



32ND ANNUAL MICHIGAN PUBLIC SERVICE INSTITUTE

SUPERVISING FOR EXCELLENCE! APRIL 6 - 11, 2025 & SEPTEMBER 21-26, 2025
Comfort Inn & Suites Conference Center in Mt. Pleasant, MI

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*



REGISTRATION INFORMATION

\$825.00 or \$925 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!

[2025 Spring and Fall MPSI Registration link](#)

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

CANCELLATION POLICY: A \$100 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.

[2025 Spring and Fall MPSI Registration 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

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

MPSI PROGRAM 2025 DELIVERING SERVICE EXCELLENCE

- *Effective Supervision "Do's and Don'ts"*
- *Personal and Workplace Safety*
- *Generational Differences*
- *Successful Training Techniques and Approaches for Today's Workforce*
- *Just Throw Strikes*
- *Keys to Employee Development*
- *Building Dynamic Team Cohesiveness*
- *Conducting a Performance Appraisal*
- *Eureka to Action*

MPSI PROGRAM 2026 SUPERVISING FOR EXCELLENCE

- *Delivering Service Excellence*
- *Indicators of Excellence*
- *Understanding the Budgeting Process*
- *Managing Problem Employees*
- *Legal update*
- *Ethics in Public Works*
- *How to Successfully Manage Change*
- *Mastering Customer Service*
- *Communication*
- *Eureka to Action*

MPSI PROGRAM 2027 FOCUS ON LEADERSHIP

- *Challenges in 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*
- *Problem-Solving and Strategic Planning*
- *Eureka to Action*



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VISIT

www.mipsi.org

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MICHIGAN PUBLIC
SERVICE INSTITUTE