

National Certified Public Manager®

National Certified Public Manager® - New in Missouri –The CPM program is designed to enhance the management skills of today’s emerging leaders in public administration. 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 develop and deliver the CPM program in Missouri.

To earn the CPM designation, participants must complete the 323 hour course of study consisting of:

Phase I	Hours
▶ Management Academy*	56
Phase II	
▶ CPM Workshops	175
▶ Capstone Project	50
▶ Reading and assignments	<u>42</u>
Total Program hours	323



Management Academy for Public Managers

Phase 1

56 Contact hours

The Management Academy is an open enrollment program available to any Missouri public, government or non-profit employee who wishes to participate. This program is the prerequisite for entering Phase II of the CPM program and resulting CPM certification. In some instances, an individual may decide to complete only Phase I of the CPM process and seek CPM certification at a later date.

*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.

State agencies/employees may obtain Phase I hours by attending specific Division of Personnel programs or other programs offered by the employee’s agency that have been pre-approved by MDI.

City/County internal training programs may be counted/transferred in toward the Management Academy requirements after preapproval by MDI.

All course outlines must be submitted to MDI for pre-approval. A comparable course should show at least 56 contact hours. If an organizations program is less than 56 hours, select days can be taken from MDI offerings or for state employees, from the Division of Personnel to make up the difference. MDI will work with each organization to review internal training program content.

Previous participation and completion of MDI’s Supervision Certificate or Supervision Boot Camps can count for the Management Academy.

The inaugural Management Academy class is scheduled to begin in June 2009.

Management Academy Program Schedule

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.

June 9-12, 2009 8:30 AM – 4:30 PM

Topics			Duration	
Day One	AM	Roles, Expectations and Responsibilities in the Changing Landscape of the Workplace	3.5	
	PM	Effective Managerial Communication	3.5	7.0
Day Two	AM	Interpersonal Relationship Building	3.5	
	PM	The Managers Role in Human Performance Management	3.5	7.0
Day Three	AM	Coaching for Improved Performance	3.5	
	PM	Supervising Teamwork and Cooperation	3.5	7.0
Day Four	AM	Successful Conflict Resolution	3.5	
	PM	Mutual Interest Negotiation Skills	3.5	7.0
			Total	28.0

October 27-30, 2009 8:30 AM – 4:30 PM

Topics			Duration	
Day One	AM	The Managers Role in a Changing Environment	3.5	
	PM	Real World: Risk Taking Decision Making and Problem Solving	3.5	7.0
Day Two	AM	Managing Priorities and Successful Delegation	3.5	
	PM	Continuous Process Improvement	3.5	7.0
Day Three	AM	Maintaining a Health & Safe Working Environment	3.5	
	PM	Delivering Exceptional Customer Service	3.5	7.0
Day Four	AM	Creating and Maintaining an Ethical Workplace	3.5	
	PM	Situational Leadership®	3.5	7.0
			Total	28.0

Managers in the public arena today face a world of tremendous change and challenge. This program is designed for new and experienced managers who want to keep their knowledge and skill consistent with, or a step ahead, of the demands of the work place. The "Academy" has been designed to build skills in the basic competencies that manager's need most in leading employee's to greater individual, team, and organizational performance.

Time: Daily 8:30 am – 4:30pm

Location: To be determined -Cohorts will be held in various cities in Missouri.

Management Academy Fee: \$1395 includes 8 days of training and substantial resource materials. Payment and billing options are available.



Certified Public Manager Phase 2 Missouri CPM Outline

To acquire CPM certification, all participants must complete the entire 267 hour CPM program consisting of workshops, assignments and capstone project. No substitutions are permitted for this portion of the program. Participants must complete a CPM application and receive pre-approval from their supervisors or departmental manager. An application will be posted on the MDI web site by September 1, 2008. Class size is limited to 30 participants per cohort.

Each month 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.

CPM – September 15, 2009 – June 17, 2010

Pre-reading assignment completed before 1st CPM workshop:

Leadership Challenge (Kouzes & Posner) Book reading assignment

Leadership Challenge - LPI (Leadership Practices Inventory) Online Assessment

- LPI 360° feedback obtained online from co-workers

September 15-17, 2009 (Tuesday- Wednesday-Thursday)	
Day 1	Orientation to CPM Program/Team building
Day 2	Public Service 101 / Capstone project overview and introduction
Day 3	<i>Leadership Challenge</i> – Overview – Model the Way
	LPI Assessment feedback 360° Feedback debrief
Reading/online assignment after class: <i>Leadership Challenge</i> Book Workbook assignment <i>The One-Page Project Manager</i> , (Campbell, Hoboken)	
	21 contact hours <u>7</u> self study hours 28 total hours
October 21-22, 2009 (Wednesday-Thursday)	
Day 1	<i>Leadership Challenge</i> - Inspire a Shared Vision - Challenge the Process
Day 2	Project Management and Personal Productivity
Reading/online assignment after class: <i>Leadership Challenge</i> Book reading assignment	
	14 contact hours <u>7</u> self study hours 21 total hours
November 18-19, 2009 (Wednesday-Thursday)	
Day 1	<i>Leadership Challenge</i> – Enable Others to Act – Encourage the Heart
Day 2	Business Writing
Reading/online assignment after class: <i>Leadership Challenge</i> Book Workbook assignment Writing assignment turned in on-line to the Business Writing Instructor	
	14 contact hours <u>7</u> self study hours 21 total hours

Reading/online assignment after class: Capstone Project Assignment Participants will prepare a 5-10 minute overview oral presentation of their capstone. The assignment will include a PowerPoint presentation.		21 contact hours 10 Capstone 31 total hours
June 16-17, 2010 (Wednesday-Thursday)		
Day 1	Situational Leadership LEAD Self, Situational Leadership Assessment Or Influence without Authority (Persuasion) / Ethics and You	
Day 2	Submission of written Capstone project and Oral Presentations	
		14 contact hours

Graduation Ceremony: Each participant who successfully completes all the CPM requirements will be presented a framed certificate from the Management Development Institute, College of Business Administration, and the College of Humanities and Public Affairs, Missouri State University.

Workshop Time: Daily 8:30 am – 4:30pm

Location: To be determined – Cohorts will be held in various cities in Missouri. Jefferson City is the anticipated location for the first cohort starting in Fall 2009.

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

Capstone Project

50 hours

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.

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.

Missouri CPM Program Summary

Meets National Consortium Requirements

Management Academy Phase I	Workshop Days (7 hours)	Reading & Assignment Hours	Capstone Project Hours	Total Hours per Month	Total Hours Phase I
June 9-12, 2009	4			28	
October 27-30, 2009	4			28	
Total	8 Days			56	56
Certified Public Manager Phase II	Workshop Days (7 hours)	Reading & Assignment Hours	Capstone Project Hours	Total Hours per Month	Total Hours Phase II
Pre-Reading and assignments		7		7	
September 15-17, 2009	3	7		28	
October 21-22, 2009	2	7		21	
November 18-19, 2009	2	7		21	
December 16-17, 2009	2	7		21	
January 19-21, 2010	3		10	31	
February 17-18, 2010	2	7	10	31	
March 9-11, 2010	3		10	31	
April 20-22, 2010	3		10	31	
May 18-20, 2010	3		10	31	
June 16-17, 2010	2			14	
Total	25 days	42	50	267	267
Total Combined Hours Phase I & II					323