

32ND ANNUAL MICHIGAN PUBLIC SERVICE INSTITUTE

Supervising for Excellence!

April 6-11, 2025 | September 7-12, 2025 | September 21-26, 2025

Comfort Inn & Suites Conference Center | Mt. Pleasant, Michigan

SUNDAY April 6 September 7 September 21	MONDAY April 7 September 8 September 22	TUESDAY April 8 September 9 September 23	WEDNESDAY April 9 September 10 September 24	THURSDAY April 10 September 11 September 25	FRIDAY April 11 September 12 September 26
<p>4:00 – 5:00 PM CHECK IN Comfort Inn & Suites Hotel <i>Note, it is unlikely that your room will be available before 4:00 PM.</i></p> <p>3:30 – 5:00 PM INSTITUTE REGISTRATION Hotel Lobby</p> <p>5:00 – 8:00 PM ORIENTATION OPENING SESSION Effective Supervision “Do’s and Don’ts” This session includes a working session that counts towards the total hours of instruction. Includes working dinner. <i>(1 hour of instruction)</i></p>  <p>FACILITATED BY LEWIS BENDER <i>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>BREAKFAST 7:00 – 8:00 AM</p> <p>8:00 – Noon EFFECTIVE SUPERVISION IN PUBLIC WORKS A scenario-based discussion about the challenges and do’s and don’ts of public service supervision. <i>Lewis Bender, Ph.D., Professor Emeritus, SIU Edwardsville and, the MPSI Committee</i> <i>(3 ¼ hours of instruction)</i></p> <p>LUNCH Noon – 1:00 PM</p> <p>1:00 – 4:30 PM PERSONAL AND WORKPLACE SAFETY Situational awareness, crisis planning, response, and de-escalation. <i>Gary Sikorski Reasonable Force</i> <i>(3 ¼ hours of instruction)</i></p> <p>HEARTY SNACK 4:30 – 5:00 PM</p> <p>5:00 – 8:30 PM GENERATIONAL DIFFERENCES Learn how differences and similarities between people of different ages can be managed in the workplace. <i>Lewis Bender, Ph.D., Professor Emeritus, SIU Edwardsville</i> <i>(3 ¼ hours of instruction)</i></p>	<p>BREAKFAST 7:00 – 8:00 AM</p> <p>8:00 AM – Noon KEYS TO EMPLOYEE DEVELOPMENT You will learn to place people in the right place, create goals that drive your people to succeed, delegate effectively, and teach new skills. <i>Doug Cartland, DCI</i> <i>(3 ¼ hours of instruction)</i></p> <p>LUNCH Noon – 1:00 PM</p> <p>1:00 – 4:30 PM HOW TO BUILD DYNAMIC TEAM COHESIVENESS Techniques for building rapport and cooperation, how to eliminate the poisonous political culture. Candid, honest discussions that turn problem situations into positive ones. <i>Doug Cartland, DCI</i> <i>(3 ¼ hours of instruction)</i></p> <p>PICNIC 5:30 PM Bag Toss Tournament</p>	<p>BREAKFAST 7:00 – 8:00 AM</p> <p>8:00 AM – Noon TRAINING ACROSS GENERATIONS Gain new skills for getting people involved in training and retaining the information. <i>Lewis Bender, Ph.D., Professor Emeritus, SIU Edwardsville</i> <i>(3 ¼ 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>MPSI MICHIGAN PUBLIC SERVICE INSTITUTE APWA MICHIGAN CHAPTER</p>	<p>BREAKFAST 7:00 – 8:00 AM</p> <p>8:00 AM – Noon JUST THROW STRIKES This session will discuss the complexities of managing the team and the individual members. <i>Steve Ludwig, Ludwig Speaks</i> <i>(3 ¼ hours of instruction)</i></p> <p>LUNCH Noon – 1:00 PM</p> <p>1:00 – 4:30 PM EMOTIONAL INTELLIGENCE Learn how managing your own emotions and the emotions of others can improve your ability to achieve service excellence. <i>Christal Eason, President, CLE Strategic Solutions, LLC</i> <i>(3 ¼ hours of instruction)</i></p> <p>5:00 – 6:00 PM SOCIAL - CASH BAR</p> <p>6:00 – 8:00 PM DINNER AND AWARDS BANQUET Celebrating the MPSI Class of 2025</p> 	<p>BREAKFAST 7:00 – 8:00 AM</p> <p>8:00 AM – Noon CONDUCTING A PERFORMANCE APPRAISAL Learn how to structure and conduct the dreaded performance appraisal discussion successfully.</p> <p>EUREKA TO ACTION Create a plan to implement the key lessons learned with your return to work. <i>Lewis Bender, Ph.D., Professor Emeritus, SIU Edwardsville</i> <i>(3 ¼ hours of instruction)</i></p> <p>CERTIFICATES <i>Certificates are given to those who have completed all sessions. Attendance will be monitored at each session, and CECs will be awarded based on their hours of instruction.</i></p> <p>NOTES</p> <ul style="list-style-type: none"> • Participants are expected to attend all sessions, including the evening functions that include classes, group meals and other activities. • 33.75 hours of instruction • On your own for dinner on Monday and Wednesday • On your own for lunch on Wednesday and Friday