



MICHIGAN ASSOCIATION OF MUNICIPAL CLERKS

INSTITUTE | March 10 - 15, 2019

MASTER ACADEMY | March 19 - 21, 2019

Comfort Inn and Suites Conference Center Mt. Pleasant, Michigan

Greetings to You and Your Staff!

The heart of MAMC's mission is to promote and encourage professional development through communication, education, and training. The Institute and Master Academy provide ideal opportunities for learning, regeneration and connecting with peers from around the state.

On behalf of the MAMC Board of Directors, we are pleased to offer the upcoming Institute from March 10-15, 2019 and the Master Academy from March 19 - 21, 2019 at the Comfort Inn and Suites Conference Center located on the campus of Central Michigan University in Mt. Pleasant.

This Institute will be our twelfth year with Central Michigan University (CMU) as our university sponsor. CMU will oversee the instruction to be sure that it meets International Institute of Municipal Clerks (IIMC) and MAMC certification requirements. Specific information about the IIMC and MAMC certification requirements are available at www.iimc.com and www.michiganclerks.org.

Lewis Bender, Ph.D., will return as the facilitator, instructor and also the instructor of record for participants that wish to earn college credit. Mary Bender will provide program coordination for the Institute and Master Academy.

Central Michigan University sponsors the Institute MAMC, and its members administer the program. The MAMC Board of Directors and the Education Committee have been extremely pleased with the response from those that have attended the Institute at CMU. We are continuing to review and take direction from the good suggestions from the previous years' evaluations. We strive to develop a challenging curriculum that will fulfill IIMC and MAMC certification requirements, provide practical and useful information, and at the same time be a very enjoyable and educational experience.

Beginning in 2019 the class size will be limited to 40 first-year participants. Municipal, county, and township clerks and deputy clerks in Michigan will be given priority in the order the registration and payment are received. If you are not a clerk or a deputy clerk, you must include a letter of endorsement from the organization's Clerk. If there are still openings available at the time of the registration deadline, others in the clerk profession will be allowed to register on a first come, first served basis with the approval of the Clerk. To get on the waiting list email Mary Bender at mbender102@aol.com.

General information including the schedule for the Institute and Master Academy is available on the MAMC website and will be updated if there are any changes. Please review the schedule carefully and note that to receive credit towards your CMC or MMC certifications through the IIMC and MAMC you must attend all sessions.

We are certain that your experiences in Mt. Pleasant will leave you energized and revitalized in your pursuit of professional excellence. Please help spread the word about the MAMC Institute and plan to attend in 2019!

Mary R. Clark



MARY R. CLARK
Delta Township
Chair of Education

Melanie D. Ryska



MELANIE D. RYSKA
Sterling Heights
Education Vice-chair

WATCH FOR MORE INFORMATION ABOUT

MASTER ACADEMY

JUNE 18, 2019
Radisson
Kalamazoo Michigan

MAMC CONFERENCE

JUNE 19 – 21, 2019
Radisson
Kalamazoo Michigan

FREE EDUCATION DAY

SEPTEMBER 12, 2019
Soaring Eagle Resort
Mt. Pleasant, Michigan

MICHIGAN ASSOCIATION OF MUNICIPAL CLERKS

Comfort Inn & Suites Conference Center Mt. Pleasant, Michigan

INSTITUTE

MARCH 10 - 15, 2019

INSTITUTE REGISTRATION FEE

MAMC Member – \$600*

PAYMENT POSTMARKED ON OR BEFORE FEBRUARY 22, 2019

Non-member – \$650*

* PAYMENT POSTMARKED AFTER FEBRUARY 22, 2019, ADD \$50.
(\$650 MAMC MEMBER/\$700 NON-MEMBER.)

Institute registration fee includes instructional costs, course materials, and some meals. The food is great at the Conference Center. Below is a list of the meals that will be covered by the registration fee.

- Lunch on Monday, Tuesday, Thursday, and Friday
- Dinner on Sunday and Thursday
- Breaks with beverages and snacks each morning and afternoon
- Continental breakfast is provided by the Comfort Inn each morning in the lobby

REGISTRATION

Registration is open to all municipal, county, and township clerks and deputy clerks in Michigan. If you are not a clerk or a deputy clerk, you must include a letter of endorsement from the organization's Clerk.

MAMC membership dues for 2019 must be paid at the time you register. Dues forms are available on the MAMC website. www.michiganclerks.org/about/membership.aspx

The Institute and Master Academy registration forms are posted on the website. They are in a pdf format that will allow you to type the information into the form and print it. Please remember to keep a copy for your records. MAMC now accepts credit card payments and online registration.

CLASS SIZE LIMITATION

Beginning in 2019 the class size will be limited to 40 first-year participants. Municipal, county, and township clerks and deputy clerks in Michigan will be given priority in the order the registration and payment are received.

