

# MICHIGAN ASSOCIATION OF MUNICIPAL CLERKS

**MASTER ACADEMY** | November 30 - December 2, 2021

Comfort Inn and Suites Conference Center, Mt. Pleasant, Michigan

## MASTER ACADEMY SCHEDULE

**NOVEMBER 30 THROUGH DECEMBER 2, 2021**

<b>TUESDAY</b> November 30, 2021	<b>WEDNESDAY</b> December 1, 2021	<b>THURSDAY</b> December 2, 2021
<p><b>BREAKFAST</b> Conference Center 7:45 - 8:45 AM</p> <p><b>8:00 – 8:45 AM</b> <b>REGISTRATION</b></p> <p><b>8:45 AM – Noon</b> <b>CLERK TO CLERK DISCUSSION</b> <b>(You Asked For It!)</b> Evaluations from previous classes tell us that you want more interaction with others from like-sized communities to identify and discuss the most pressing topics facing Michigan Clerks. This facilitated discussion will allow opportunities to share best practices for practical solutions for Clerks' current issues and challenges. <b>INSTRUCTOR:</b> Lewis Bender, Ph.D. Professor Emeritus, Southern Illinois University, MAMC Institute Director, and Facilitator</p> <p><b>LUNCH</b></p> <p><b>1:00 – 4:00 PM</b> <b>HR – DO'S AND DON'TS</b> <b>INSTRUCTOR:</b> Kate Baldwin, PHR, Human Resources &amp; Benefits Manager, City of Sterling Heights Megan Burke, MAOL, CLRL, IPMA-CP, Director of Human Resources &amp; Operations, City of Oak Park</p> <p><b>RECEPTION</b> <b>4:30 – 5:30 PM</b> Cash Bar, Light Appetizers</p> 	<p><b>BREAKFAST</b> Conference Center 7:45 - 8:45 AM</p> <p><b>8:00 – 8:45 AM</b> <b>REGISTRATION</b></p> <p><b>8:45 – 10:00 AM</b> <b>LEGAL UPDATE</b> Focus on Marijuana Laws and the implications and impacts on Michigan communities. <b>INSTRUCTOR:</b> David Revore, Revore Law Firm</p> <p><b>10:15 AM – Noon</b> <b>LEGISLATIVE UPDATE</b> Topics to be determined based on current events. <b>INSTRUCTORS:</b> Mary R. Clark, MiPMC, President, Township Clerk, Delta Township Jackie Beaudry, MiPMC/MMC, 2nd Vice President, Legislative Committee Chair, City of Ann Arbor</p> <p><b>LUNCH</b></p> <p><b>1:00 – 4:00 PM</b> <b>THIS IS YOUR BRAIN ON-LINE</b> A growing body of research from a variety of disciplines indicates that the widespread use of digital technology has a measurable, negative impact on the human brain, resulting in significant changes in our sleep, mood, concentration, memory, and learning, as well as behaviors such as risk-taking and aggression. Dr. Becker will present some of the relevant research on this topic, and he will discuss the implications for cognitive, emotional, and social functioning, as well as the impact of these issues on workplace performance and culture. <b>INSTRUCTOR:</b> Scott H. Becker, Ph.D., LP</p> <p><b>RECEPTION</b> <b>4:30 – 5:30 PM</b> Cash Bar, Light Appetizers</p>	<p><b>BREAKFAST</b> Conference Center 7:45 - 8:45 AM</p> <p><b>8:00 – 8:45 AM</b> <b>REGISTRATION</b></p> <p><b>8:45 AM – Noon</b> <b>EMOTIONAL INTELLIGENCE</b> <b>AND CONFLICT RESOLUTION</b> Here is another one that Michigan Clerks frequently request. In this session, you will learn how managing your own emotions, and the feelings of others can improve your ability to overcome challenges and defuse conflict. <b>INSTRUCTOR:</b> Christal Eason, President, CLE Strategic Solutions, LLC</p> <p><b>LUNCH</b></p> <p><b>1:00 – 4:00 PM</b> <b>MAINTAIN HIGH LEVELS</b> <b>OF CUSTOMER SERVICE</b> <b>WITH INCREASINGLY</b> <b>MORE DEMANDING AND</b> <b>DISGRUNTLED PUBLIC</b> In this facilitated discussion, we will identify the indicators of good and bad customer service and how that impacts your organization. You will learn how to apply best practices to your operations and how to measure customer service performance. <b>INSTRUCTOR:</b> Lewis Bender, Ph.D. Professor Emeritus, Southern Illinois University, MAMC Institute Director, and Facilitator</p>