



ADMINISTRATIVE SUPPORT Professional Development Training

August 12 - 14, 2024
Comfort Inn & Suites Hotel & Conference Center | Mt. Pleasant, MI

HIGHLIGHTS INCLUDE:

MANAGING GENERATIONAL DIFFERENCES ■ ETHICS TRAINING FOR ADMINS AND SUPPORT STAFF
CHALLENGES AND BEST PRACTICES ■ MASTERING EMOTIONAL INTELLIGENCE
MANAGING TOXIC PERSONALITIES IN THE WORKPLACE

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 29, 2024.
- Cancellation requests received after Jul 29, or no shows, will be charged the full registration fee and are not entitled to any refund.

ONLINE TRAINING REGISTRATION & PAYMENT INFORMATION

ONLINE REGISTRATION

[Click here](#) to register

ONLINE PAYMENT

[Click here](#) to 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

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MONDAY, AUGUST 12, 2024

10:00 – 10:30 AM
Registration ■ Conference Center

10:30 AM – Noon
Orientation and Opening Session

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
Working Lunch Provided

1:00 – 4:30 PM
Managing Generational Differences
in the Workplace

Instructor
Lewis Bender, Ph.D.
Bender & Associates
Southern Illinois University
Edwardsville

4:30 – 5:00 PM
Hotel Check-in

5:00 – 6:00 PM
Reception & Cash Bar
Light appetizers and cash bar.

TUESDAY, AUGUST 13, 2024

7:00 – 8:00 AM
Full Breakfast ■ Conference Center

8:00 AM – 10:45 AM
Ethical Challenges Faced by
Admin and Support Staff

Instructors
Kate Baldwin, PHR
HR & Benefits Manager
City of Sterling Heights

Megan Burke,
Chief HR Officer
LGA Retail Inc.

11:00 AM – Noon
Challenges and Best Practices

Instructor
LaShone Bedford
Process & Strategic Planning
Administrator,
Great Lakes Water Authority

Noon – 1:00 PM
Lunch Provided

1:00 – 4:30 PM
Surviving Personal and
Workplace Challenges by Gaining
Emotional Intelligence

Instructor
Christal Eason,

ON YOUR OWN
FOR DINNER
Lots of good
places nearby.

WEDNESDAY, AUGUST 14, 2024

7:00 – 8:00 AM
Full Breakfast ■ Conference Center

8:00 AM – Noon
Managing Toxic Personalities
in the Workplace

Instructor
Lewis Bender, Ph.D.
Bender & Associates
Southern Illinois University
Edwardsville

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 for the training.

Click here to pay online for the training.



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

