



# ADMINISTRATIVE SUPPORT

## Professional Development Training

August 11 - 13, 2025

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

### HIGHLIGHTS INCLUDE:

- MANAGING GOSSIP IN THE WORKPLACE
  - HR BASICS
  - BE A SPARK!
- IT'S A MATTER OF YOUR STYLE

### COST: \$425 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 28, 2025.
- Cancellation requests received after Jul 28, 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 11, 2025

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

**10:30 AM – Noon**  
**Orientation and Opening Session**

A scenario-based discussion focused on the best strategies for addressing challenges faced by public sector administrators.

Instructor  
Lewis Bender, Ph.D.  
Bender & Associates  
SIU, Edwardsville

**Noon – 1:00 PM**  
**Working Lunch Provided**

**1:00 – 4:30 PM**  
**Managing Gossip in the Workplace**

During this session, you will discover methods to foster the beneficial elements of gossip while managing its adverse effects. Additionally, you will develop strategies for addressing gossip both in your personal life and at work.

Instructor  
Lewis Bender, Ph.D.  
Bender & Associates  
SIU, Edwardsville

**4:30 – 5:00 PM**  
**Hotel Check-in**

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

### TUESDAY, AUGUST 12, 2025

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

**8:00 AM – Noon**  
**HR Basics**

This subject was recommended in past evaluations. Human Resources encompasses more than most think, with administrators being key players. Fundamental aspects include Talent Acquisition and Management, Compliance, Training and Development, Employer-Employee Relations (Labor), Employee Benefits, and Workplace Safety.

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

Megan Burke,  
Chief HR Officer  
LGA Retail Inc.

**Noon – 1:00 PM**  
**Lunch Provided**

**1:00 – 4:00 PM**  
**Be A SPARK!**

SPARKS are doers, thinkers, innovators. They are the reason results happen. When SPARKS are ignited inside an organization, success is certain.

Instructor  
Angie Morgan  
Marine Corps Veteran, Entrepreneur,  
NY Times Best Selling Author  
angieconnect.com

### WEDNESDAY, AUGUST 13, 2025

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

**8:00 AM – Noon**  
**It's a Matter of Your Style**

This workshop will teach the benefits of diverse personalities and thinking styles in teamwork. Each student completes the Personal Performance Styles Inventory for analysis and discussion. Understanding these differences enhances communication. Attendees will leave with practical insights to improve customer and peer relationships, job satisfaction, and workplace harmony.

Instructor  
Lewis Bender, Ph.D.  
Bender & Associates  
SIU, Edwardsville

#### Additional Information

- **Cost:** \$425 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!*

**ON YOUR OWN  
FOR DINNER**  
Lots of good  
places nearby.

