




OHIO PUBLIC SERVICE INSTITUTE SERVICE EXCELLENCE

SEPTEMBER 25 THROUGH SEPTEMBER 30, 2022

SAWMILL CREEK BY CEDAR POINT RESORTS ■ HURON, OHIO

2022 SCHEDULE

SUNDAY 09/25/2022	MONDAY 09/26/2022	TUESDAY 09/27/2022	WEDNESDAY 09/28/2022	THURSDAY 09/29/2022	FRIDAY 09/30/2022
<p>3:30 – 4:45 PM REGISTRATION Conference Center</p> <p>5:00 – 6:00 PM ORIENTATION <i>Everyone needs to attend this important session. In addition to setting the stage for the rest of the week, it provides an opportunity to get acquainted with the rest of the class.</i> <i>Don't miss it!</i></p> <p>6:00 – 8:00 PM COVID AND THE EFFECTS Lessons Learned <i>This session is mandatory.</i></p> <p>DINNER PROVIDED</p>	<p>7:00 – 8:00 AM FULL BREAKFAST Conference Center</p> <p>8:00 AM – Noon ORGANIZATIONAL CULTURE AND SERVICE EXCELLENCE OHPSI Advisory Committee with Steve Ludwig, Ludwig Speaks and Facilitator</p> <p>Noon – 1:00 PM LUNCH</p> <p>1:00 – 4:30 PM THIS IS YOUR BRAIN ONLINE Dr. Scott Becker - Tentive</p> <p>5:00 – 8:30 PM WRITING AND LANGUAGE Kim Roessner, ODOT</p> <p>HEARTY SNACK PROVIDED</p>	<p>7:00 – 8:00 AM FULL BREAKFAST Conference Center</p> <p>8:00 AM – Noon KEYS TO EMPLOYEE DEVELOPMENT <i>Placing people in the right place, creating goals that drive your people to succeed, delegating effectively and teaching new skills.</i> <i>Doug Cartland, DCI Doug Cartland, DCI</i></p> <p>Noon – 1:00 PM LUNCH</p> <p>1:00 – 4:30 PM HOW TO BUILD DYNAMIC TEAM COHESIVENESS <i>Techniques for building rapport and cooperation, how to eliminate the poisonous political culture. Candid, honest discussions that turn problem situations into positive ones.</i> Doug Cartland, DCI</p> <p>5:30 – 8:00 PM TEAM BUILDING AND NETWORKING <i>Great fellowship and food!</i></p> <p>DINNER PROVIDED</p>	<p>7:00 – 8:00 AM FULL BREAKFAST Conference Center</p> <p>8:00 AM – Noon LEGAL UPDATE Michael D. Esposito, Vice President Clemans-Nelson & Associates Inc.</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.</p> <p>Participants are on their own for lunch and dinner.</p>	<p>7:00 – 8:00 AM FULL BREAKFAST Conference Center</p> <p>8:00 AM – Noon CONDUCTING PERFORMANCE APPRAISALS Lewis Bender, Ph.D., Professor Emeritus SIU, Edwardsville</p> <p>Noon – 1:00 PM LUNCH</p> <p>1:00 – 4:30 PM SURVIVING AND THRIVING Lewis Bender, Ph.D., Professor Emeritus SIU, Edwardsville</p> <p></p> <p>5:30 – 6:00 PM SOCIAL HOUR</p> <p>6:00 – 7:00 PM BANQUET DINNER</p>	<p>7:00 – 8:00 AM FULL BREAKFAST Conference Center</p> <p>8:00 AM – Noon PERFORMANCE APPRAISALS, GOAL SETTING, AND DIFFICULT CONVERSATIONS</p> <p>EUREKA TO ACTION <i>Leave OHPSI with a plan for putting lessons learned to good use.</i> Steve Ludwig, Ludwig Speaks and Facilitator</p> <p>Certificates will be provided to all participants after the last session on Friday. No exceptions.</p>
