



31ST ANNUAL MICHIGAN PUBLIC SERVICE INSTITUTE

FOCUS ON LEADERSHIP! APRIL 7 - 12, 2024

Comfort Inn & Suites Conference Center in Mt. Pleasant, MI

REGISTRATION INFORMATION

\$775.00 or \$825 after the deadline

ONLINE INSTITUTE REGISTRATION

Includes classes, materials, breaks and some meals. Breakfast Monday - Friday. Lunch on Monday, Tuesday, and Thursday. Dinner on Sunday, Tuesday and Thursday.

\$150.00

ONLINE MPSI GRADUATES AND DIRECTORS REGISTRATION

MPSI Graduates and Directors may sign up for single or multiple days. If you would like to attend more than one day, please select multiple days on the registration form.

Register today!

[Spring MPSI Registration Link](#)

To avoid \$50 late fee, register online before deadline.
Spring session deadline:

CANCELLATION POLICY: A \$50 administration fee will apply for all cancellations. There are no refunds for cancellations made after the deadline.

LODGING INFORMATION

MPSI has a block of rooms reserved at the Comfort Inn & Suites in Mt. Pleasant. Standard rooms are available starting at \$96 per night plus applicable taxes and occupancy charges.

DO NOT MAKE RESERVATIONS THROUGH A THIRD PARTY.

To get the discounted rate, call 989-772-4000 and tell them you are an MPSI participant when making reservations. You may also use this Choice Hotel link to get discounted rate for the Spring session.

[Spring MPSI Lodging Link](#)

RESERVATION INFORMATION/CANCELLATION DEADLINE

When making reservations, be sure to include the attendee's name and to provide your agency's tax-exempt number to avoid the state taxes on the lodging cost.

The cancellation deadline is 48 hours before the arrival date to avoid charging for one night's lodging plus taxes.



COMFORT INN & SUITES

2424 South Mission | Mt Pleasant, MI 48858
989-772-4000

MPSI SPONSORS

- American Public Works Association - MI Chapter
- American Water Works Association - MI Section
- County Road Association of Michigan
- Michigan Rural Water Association
- Michigan Water Environment Association
- Michigan Association of County Drain Commissioners
- Central Michigan University - Global Campus



ESSENTIAL LEADERSHIP TRAINING AND DESIGNED FOR DIRECTORS, MANAGERS, AND SUPERVISORS!

MPSI PROGRAM 2024

FOCUS ON LEADERSHIP

- Challenges Facing Public Works Supervisors
- Leadership Traits of American Presidents
- It's a Matter of Your Style
- How to Motivate Your Employees
- Becoming a Superior Communicator
- Effective Team Membership
- Real Leadership in Public Service
- Legal Update
- Creative Problem-Solving and Strategic Planning
- Eureka to Action

MPSI PROGRAM 2025

SUPERVISING FOR EXCELLENCE

- Effective Supervision "Do's and Don'ts"
- Effective Supervision in Public Works
- Personal and Workplace Safety
- Generational Differences
- Successful Training Techniques and Approaches for Today's Workforce
- Legal Update - Your Rights, Their Rights
- Just Throw Strikes
- Keys to Employee Development
- How to Build Dynamic Team Cohesiveness
- Conducting a Performance Appraisal
- Eureka to Action

MPSI PROGRAM 2026

DELIVERING SERVICE EXCELLENCE

- Delivering Service Excellence
- Indicators of Excellence
- Understanding the Budgeting Process
- Managing Problem Employees
- Legal Update - Social Media, Marijuana, Cell Phones, CDL Changes
- Ethics in Public Works
- How to Successfully Manage Change
- Mastering Customer Service
- Communication and Service Excellence
- Eureka to Action



OFFERED BIANNUALLY

VISIT

www.mipsi.org

for more information about
MICHIGAN PUBLIC
SERVICE INSTITUTE