

# 33<sup>RD</sup> ANNUAL MICHIGAN PUBLIC SERVICE INSTITUTE



## Focus on Delivering Service Excellence!

April 12-17, 2026 | September 13-18, 2026 | September 20-25, 2026

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



| SUNDAY<br>April 12<br>September 13<br>September 20                                                                                                                                                                                                                                                                                                                           | MONDAY<br>April 13<br>September 14<br>September 21                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | TUESDAY<br>April 14<br>September 15<br>September 22                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | WEDNESDAY<br>April 15<br>September 16<br>September 23                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | THURSDAY<br>April 16<br>September 17<br>September 24                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | FRIDAY<br>April 17<br>September 18<br>September 25                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| <b>CHECK-IN</b><br><b>4:00 PM – 5:00 PM</b><br><i>Comfort Inn Hotel Note, it is unlikely that your room will be available before 4:00 PM</i><br><br><b>REGISTRATION</b><br><b>3:30 PM – 4:45 PM</b><br><br><b>ORIENTATION OPENING SESSION</b><br><b>5:00 PM – 8:00 PM</b><br>Conflicting Demands on Public Service<br><i>Includes working dinner (1 hour of instruction)</i> | <b>BREAKFAST</b><br><b>7:00 AM – 8:00 AM</b><br><br><b>DELIVERING SERVICE EXCELLENCE</b><br><b>8:00 AM – Noon</b><br>Challenges and Do's and Don'ts<br><i>Lewis Bender, Ph.D., Professor Emeritus, SIU Edwardsville and Members of the Advisory Committee (3 ¾ hours of instruction)</i><br><br><b>LUNCH</b><br><b>Noon – 1:00 PM</b><br><br><b>UNDERSTANDING THE BUDGETING PROCESS</b><br><b>1:00 – 4:30 PM</b><br><i>Jeff Anderson, Regional Director, Marketing, Michigan CLASS</i><br><i>Karen Lancaster, CPA, CPFO, Woodhill Group (3 ¾ hours of instruction)</i><br><br><b>HEARTY SNACK</b><br><b>4:30 PM – 5:00 PM</b><br><br><b>MANAGING PROBLEM EMPLOYEES PART 1</b><br><b>5:00 PM – 8:30 PM</b><br>How to strengthen your team despite problem employees.<br><i>Lewis Bender, Ph.D., Professor Emeritus, SIU Edwardsville (3 ¾ hours of instruction)</i><br><br><i>On your own for dinner</i> | <b>BREAKFAST</b><br><b>7:00 AM – 8:00 AM</b><br><br><b>HOW TO SUCCESSFULLY MANAGE CHANGE</b><br><b>8:00 AM – Noon</b><br>In this session, you will learn how to view change as a good and necessary thing and to walk through it most efficiently and productively<br><i>Doug Cartland, DCI (3 ¾ hours of instruction)</i><br><br><b>LUNCH</b><br><b>Noon – 1:00 PM</b><br><br><b>MASTERING CUSTOMER SERVICE</b><br><b>1:00 PM – 4:30 PM</b><br>Customers are our bread and butter. In this workshop, learn how to keep customers happy and coming back for more<br><i>Doug Cartland, DCI (3 ¾ hours of instruction)</i><br><br><b>PICNIC</b><br><b>5:30 PM – 7:30 PM</b><br>Corn Hole Tournament and Picnic | <b>BREAKFAST</b><br><b>7:00 AM – 8:00 AM</b><br><br><b>MANAGING PROBLEM EMPLOYEES PART 2</b><br><b>8:00 AM – Noon</b><br>How to interpret body language and other key communication concepts.<br>How to regain your serenity in the middle of the PC's game<br><i>Lewis Bender, Ph.D., Professor Emeritus, SIU Edwardsville (3 ¾ hours of instruction)</i><br><br><b>FREE AFTERNOON AND EVENING</b><br><i>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.</i> | <b>BREAKFAST</b><br><b>7:00 AM – 8:00 AM</b><br><br><b>ETHICS IN PUBLIC WORKS</b><br><b>8:00 AM-Noon</b><br>This session will explore the foundations of ethical behavior, how to navigate our current roles to keep up professional, defensible, and ethically sound<br><i>Steve Ludwig, Ludwig Speaks (3 ¾ hours of instruction)</i><br><br><b>LUNCH</b><br><b>Noon – 1:00 PM</b><br><br><b>LEGAL UPDATE</b><br><b>1:00 – 4:30 PM</b> <ul style="list-style-type: none"> <li>• Social Media</li> <li>• Use of Cell Phones</li> <li>• CDL Changes</li> <li>• Marijuana</li> </ul> <i>Helen (Lizzy) Mills and Chad Karsten, Fahey, Schultz, Burzych (3 ¾ hours of instruction)</i><br><br><b>SOCIAL - CASH BAR</b><br><b>5:00 – 6:00 PM</b><br><br><b>DINNER AND AWARDS BANQUET</b><br><b>6:00 – 8:00 PM</b><br>Celebrating the MPSI Class of 2026 | <b>BREAKFAST</b><br><b>7:00 – 8:00 AM</b><br><br><b>COMMUNICATION AND SERVICE EXCELLENCE</b><br><b>8:00 AM-Noon</b><br>This closing session will be particularly useful as you conduct interviews, supervise people, or deal with conflicts.<br><i>Lewis Bender, Ph.D., Professor Emeritus, SIU Edwardsville</i><br><br><b>EUREKA TO ACTION</b> Creation of an action plan for addressing issues and accomplishing goals<br><i>Lewis Bender, Ph.D., Professor Emeritus, SIU Edwardsville (3 ¾ hours of instruction)</i><br><br><b>CERTIFICATES</b><br>Certificates for those who have completed all sessions.<br><br><i>Attendance will be monitored at each session, and CECs will be awarded based on their hours of instruction</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.

