



Master Academy Schedule

TUESDAY March 24, 2015	WEDNESDAY March 25, 2015	THURSDAY March 26, 2015
<p>REGISTRATION 8:00 AM - 8:45 AM</p> <p>8:45 AM - Noon Educating the Council or Board Do they really understand your role? Do they really understand their roles and responsibilities?</p> <ul style="list-style-type: none"> • Best Practices • Resources • Do's and Don't's • Defining the roles for elected and appointed officials <p>Lewis Bender, Ph.D. MAMC Institute Director</p> <p>12:45 PM - 4:00 PM Building a Stronger Team in the Clerk's Office</p> <ul style="list-style-type: none"> • How teams have changed • Overcoming obstacles • How to build a successful team • How you can contribute to the overall success of the team • Are you the boss or the friend? • Succession planning <p>Lewis Bender, Ph.D. MAMC Institute Director www.lewbender.com</p>	<p>REGISTRATION 8:00 AM - 8:45 AM</p> <p>8:45 AM - Noon Legislative Update This session will cover what is new coming out of Lansing and how it will affect the Clerk's Office.</p> <p>Sarah Bydalek, CMC MAMC 2nd Vice President Chair, Legislative Committee City of Walker</p> <p>Legal Update This session will cover the legal aspects of changes in the world of public service.</p> <p>Jeff Slugget and Crystal Morgan, Attorneys Bloom Sluggett Morgan www.bsmlawpc.com</p> <p>MAMC Resources In this session, you will receive an overview of the resources that are available on the MAMC web site.</p> <p>Hillary Walilko, GCSI Association Services</p> <p>Susanne Courtade, CMMC/CMC MAMC 3rd Vice President East Bay Charter Township</p> <p>12:45 PM - 4:00 PM Safety in the Clerk's Office This course covers workplace safety and personal protection tips that will prepare you to respond appropriately to threatening situations while at work or beyond. Situational awareness is one of the most important keys to your safety. Develop and maintain awareness by learning a simple strategy that allows you to remain alert and on-guard at all times...especially when you may be at your most vulnerable. It's ironic but true. . .people who are habitually prepared to defend themselves rarely have to!</p> <p>Gary Sikorski Reasonable Force Training www.reasonableforce.com/workplacesafety.html</p>	<p>REGISTRATION 8:00 AM - 8:45 AM</p> <p>8:45 AM - Noon How to Motivate Your Employees</p> <ul style="list-style-type: none"> • The top 10 (and least costly) motivators in business. • How to find out what motivates your team. • 2 ways employees can motivate each other. • How to create a motivated work culture. • How every leader can be a great motivator. <p>Doug Cartland, DCI</p> <p>12:45 PM - 4:00 PM How to Become a Superior Communicator</p> <ul style="list-style-type: none"> • 3 keys that make communication work. • 8 ways to improve your listening skills. • Master non-verbal communication. • How to effectively convey and receive directions. • How to handle interruptions with ease. <p>Doug Cartland, DCI</p>

Lunch will be provided from Noon -12:45 p.m. daily.

You will be on your own for dinner. There are lots of good dining choices in Mt. Pleasant.