



## **CERTIFICATE OF PUBLIC WORKS MANAGEMENT CURRICULUM**

### **Module One — Fundamentals of Public Works**

- History of Public Works
- Functions of Public Works
- Public Works Services
- Risk Management
- Sustainability

### **Module Two — The Political Environment of Public Works**

- Political Values and Decision-making
- The Role of Public Services in a Democratic Society
- Creating public value in local government

### **Module Three — Legal and Ethical Issues in Public Works**

- General Legal Issues
- Employment Law
- Liability and the Local Government Official
- Ethical Decision-making
- Ethics and the Use of Power

### **Module Four — Leadership and Management**

- Fundamentals of Leadership and Management
- Theories of Leadership
- Applied Leadership
- Coaching
- Self-awareness and Emotional Intelligence

### **Module Five — Managing Service Delivery in Public Works**

- Effective Communication
- Customer Service
- Conflict Resolution
- Managing Budgets

### **Module Six — Process Improvement in Public Works**

- Strategic Planning
- Project Management
- Measuring Performance