Certified Public Manager® Program

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Proposed Schedule

Day 1 How does knowing one's self influence leadership and management in the public sector?
Why does government exist?

Day 2 What is the difference between management and leadership?
How do we navigate public problems, values, and choices?

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

Day 4 How do I navigate the ethical principles and situations that arise in the public sector?
What are my personal values and how do I integrate those in my workplace?

Day 5 How can I use my personal and positional power to positively influence my organization, and how do I balance the relationship between power and influence?

Day 6 How do I select the appropriate strategies to resolve interpersonal conflicts in the workplace?

Day 7 How can I use systems thinking, process improvement strategies, and gap analysis to study my organization and develop a plan for improvement?

Day 8 How can I use qualitative and quantitative data to determine the effectiveness and efficiency of my organization?

Day 9 How can I examine problems and create solutions using Results Based Accountability™?

Day 10 How can I use oral communication to effectively lead in the public sector?

Day 11 What are the powerful and important elements of presentations that I should include to communicate ideas, concepts, projects, recommendations, and reports?

Day 12 How can I use written communication to effectively lead in the public sector?

Day 13   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?
How can utilize my emotional intelligence to lead in the public sector?

Day 14   How do successful teams develop, and how can I lead and facilitate their continued success?

Day 15   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?

Day 16   What are the keys to motivating employees?
How can I use performance coaching, counseling, and positive discipline to redirect unwanted behavior?

Day 17   How can I delegate and empower employees in the public sector?

Day 18   What strategies can I use to create a work environment where employees are highly productive and highly motivated through a framework of performance management?

Day 19   How can I follow human resources guidelines and policies to create an environment that is legal and equitable?

Day 20   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?

Day 21   How do internal controls strengthen my capacity to manage effectively?

Days 22-24   How can I demonstrate that my self-directed learning project has impacted my organization in a positive measurable way?