



Certified Public Manager® Program

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 I balance the relationship between power and influence?
- Session 14 How can I use my personal and positional power to positively influence my organization?



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Proposed Schedule (continued)

- 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 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?