

### MAPSI SCHEDULE

04 09

04 10

04 11

04 12

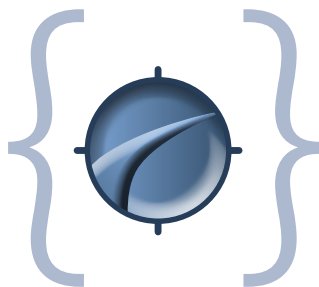
CHECK-IN TIME  
is 4:00 PM  
Note:  
Eastern Time Zone



MARINA GRAND RESORT  
600 West Water Street  
New Buffalo, Michigan 49117  
877.945.8600  
www.marinagrandresort.com

5:00 PM – 8:30 PM  
REGISTRATION

OPENING SESSION  
Orientation  
Reception  
Hors d'oeuvres and Cash Bar



7:00 AM – 8:00 AM  
FULL BREAKFAST  
Bentwood Restaurant

8:00 AM – Noon  
UNDERSTANDING GENERATIONAL  
DIFFERENCES  
Managing and motivating employees  
across generations continues to be a  
challenge. The views, behaviors and  
attitudes of the different generations  
are explored and participants will  
find new ways to view and work with  
other generations.

Lewis Bender, Ph.D.  
Professor Emeritus, Southern Illinois  
University, Edwardsville  
www.lewbender.com

Noon – 1:00 PM  
LUNCH  
Bentwood Restaurant

1:00 PM – 4:30 PM  
LEGAL UPDATE – PREPARING FOR  
DEPOSITION  
Robert Smith, Partner, CBS Lawyers  
www.cbslawyers.com/attorneys/  
robert-smith/  
TBD, CBS Lawyers

7:00 AM – 8:00 AM  
FULL BREAKFAST  
Bentwood Restaurant

8:00 AM – Noon  
HOW TO BECOME A SUPERIOR  
COMMUNICATOR

- Keys to making communication work.
- Improve your listening skills.
- Master non-verbal communication.
- Effectively convey and receive directions.
- Handle interruptions with ease.

Doug Cartland, DCI  
www.dougartland.com

Noon – 1:00 PM  
LUNCH  
Bentwood Restaurant

1:00 PM – 4:30 PM  
HONING YOUR PRESENTATION  
SKILLS

- Skills to take your presentation skills right to the top.
- Techniques that will help engage your audience.

Doug Cartland, DCI  
www.dougartland.com

On your own for dinner.  
Lots of good places  
nearby.

7:00 AM – 8:00 AM  
FULL BREAKFAST  
Bentwood Restaurant

8:00 AM – Noon  
SUCCESSFUL TRAINING TECH-  
NIQUES AND APPROACHES FOR  
TODAY'S WORKFORCE

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Certificates will  
be awarded to  
those that have  
successfully  
completed all  
the sessions.