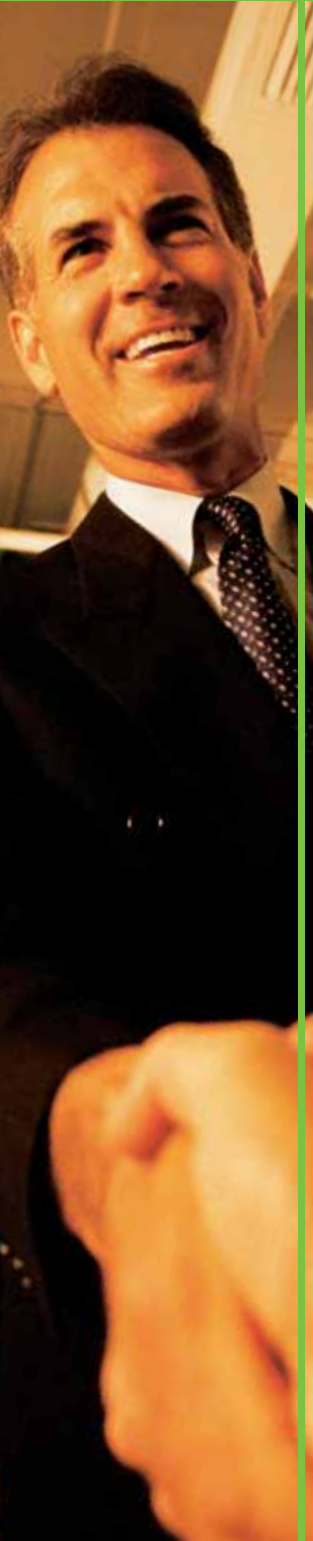


CERTIFIED PUBLIC MANAGER PROGRAM



**MAKE THIS
YOUR
NEXT STEP**

About The Program

The Certified Public Manager® designation is recognized in over 36 states and the District of Columbia as being the premier designation for governmental managers. The Management Development Institute (MDI), College of Business Administration, is working in partnership with the Masters in Public Administration (MPA), College of Humanities and Public Affairs at Missouri State University to deliver the CPM program in Missouri.

The program is designed to comply with the guidelines and standards established by the National Certified Public Manager® consortium and its curriculum requirements. (www.cpmconsortium.org)

Benefits

The CPM program is an effort to develop new leaders and effective public managers, with the skills and competencies needed to impact their organization's efforts to meet its mission and performance goals in today's dynamic public management environment.

- Provide a foundation of knowledge and skills in management practices for managers at all levels of government
- Offer opportunities for professional and personal growth for the public sector employees
- Foster effective management practices in government
- Demonstrate high levels of commitment to public service, personal integrity and continuous learning
- Learn about results-driven management practices and act as an effective change agent.
- The Capstone projects allows you to apply what you have learned to a project in your organization to show a financial impact
- Graduates of the CPM program may be eligible to receive college credit at the baccalaureate or graduate degree level
- Become a member of a network of public leaders and a manager in the American Academy of Certified Public Managers (AACPM) www.cpmacademy.org



Management Academy

The Management Academy is an interactive program that features planning exercises and action learning simulations to gain new insights and develop real strategies for improving supervision and management skills. The key program components include learning modules, assessment instruments and application exercises all lead by expert MDI faculty. Each participant will develop an action plan to ensure they are increasing the transfer of knowledge to their workplace.

Program Schedule

Workshop Time: 8:30 A.M. - 4:30 P.M. Daily

Dates and locations can be found on the MDI website: www.mdi.missouristate.edu

Management Academy Fee: \$1395 includes substantial resource materials

Day 1

- Roles, Expectations and Responsibilities in the Changing Landscape of the Workplace
- Effective Managerial Communication

Day 2

- Interpersonal Relationship Building
- The Managers Role in Human Performance Management

Day 3

- Coaching for Improved Performance
- Supervising Teamwork and Cooperation

Day 4

- Successful Conflict Resolution
- Mutual Interest Negotiation Skills

Day 1

- The Managers Role in a Changing Environment
- Real World: Risk Taking Decision Making and Problem Solving

Day 2

- Managing Priorities and Successful Delegation
- Continuous Process Improvement

Day 3

- Maintaining a Healthy & Safe Working Environment
- Delivering Exceptional Customer Service

Day 4

- Creating and Maintaining an Ethical Workplace
- Situational Leadership®

*Public (state, city, county) or non-profit organizations structured supervision/management internal training programs may be substituted for the Management Academy if the training program meets content qualifications set forth by the Management Development Institute. Approved internal training programs can meet the 56 hour requirement in full or in part.



Missouri CPM

To acquire CPM certification, all participants must complete the entire 267 hour Phase II CPM program consisting of workshops, assignments and capstone project. No substitutions are permitted for the Phase II portion of the program. Participants must complete a CPM application and receive pre-approval from their supervisors or departmental manager.

Each month, for 10 months, the cohort members will meet for 2 or 3 consecutive days. Participants will need access to a computer during the month between the workshops to access the CPM web site. Resources and instructor/participant dialog will be available on a CPM web site.

Apply Today!

An application is posted on the MDI web site: www.mdi.missouristate.edu. Class size is limited to 30 participants per cohort.

Workshop Time: Daily 8:30 A.M. – 4:30 P.M.

CPM Fee: \$3195 includes substantial resource materials- books, assessments and resource material provided by instructors for each class. Some books may be loaned to students for specific assignments.

Location: Cohorts will be held in various cities in Missouri. September 2009 is in Jefferson City.



CPM Program Topics

- Public Service 101
- Team Building
- The Foundation of Leadership
- Motivation and Ownership
- Managing Different Generations
- Problem Solving and Decision Making
- Organizational Culture In the Public Sector
- History and Culture of Politics in Missouri
- Strategic Visioning
- Policy Analysis
- Business Writing
- Legal Issues for Public Managers
- Public Personnel Management
- Financial Management & Budgeting
- Intergovernmental Relations
- Safety and Security in the Public Sector
- Process Improvement Techniques
- Organizational Change
- Capstone Project



Capstone Project

The focus of the project is departmental process improvement and/or resource savings. The Capstone Project is a comprehensive project plan that is implemented in the participants' work domain. The project is woven into various modules of the CPM program. Participants will be given a detailed rubric outlining all aspects needed to complete the assignment. Supervisors or Departmental Managers will need to approve the topic/subject of the Capstone Project. Work on the Capstone Project will be completed during the Phase II CPM Segment.

The following criteria exemplify an exceptional project:

- Innovative in its approach, and demonstrates an improvement in quality within the work unit as a result of the project.
- Shows cost savings, increased revenue or increased customer satisfaction as a result of the implementation of the project.
- An outstanding demonstration of CPM principles.
- Significantly contributes to the organizational and work unit.

Each participant, as part of the final CPM session, will give a 5-10 minute verbal and PowerPoint presentation of their Capstone Project to the class.

George C. Askew Award Winner

This award is given each year by the American Academy of Certified Public Managers (AACPM) based on recommendations from the CPM Program Directors in each state.

Each state can submit an exceptional Capstone Project. The criteria exemplified to the left explains an exceptional curriculum project.

