



MICHIGAN ASSOCIATION OF MUNICIPAL CLERKS

Institute | March 15 - 20, 2015 | Mt. Pleasant, Michigan

Master Academy | March 24 - 26, 2015 | Mt. Pleasant, Michigan

Institute Schedule

SUNDAY March 15, 2015	MONDAY March 16, 2015	TUESDAY March 17, 2015	WEDNESDAY March 18, 2015	THURSDAY March 19, 2015	FRIDAY March 20, 2015
<p>INSTITUTE DIRECTOR</p> <p>Lewis Bender, Ph.D. Professor Emeritus SIU Edwardsville, Illinois <i>As the facilitator and Institute Director, Lew keeps things moving and ties all the sessions together at the Institute. In addition to facilitation, he serves as a presenter and the instructor of record for those wishing to receive college credit for attending the Institute</i></p>  <p>3:00 PM - 5:00 PM REGISTRATION CONFERENCE CENTER</p> <p>5:00 PM - 7:00 PM WORKING SESSION <i>Includes first assignment. (Dinner provided.)</i> Lewis G. Bender, Ph.D. Institute Director</p>	<p>8:00 AM - Noon FINANCING LOCAL GOVERNMENT SERVICES IN CHANGING TIMES <i>This session will include a look at Michigan trends and a facilitated discussion about challenges facing Michigan.</i> Lewis G. Bender, Ph.D. Institute Director and MAMC Board</p> <p>Noon - 1:00 PM LUNCH</p> <p>1:00 PM - 5:00 PM INTRODUCTION TO PARLIAMENTARY PROCEDURE <i>Techniques for handling motions, debate, and votes within a meeting.</i> Connie Deford Professional Registered Parliamentarian</p> <p>5:00 PM - 9:00 PM UNDERSTANDING YOURSELF AND OTHERS <i>Personality Profile DISC</i> Lewis G. Bender, Ph.D. Institute Director</p>	<p>8:00 AM - Noon EVENT MUNICIPAL CLERK PROFESSION ELECTION UPDATE Virginia Vander Roest Election Specialists Bureau of Elections Lansing</p> <p>Noon - 1:00 PM LUNCH</p> <p>1:00 PM - 5:00 PM COMMUNITY EDUCATION THROUGH MEDIA AND COMMUNITY RELATIONS <i>This course will take you through the "who, what, when, where and how" of public communications. Just as importantly, it will discuss the "why" of communications — a much over-looked topic!</i> Tara Presta Mayor's Chief Assistant of Marketing and Communication Tina Barton Clerk City of Rochester Hills</p> <p>FREE EVENING <i>On your own for dinner.</i></p>	<p>8:00 AM - Noon STRATEGIC PLANNING PROCESSES FOR THE CLERK'S OFFICE <i>From how to get organized to implementation, this session will cover basic steps of the strategic planning process.</i> Lewis G. Bender, Ph.D. Institute Director</p> <p>FREE AFTERNOON <i>MAMC Institute is an intense education experience. This session is set aside for networking and regrouping for the rest of the week. It makes up for the evening session on Monday and participants are strongly encouraged not to return to work on Wednesday afternoon.</i></p>	<p>8:00 AM - Noon HOW TO MOTIVATE YOUR EMPLOYEES <ul style="list-style-type: none"> The top 10 motivators in business. How to find out what motivates your team. How to create a motivated work culture. How every leader can be a great motivator. Doug Cartland Founder Doug Cartland, Inc. (DCI)</p> <p>Noon - 1:00 PM LUNCH</p> <p>1:00 PM - 5:00 PM HOW TO BECOME A SUPERIOR COMMUNICATOR <ul style="list-style-type: none"> 3 keys that make communication work. 8 ways to improve your listening skills. How to convey and receive directions. Doug Cartland Founder Doug Cartland, Inc. (DCI)</p> <p>5:30 PM - 6:30 PM SOCIAL - CASH BAR</p> <p>6:30 PM - 8:00 PM DINNER AND AWARDS BANQUET <i>Plaques will be presented to those people that have completed the three year program.</i></p>	<p>8:00 AM - 11:00 AM ACCOUNTABILITY IN THE WORKPLACE <i>For most team members and team leaders the top work frustrations are workers who don't meet deadlines or who continuously fail to effectively do their work. This workshop examines the causes and impacts of lack of accountability and offers substantive suggestions for improving workplace accountability.</i> Lewis G. Bender, Ph.D. Institute Director</p> <p>11:00 AM - 2:00 PM TACTICAL PLANNING <i>LIGHT LUNCH PROVIDED. Putting Eureka's to Action!</i> Lewis G. Bender, Ph.D. Institute Director</p> <p><i>Certificates for those that have successfully completed all sessions of the Basic 1, Basic 2 and Basic 3 will be distributed at the closing session on Friday.</i></p>