



ADMINISTRATIVE SUPPORT Professional Development Training

August 14 - 16, 2023

Comfort Inn & Suites Hotel & Conference Center | Mt. Pleasant, MI

COST: \$395 PER PERSON

- Includes: Dynamic sessions and class materials
- Meals: Monday - lunch, break snacks, reception; Tuesday - full breakfast, break snacks, lunch; Wednesday - full breakfast
- Registration deadline is July 21, 2023. **Click here** to register and pay online for the training.

LODGING: \$104 PER NIGHT PLUS APPLICABLE FEES

- Call 989-772-4000 for reservations and indicate you are attending the Bender Admin Training for the special rate.
- Online reservations are available. **Click here** for online reservations.

Agenda

ADMINISTRATIVE SUPPORT Professional Development Training

August 14 - 16, 2023

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MONDAY, AUGUST 14, 2023

10:00 – 10:30 AM

Registration ■ Conference Center

10:30 AM – Noon

Orientation and Opening Session Communication Challenges

Admins are frequently caught in the middle. During this opening session, we will discuss the challenging and sometimes awkward position that Admins experience.

Instructor

Lewis Bender, Ph.D.

Bender & Associates

Dr. Lewis Bender is Professor Emeritus at Southern Illinois University Edwardsville. Lew taught various courses related to management and supervision. His primary research focuses on organizational teams and the factors and variables that impact team processes and effectiveness.

Noon – 1:00 PM

Lunch Provided

1:00 – 4:30 PM

Communication Skills - NLP

This workshop teaches ways to communicate on a new level.

Instructor

Lewis Bender, Ph.D.

Bender & Associates

4:30 – 5:00 PM

Hotel Check-in

5:00 – 6:00 PM

Reception & Cash Bar

TUESDAY, AUGUST 15, 2023

7:00 – 8:00 AM

Breakfast ■ Conference Center

8:00 AM – 10:45 AM

Well-Being and Work-Life Balance

In this session, we will explore ways to conquer the daily challenge of making time for family, friends, personal growth, and self-care in addition to the growing demands of the workplace.

Instructors

Kate Baldwin, PHR

Human Resources &

Benefits Manager

City of Sterling Heights

Megan Burke, Chief HR Officer

LGA Retail Inc.

11:00 AM – Noon

Facilitated Discussion

Sharing ideas about how others achieve workplace balance.

Instructor

LaShone Bedford, Plant Manager,

Great Lakes Water Authority

Noon – 1:00 PM

Lunch Provided

1:00 – 4:00 PM

Workplace Safety and Crisis Communication

This course will prepare you to respond appropriately to threatening situations at work or beyond.

Instructor

Gary Sikorski,

Workplace Safety Expert

and Director of

Community-Wide Security

WEDNESDAY, AUGUST 16, 2023

7:00 – 8:00 AM

Breakfast ■ Conference Center

8:00 AM – Noon

It's a Matter of Your Style (DISC)

This workshop helps participants understand the dynamics of teamwork and how distinct personalities and thinking styles bring value and strength to any organization.

Instructor

Lewis Bender, Ph.D.

Bender & Associates

Additional Information

Cost: \$395 per person

Lodging: \$104 per night plus applicable fees.

Comfort Inn & Suites Hotel & Conference Center

2424 S. Mission St.

Mt. Pleasant, MI 48858

Provide your agency's tax-exempt form to avoid state taxes.

Click here to reserve your hotel room.

Click here to register and pay online for the training.



ADMINISTRATIVE SUPPORT PROFESSIONALS
Part SUPER - Part CRAZY
100% the glue that holds the office together!

**ON YOUR OWN
FOR DINNER**

Lots of good
places nearby.

