



18th Annual

m p s i 2010

MICHIGAN PUBLIC SERVICE INSTITUTE

DELIVERING SERVICE EXCELLENCE

July 25 - July 30, 2010



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MICHIGAN PUBLIC SERVICE INSTITUTE

www.mipsi.org

18th Annual



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MICHIGAN PUBLIC SERVICE INSTITUTE

March 2010

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 Eighteenth Annual Michigan Public Service Institute (MPSI) to be held July 25 - July 30, 2010 and the MPSI Advanced Institute to be held July 28 - July 30, 2010. 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.

The MPSI Advanced Institute is a two and one-half day program held in conjunction with the Basic Institute. This is a shorter program relating to the challenges of today's public service officials that is designed for those people that have completed the Basic Institute and want to improve supervisory skills while maintaining strong ties with other Michigan public service professionals. The schedule for the MPSI Advanced Institute begins with registration on Wednesday morning at 8:00 AM and ends on Friday at noon. If you are a graduate of the program and prefer to attend on Monday through Wednesday, that option is available upon request.

We are continuing to designate Thursday as "Directors Day" and is an opportunity for directors or bosses that just 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,

A handwritten signature in cursive script that reads "Tom Trice".

Tom Trice
Chairman
Michigan Public Service Institute Planning Committee

DELIVERING SERVICE EXCELLENCE

MPSI PROGRAM 2010 DELIVERING SERVICE EXCELLENCE

- **BUDGET CONSTRAINTS AND CHALLENGES**
Solutions for maintaining excellence in tough economic times.
- **BUDGETING BASICS**
A scenario based session that will help you understand the budgeting process.
- **BUILDING AN EXCELLENT TEAM**
Reminder the Titans?
- **BUSINESS COMMUNICATION**
This session will provide basic writing skills and common mistakes to avoid.
- **BUSINESS ETIQUETTE**
A common sense approach to the fundamentals to good business manners.
- **ADDRESSING WORKPLACE STRESS**
A growing problem resulting from reduced resources and increased demand.
- **MANAGING PROBLEM EMPLOYEES**
How to win at the games they play!
- **UNDERSTANDING EMPLOYMENT RIGHTS**
This session will cover your rights as well as the rights of your employees.
- **COMBATING WORKPLACE VIOLENCE**
You will learn about the causes and how identify risks in your workplace.
- **IT'S WHAT YOU DON'T SAY**
You will learn to communicate at a new level.
- **EUREKA TO ACTION**
Planning that will put all this training to good use.

HOUSING INFORMATION A BLOCK OF ROOMS HAS 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 \$70.00 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 an elevator. Be sure to ask for a room on the first floor if you can't walk up and down stairs.

MPSI PLANNING COMMITTEE

Mary Bender PROGRAM COORDINATOR	Scott Cambensy CITY OF MARQUETTE	Rocco B. Fortura CITY OF OAK PARK	Rolland Sizemore YPSILANTI COMMUNITY UTILITIES AUTHORITY	Brett Smith VILLAGE OF GROSSE POINTE SHORES	Matt Tomlinson MICHIGAN DEPARTMENT OF ENVIRONMENTAL QUALITY
Lewis Bender, Facilitator SOUTHERN ILLINOIS UNIVERSITY	Michael Culpepper CITY OF AUBURN HILLS	Henry Lybeck RETIRED	Scott Roselle WATER AND SEWER TECHNICIAN CITY OF NOVI	Ken Straub JACKSON COUNTY ROAD COMMISSION	Tom Trice BLOOMFIELD TOWNSHIP
Les Bland CITY OF FENTON	Paul D'Luge CITY OF WARREN	Evan Pratt ORCHARD, HILTZ & MCCLIMENT, INC.		Tim Neumann MICHIGAN RURAL WATER ASSOCIATION	Mary Starnes CMU PROFED

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

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 Advanced Institute participants may receive 1.4 credits from the Michigan Department of Environmental Quality advisory board approved education credit. 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/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.

SUPERVISING FOR EXCELLENCE SCHEDULE July 25– July 30, 2010 Comfort Inn Conference Center

SUNDAY JULY 25, 2010	MONDAY JULY 26, 2010	TUESDAY JULY 27, 2010	WEDNESDAY JULY 28, 2010	THURSDAY JULY 29, 2010	FRIDAY JULY 30, 2010
<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 BUDGET CONSTRAINTS AND CHALLENGES 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. LEWIS BENDER, PH.D. AND MPSI ADVISORY COMMITTEE</p> <p>5:00p - 8:00p BUILDING AN EXCELLENT TEAM Reminder the Titans? 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. JUDY BURTON, PH.D. BURTON AND ASSOCIATES MIDLAND, MICHIGAN</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 <i>your rights</i> as well as <i>the rights of your employees.</i> TBA</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 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>

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REGISTRATION FORM

First Name _____ Last Name _____
(PRINT YOUR NAME AS YOU WISH IT TO APPEAR ON YOUR CERTIFICATE.)

First Name _____ Title _____
(FOR YOUR NAME TAG)

Organization _____ Address _____

City _____ State _____ Postal Code _____

Business Phone _____ Email _____
(AREA CODE WITH PHONE#) (PLEASE TYPE OR PRINT)

Please list the previous years that you have attended MPSI? _____

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

CHECK ONE, PLEASE PRINT OR TYPE.

BASIC - July 25 through July 30, 2010

- Basic Year 1 Basic Year 2
- Basic Year 3

ADVANCED - July 28 through July 30, 2010

- Advanced MPSI
Available to those that have completed Basic MPSI
(Note year completed basic) _____

DIRECTORS DAY- July 29

- Directors Day
This is an offering for bosses that would like to see what MPSI is all about.

MPSI BASIC \$650	July 25 through July 30 Includes classes, materials, breaks & some meals. > Lunch on Monday, Tuesday, Thursday > Dinner on Sunday, Tuesday, Thursday
ADVANCED MPSI \$285	July 28 through July 30 Includes classes, materials, breaks & some meals. > Lunch on Thursday > Dinner on Thursday
DIRECTORS DAY \$100	July 29 For bosses that would like to see what MPSI is all about. Includes dynamic speaker, materials, breaks and lunch.
<input checked="" type="checkbox"/> GOLF OUTING	Add \$40
<input checked="" type="checkbox"/> BANQUET GUEST	Add \$30

- No refunds for cancellations received after 7/9/10.
- Lodging is not included in the registration fee. See lodging information enclosed.
- Golf Outing and Alumni flyers are separate.

- Please pay by registration deadline, July 9, 2010.
- An administration fee of \$50.00 will be charged for registrations received after 7/9/10.

MPSI SHIRTS

Shirts are for Basic and Advanced Participants that are registered by the deadline.
Indicate shirt size and preferences:

Men's with pocket Men's without pocket Ladies without pocket
Small Medium Large XL XXL XXXL XXXXL

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

Return by July 9, 2010 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
231-797-5536
fax: 231-797-5865
mbender102@aol.com

PLEASE KEEP A COPY OF THIS
REGISTRATION FORM FOR YOUR RECORDS.