:00 – 4:30 PM CREATING A CULTURE OF SERVICE EXCELLENCE Sue McCormick Great Lakes Water Authority <i>(3 ¼ hours of instruction)</i></p> <p>5:00 – 8:30 PM SURVIVING AND THRIVING Addressing stress in the work place. Lewis Bender, Ph.D., Professor Emeritus SIU Edwardsville <i>(3 ¼ hours of instruction)</i></p> <p><i>Hearty break snack - on your own for dinner</i></p> | <p>8:00 AM – Noon LEGAL UPDATE <ul style="list-style-type: none"> • YOUR RIGHTS THEIR RIGHTS • SOCIAL MEDIA • USE OF CELL PHONES • MARIJUANA USE • CDL CHANGES Steve Schultz, Fahey Schultz Burzych Rhodes PLC <i>(3 ¾ hours of instruction)</i></p> <p>Noon – 1:00 PM LUNCH</p> <p>1:00 – 4:30 PM UNDERSTANDING THE BUDGETING PROCESS This session will cover the basic elements of budgeting and how the budget impacts all aspects of an organization. TBA <i>(3 ¼ hours of instruction)</i></p> <p>5:30 PM PICNIC</p> | <p>8:00 AM – Noon MANAGING PROBLEM EMPLOYEES: A Different Perspective <ul style="list-style-type: none"> • THE GAMES THEY PLAY, AND WHY THEY PLAY THEM • WHY YOU OFTEN LOSE • STRENGTHEN YOUR TEAM IN SPITE OF THE INFLUENCES OF PROBLEM EMPLOYEES • EFFECTIVE AND PRACTICAL METHODS FOR ADDRESSING PROBLEM EMPLOYEES Lewis Bender, Ph.D., Professor Emeritus SIU Edwardsville <i>(3 ¾ hours of instruction)</i></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>8:00 AM – Noon HOW TO SUCCESSFULLY MANAGE CHANGE You will learn how to view change as a good and necessary thing and to walk through it in the most efficient and productive way with the help of this training workshop. Doug Cartland <i>(3 ¾ hours of instruction)</i></p> <p>Noon – 1:00 PM LUNCH</p> <p>1:00 – 4:30 PM MASTERING CUSTOMER SERVICE Customers are our bread and butter. In this training workshop learn how to keep them happy and coming back for more. Learn to see customer relationships as long term and mutually beneficial. Doug Cartland <i>(3 ¼ hours of instruction)</i></p> <p>AWARDS BANQUET 5:00 – 6:00 PM SOCIAL - CASH BAR</p> <p>6:00 – 8:00 PM DINNER AND AWARDS TO THE CLASS OF 2016</p> | <p>8:00 AM – Noon COMMUNICATION AND SERVICE EXCELLENCE This closing session will be particularly useful to you as you conduct interviews, supervise people, or deal with conflicts.</p> <p>EUREKA TO ACTION Creation of an action plan for addressing issues and accomplishing goals. Lewis Bender, Ph.D., Professor Emeritus SIU Edwardsville <i>(3 ¾ hours of instruction)</i></p> <p><i>Note: Participants are expected to attend all sessions, including the evening functions that include classes, group meals and other activities.</i></p> |