If you are not a clerk or a deputy clerk, you must include a letter of endorsement from the organization's Clerk. If there are still openings available at the time of the registration deadline, others in the clerk profession will be allowed to register on a first come, first served basis with the approval of the Clerk. To get on the waiting list contact Mary Bender for details, mbender102@aol.com

CANCELLATION POLICY

The cancellation fee is now \$100.00 (per SR 17), and request must be submitted 14 days prior to the event. Cancellation requests must be made in writing and emailed to info@michiganclerks.org or faxed to MAMC at 517-371-1170. Cancellation requests received after 14 business days before the conference date or no shows will be charged the full registration fee and are not entitled to any refund.



CERTIFICATE OF COMPLETION

The IIMC requires a total of 120 hours of instruction in the three-year Institute program. Please do not register for the Institute if you cannot commit to the entire week which includes 40 hours of instruction. Those who complete three years of the Institute will receive a plaque stating they have completed the full MAMC Institute program.

Master Academy certificates of completion are provided at the end of each day of training; six hours of instruction and 3 points toward IIMC and six hours of instruction and 2 points for MAMC certification.

COLLEGE CREDIT

CMU Central Michigan University 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. Lewis Bender, Ph.D., will be the instructor of record for this course and additional information will be available at the beginning of the Institute.

EDUCATION COMMITTEE

The education committee plans organizes and conducts all educational classes at the Annual Conference, Clerking 101, Master Academy classes, the Annual Education Day and other educational opportunities for MAMC members. If you would like to join the Education committee, please contact Mary R. Clark or Melanie Ryska.

EDUCATION COMMITTEE CHAIRPERSONS

MARY R. CLARK

Delta Township

Education Committee Chair

MELANIE D. RYSKA

Sterling Heights

Education Committee Vice-chair

FACILITATOR | Lewis G. Bender, Ph.D.

Lew is professor emeritus, Southern Illinois University at Edwardsville. As the facilitator, his job is to keep things moving and tie all the sessions together at the Institute. In addition to facilitation, he will serve as an instructor for several sessions and the instructor of record for those wishing to receive college credit for attending the Institute. Throughout his career, Lew has been deeply involved in community-based applied research, organizational goal setting, and planning and approached to organizational development. His educational background includes BS Grand Valley State University, Master's degree from Wayne State University, and Ph.D. in political science, University of Georgia. A specialist in training and organizational development for business and government, Lew is well known for his candid approach and casual style. For more information about Lew Bender, check out his website at www.lewbender.com.

PROGRAM COORDINATOR | Mary Bender

P.O. Box 330 | Leroy, MI 46955

Phone: 231-797-5536 | Email: mbender102@aol.com



FREE EDUCATION DAY

SEPTEMBER 12, 2019

Soaring Eagle Resort | Mt. Pleasant, Michigan



MASTER ACADEMY

MARCH 19 - 21, 2019

MASTER ACADEMY REGISTRATION FEE

\$150 Per day*

*MEMBERS AND NON-MEMBERS ADD A LATE FEE OF \$50 IF POSTMARKED AFTER FEBRUARY 27, 2019. (LATE FEE IS ONE TIME ONLY, NOT \$50 PER DAY IF REGISTERING FOR MULTIPLE DAYS)

Master Academy registration fee includes sessions, materials, lunch each day and certificate of completion for each day You will be your own for dinner each day. The Comfort Inn offers a complimentary continental breakfast for hotel guests. Lodging is separate.

MAMC accepts credit card payments and online registration

SCHEDULE HIGHLIGHTS

March 19

- Evaluating Employee Performance, Lewis Bender
- Leveraging Your Network, Bernadette Johnson

March 20

- Legislative Update, Jeremy Howard & Mary R. Clark
- Legal Update, Heide Hudson
- Beyond the Basics, Coco Stewart

March 21

- Risk-Limiting Audit, Expert Panel
- Managing Gossip in the Workplace, Lewis Bender



ATTIRE AT THE INSTITUTE AND MASTER ACADEMY

Casual business attire is appropriate throughout the week. The classrooms will be on the cool side, so plan accordingly. You may wish to dress up a bit for the banquet on Thursday evening of Institute.

ACCOMMODATIONS

The registration fee does not include lodging. There is a block of rooms reserved for MAMC Institute at the newly renovated Comfort Inn Hotel & Suites and Conference Center until February 22, 2019. Single occupancy rooms are available at reduced rates starting at \$79 plus tax. If you wish to share a room, you must provide the name of your roommate to the hotel. Identify yourself as a "MAMC" participant when making reservations. Provide your agency's tax-exempt number to avoid state taxes.

