

Winter 2014

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 Second Annual Michigan Public Service Institute (MPSI) to be held September 21 - 26, 2014. 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 are 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 format for the MPSI has changed. The traditional two and one-half day Advanced Institute is now offering 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 that 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,

Tom Trice

Tom Trice
Chairman
Michigan Public Service Institute Planning Committee

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 .1 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 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 PARTICIPANTS UNTIL SEPTEMBER 5.

Single occupancy rooms are available at reduced rates starting at \$75.00 per day, 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 Educational Programs

MPSI 2014 PROGRAM

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 2015 PROGRAM

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
- The Bright Side and the Dark Side of Social Networking in the Workplace
- Personal Safety in the Workplace
- Dynamic Delegation
- Action Planning

MPSI 2016 PROGRAM

DELIVERING SERVICE EXCELLENCE

- Developing and Delivering Service Excellence
- Thriving and Surviving in the Changing Private Sector
- Understanding the Budgeting Process
- Legal Update – Focus on Employment Law
- Managing Problem Employees
- Managing Change in the Workplace
- Customer Service
- Communication and Service Excellence
- Hot Topics
- Eureka to Action

MPSI Committee and Sponsors

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RETIRED, CITY OF FENTON

Jane McDonagh

CITY OF KALAMAZOO

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GROSSE ILE

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RETIRED, CITY OF WYOMING

REPRESENTING MICHIGAN SECTION AWWA

Rolland Sizemore

YPSILANTI COMMUNITY UTILITIES AUTHORITY

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VILLAGE OF GROSSE POINTE SHORES

Tom Trice

CHAIRMAN, BLOOMFIELD TOWNSHIP
REPRESENTING APWA MICHIGAN CHAPTER

Robert M. West

HARTLAND TOWNSHIP

REPRESENTING THE CLASS OF 2013

Mary Bender

MPSI PROGRAM COORDINATOR

Lewis Bender

MPSI FACILITATOR AND INSTRUCTOR

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 – GLOBAL CAMPUS

MPSI 2014 Schedule

| SUNDAY SEPTEMBER 21 | MONDAY SEPTEMBER 22 | TUESDAY SEPTEMBER 23 | WEDNESDAY SEPTEMBER 24 | THURSDAY SEPTEMBER 25 | FRIDAY SEPTEMBER 26 |
|--|---|--|--|---|--|
| <p>3:30 - 4:45 p.m. Registration Comfort Inn Lobby</p> | <p>8:00 a.m. - Noon Conflicting Demands on Public Works A facilitated discussion based on case studies gathered and developed by the planning committee.</p> <p>LEWIS BENDER, PH.D. PROFESSOR EMERITUS, SOUTHERN ILLINOIS UNIVERSITY, EDWARDSVILLE</p> <p>Noon - 1:00 p.m. Lunch</p> <p>1:00 p.m. - 4:30 p.m. Media Relations and How to Influence Your Legislator</p> <p>TIM SKUBICK CAPITOL CORRESPONDENT</p> | <p>8:00 a.m. - Noon Legal Update Grievances, Arbitration</p> <p>STEVE SCHULTZ FAHEY SCHULTZ BURZYCH RHODES PLC ATTORNEYS AT LAW OKEMOS, MICHIGAN</p> <p>Noon - 1:00 p.m. Lunch</p> <p>1:00 p.m. - 4:30 p.m. Leadership Styles</p> <p>GLEAVES WHITNEY DIRECTOR OF GRAND VALLEY STATE UNIVERSITY'S HAUENSTEIN CENTER FOR PRESIDENTIAL STUDIES</p> | <p>8:00 a.m. - Noon Creative Problem Solving and Strategic Planning</p> <p>LEWIS BENDER, PH.D. PROFESSOR EMERITUS, SOUTHERN ILLINOIS UNIVERSITY, EDWARDSVILLE</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 a.m. - Noon (Directors' Day) Employee Motivation</p> <p>DOUG CARTLAND</p> <p>Noon - 1:00 p.m. Lunch</p> <p>1:00 p.m. - 4:30 p.m. Employee Communications</p> <p>DOUG CARTLAND</p> | <p>8:00 a.m. - Noon Effective Team Membership</p> <p>Eureka to Action</p> <p>LEWIS BENDER, PH.D. PROFESSOR EMERITUS, SOUTHERN ILLINOIS UNIVERSITY, EDWARDSVILLE</p> <p>Certificates Certificates will be distributed for those that have successfully completed all sessions.</p> <p>Attendance will be monitored at each session and CEC's will be awarded based on their hours of instruction.</p> |

