

Management Academy for Public Managers

The Management Academy is the first stage of the Certified Public Manager (CPM) certification. The Academy is an open enrollment program open to any public manager who wishes to participate. The Management Academy can be taken alone or with the intention of continuing with the CPM Certification. A separate application and agency approval is needed to move on to the CPM course.

As part of the Management Academy you will engage in an interactive program that features planning exercises, self-assessments, and action learning simulations to gain new insights and develop real strategies for improving supervision and management skills. Each participant will develop an action plan to ensure they are increasing the transfer of training to their workplace.

January 27-30, 2009

- Day 1. Morning: Roles, Expectations and Responsibilities in the Changing Landscape of the Workplace
Afternoon: Effective Managerial Communication
- Day 2. Morning: Interpersonal Relationship Building
Afternoon: The Managers Role in Human Performance Management
- Day 3. Morning: Coaching for Improved Performance
Afternoon: Supervising Teamwork and Cooperation
- Day 4. Morning: Successful Conflict Resolution
Afternoon: Mutual Interest Negotiation Skills

February 24-27, 2009

- Day 1. Morning: The Managers Role in a Changing Environment
Afternoon: Real World: Risk Taking Decision Making and Problem Solving
- Day 2. Morning: Managing Priorities and Successful Delegation
Afternoon: Continuous Process Improvement
- Day 3. Morning: Maintaining a Healthy and Safe Working Environment
Afternoon: Delivering Exceptional Customer Service
- Day 4. Morning: Creating and Maintaining an Ethical Workplace
Afternoon: Strengthening Personal Leadership

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

Fee: \$1395 includes 8 days of training and substantial resource materials.