Comfort Inn Hotel & Suites Conference Center

2424 South Mission | Mt Pleasant, MI 48858
989-772-4000

Additional information on the Comfort Inn Hotel & Suites is available at www.mtpcomfortinn.com



MAMC INSTITUTE

THREE YEAR CURRICULUM

The Institute consists of three one-week, non-sequential sessions (one week each year) focusing on training that fulfills the IIMC and CMMC certification requirements. It includes a well-balanced combination of subjects that address Public Administration, Organizational Topics, Social Issues, Interpersonal Skills, and Elections.

Participation is mandatory for all sessions and attendance is monitored. The sessions are non-sequential, and one may begin the three-year cycle at any time.

When you register for the Institute, indicate if you are attending the Institute for the first, second or third time.

2019 CURRICULUM

March 10 - 15, 2019

- Alternative Forms of Local Government
- Cyber Security
- Effective Communications
- Professionalism in the Clerk's Office
- Minutes and Agenda
- Managing Generational Differences
- Budgeting Basics
- Lansing's Effect on Local Government
- Training Across Generations
- Eureka to Action

2020 CURRICULUM

March 15 - 20, 2020

- If I Knew Then What I Know Now...
- Societal Trends
- Organizational Culture
- Records Management
- Time Management
- Managing Problem Employees
- Legal Update
- Michigan Legal System
- Leadership and Ethics
- Thriving Through Change
- Creating a Personal Strategic Plan

2021 CURRICULUM

March 14 - 21, 2021

- Changes in the Communities We Serve
- Financing Local Government Services
- Effective Meeting Techniques
- Understanding Yourself and Others
- Election Update
- Media and Community Relations
- Strategic Planning
- Communication Skills
- Presentation Skills
- Accountability in the Workplace
- Tactical Planning



MICHIGAN ASSOCIATION OF MUNICIPAL CLERKS

MASTER ACADEMY | March 19-21, 2019
Comfort Inn and Suites Conference Center Mt. Pleasant, Michigan

MASTER ACADEMY SCHEDULE

MARCH 19 THROUGH MARCH 21, 2019

TUESDAY March 19, 2019	WEDNESDAY March 20, 2019	THURSDAY March 21, 2019
<p>8:00 – 8:45 AM REGISTRATION</p> <p>8:45 AM – Noon EVALUATING EMPLOYEE PERFORMANCE</p> <ul style="list-style-type: none"> • Learn how to structure the performance discussion, what and how to measure it and how to facilitate useful evaluation discussions. • Learn why we gossip how to encourage the positive aspects, control the negative impacts and develop strategies for dealing with gossip in your personal lives and in the workplace. <p>INSTRUCTOR: Lewis Bender, Ph.D. Professor Emeritus, Southern Illinois University, MAMC Institute Director, and Facilitator</p> <p>LUNCH</p> <p>12:45 AM – 4:00 PM LEVERAGING YOUR NETWORK</p> <p>INSTRUCTOR: Bernadette Johnson</p> 	<p>8:00 – 8:45 AM REGISTRATION</p> <p>8:45 – 10:00 AM LEGISLATIVE UPDATE</p> <p>This session will cover current issues of interest to all Michigan communities Michigan communities.</p> <p>INSTRUCTOR: Jeremy Howard, City Clerk, City of Mt. Pleasant MAMC Legislative Committee Chairperson</p> <p>Mary R. Clark, Township Clerk, Delta Township</p> <p>10:00 AM – Noon LEGAL UPDATE</p> <ul style="list-style-type: none"> • FOIA • Marijuana Laws • Sexual Harassment <p>INSTRUCTOR: Heide Hudson, Shareholder Zausmer, August & Caldwell, P.C.</p> <p>12:45 AM – 4:00 PM BEYOND THE BASICS</p> <p>You asked for it! This course will offer advanced training in core Clerk responsibilities.</p> <ul style="list-style-type: none"> • Notary laws • Parliamentary Procedure • Record Keeping and Retention <p>INSTRUCTOR: Eleanor “Coco” Stewert, Professional Registered Parliamentarian</p>	<p>8:00 – 8:45 AM REGISTRATION</p> <p>8:45 AM – Noon RISK-LIMITING AUDIT</p> <p>PANEL DISCUSSION: Tina Barton, City Clerk, City of Rochester Hills, Michigan Chris Swope, City Clerk, City of Lansing Scott Borling, City Clerk, City of Kalamazoo Ginny VanderRoest, Michigan Bureau of Elections Liz Howard, Brennan Center for Justice</p> <p>LUNCH</p> <p>12:45 – 4:00 PM MANAGING GOSSIP IN THE WORKPLACE</p> <p>INSTRUCTOR: Lewis Bender, Ph.D. Professor Emeritus, Southern Illinois University, MAMC Institute Director, and Facilitator</p>

