Certified Public Manager® Program

Proposed Schedule

Session 1  The private and public sectors: What are their differences in values, mission, and environment?
Leadership and management: Do both matter?
Introduction and orientation to Certified Public Manager® Program

Session 2  Interpreting leadership assessment instruments
Assessing my skills and preferences

Session 3  What are the connections between my daily managerial duties and creating public value for the community?

Session 4  How do internal controls strengthen my capacity to manage effectively?

Session 5  How do I interpret my GOV360® results?

Session 6  How can I use oral and written communication to effectively lead in the public sector?

Session 7  How do successful teams develop, and how can I lead and facilitate their continued success?

Session 8  As I lead positive change in the public sector, how can I provide stability, establish a vision, and help my team members prepare for and adapt to change?

Session 9  How do I select the appropriate strategies to resolve interpersonal conflicts in the workplace?

Session 10 What strategies can I utilize from the book, Getting to Yes: Negotiating Agreement Without Giving In by Roger Fisher, William L. Ury, and Bruce Patton, to address conflicts?

Session 11 What are the strategies I can use to identify and unleash the power of inclusion, diversity, values, talent, and individual differences to create a dynamic team?

Session 12 How can I successfully lead my team members who represent multiple generations?

Session 13 How do I navigate the ethical principles and situations that arise in the public sector, and how do balance the relationship between power and influence?

Session 14 How can I use my personal and positional power to positively influence my organization?
Session 15  What strategies can I use to create a work environment where employees are highly productive and highly motivated through a framework of performance management?

Session 16  What are the keys to motivating, delegating, and empowering employees?

Session 17  Sharing our service-learning project

Session 18  How can I use systems thinking, process improvement strategies, and gap analysis to study my organization and develop a plan for improvement?

Session 19  What are the basic elements of a public sector budget, and how do I analyze trends associated with the budget? What tools can I use to share budget and expenditure data?

Session 20  How do I manage the budget throughout the year and at year-end? What tools can I use to share this information?

Session 21  How can I use interviews, needs assessments, and cost analyses to gather appropriate and useful data about my organization?

Session 22  How can I use qualitative and quantitative data to determine the effectiveness and efficiency of my organization?

Session 23  What strategies can I practice to deliver a powerful presentation?

Session 24  How can I demonstrate that my self-directed learning project has impacted my organization in a positive measurable way?

Session 25  How can I demonstrate that my self-directed learning project has impacted my organization in a positive measurable way?

Session 26  As I reflect on the course, what have I learned, and how will I implement new strategies, ideas, and practices?