WATCH FOR MORE INFORMATION ABOUT

MASTER ACADEMY

JUNE 18, 2019
Radisson
Kalamazoo Michigan

MAMC CONFERENCE

JUNE 19 – 21, 2019
Radisson
Kalamazoo Michigan

FREE EDUCATION DAY

SEPTEMBER 12, 2019
Soaring Eagle Resort
Mt. Pleasant, Michigan




MICHIGAN ASSOCIATION OF MUNICIPAL CLERKS

INSTITUTE | March 10 - 15, 2019

Comfort Inn and Suites Conference Center Mt. Pleasant, Michigan

INSTITUTE SCHEDULE

MARCH 10 THROUGH MARCH 15, 2019

SUNDAY March 10	MONDAY March 11	TUESDAY March 12	WEDNESDAY March 13	THURSDAY March 14	FRIDAY March 15
<p>3:30 - 5:00 PM REGISTRATION Comfort Inn Stadium Room near the lobby.</p> <p>5:00 - 7:00 PM CHALLENGES AND SOLUTIONS FOR MICHIGAN CLERKS Opening Session Lewis Bender, Ph.D. Professor Emeritus, SIU, Edwardsville MAMC Institute Director and Facilitator</p> <p>7:00 - 8:00 PM Working Session Includes dinner.</p>	<p>8:00 AM - Noon ALTERNATIVES FOR LOCAL GOVERNMENT Defining the roles of public servants and understanding the forms of local government. Lewis Bender, Ph.D. Professor Emeritus, SIU, Edwardsville MAMC Institute Director and Facilitator MAMC Board of Directors</p> <p>Lunch</p> <p>1:00 - 4:30 PM ELECTION SECURITY Michigan Bureau of Elections</p> <p>4:30 - 5:00 PM Hearty Snack</p> <p>5:00 - 9:00 PM EFFECTIVE COMMUNICATIONS Understand the subtle elements of communication, body language, voice tone, and speech patterns. Lewis Bender, Ph.D. Professor Emeritus, SIU, Edwardsville MAMC Institute Director and Facilitator</p>	<p>8:00 AM - Noon PROFESSIONALISM IN THE CLERKS OFFICE • Written Communications • Technology in the Clerks Office • Social Media TBD</p> <p>Lunch</p> <p>1:00 - 5:00 PM MINUTES AND AGENDAS This course will cover the preparation of agendas and minutes; the requirements of the Open Meetings Act, FOIA, and the quick and easy indexing, retrieval and tracking of agendas and minutes. CoCo Stewert Professional Registered Parliamentarian</p> <p>ON YOUR OWN FOR DINNER Lots of good places to eat and get together with other clerks.</p>	<p>8:00 AM - Noon MANAGING GENERATIONAL DIFFERENCES Examine and analyze the differences, similarities, and issues involving people of different ages that come together in the workplace. Learn new ways to view and work with the other generation Lewis Bender, Ph.D. Professor Emeritus, SIU, Edwardsville MAMC Institute Director and Facilitator</p> <p>FREE AFTERNOON This free afternoon makes up for a very long day on Monday. Participants are strongly encouraged to take advantage of this time for networking and relaxing in preparation for the rest of the week. You will be on your own for lunch and dinner.</p>	<p>8:00 AM - Noon BUDGETING BASICS Learn the basic elements of budgeting and how budgets impact all aspects of an organization. Karen Lancaster, City of Ann Arbor Jeff Anderson, Delta Township</p> <p>Lunch</p> <p>1:00 - 5:00 PM LANSING'S EFFECT ON LOCAL GOVERNMENT Tim Skubick Capital Correspondent</p>  <p>AWARDS BANQUET</p> <p>5:00 - 6:00 PM Social Hour</p> <p>6:00 - 7:00 PM Dinner</p> <p>7:00 - 8:00 PM Awards Program</p>	<p>8:00 - 11:00 AM TRAINING ACROSS GENERATIONS Methods for addressing diverse learning style and improving memory retention. Lewis Bender, Ph.D. Professor Emeritus, SIU, Edwardsville MAMC Institute Director and Facilitator</p> <p>Box Lunch Included</p> <p>11:00 AM – 2:00 PM EUREKA TO ACTION Identification of the issues, goals, and knowledge gained. In this session, you will create an action plan for addressing issues and accomplishing goals. Lewis Bender, Ph.D. Professor Emeritus, SIU, Edwardsville MAMC Institute Director and Facilitator</p> <p>CERTIFICATES Are awarded to participants that have completed all sessions. This includes Third Year attendees.</p>



WATCH FOR MORE INFORMATION ABOUT

MASTER ACADEMY

JUNE 18, 2019
Radisson
Kalamazoo Michigan

MAMC CONFERENCE

JUNE 19 – 21, 2019
Radisson
Kalamazoo Michigan

FREE EDUCATION DAY

SEPTEMBER 12, 2019
Soaring Eagle Resort
Mt. Pleasant, Michigan