Leadership and Management Development
Jan-Mar 2016

Essential skills for TODAY’S workplace

Learn how to:
• Use tools and strategies for effective problem analysis and solving
• Hold challenging conversations where emotions are engaged
• Prepare RFPs and bids that achieve intended outcomes
• Strategically plan for your organization’s future
• Involve citizens in government decision-making
• Improve your supervisory and leadership skills

General Information
Time/location: Classes are held from 8:30am-3:15pm with a 45-minute lunch, at either the Pyle Center (702 Langdon St) or the Lowell Center (610 Langdon St) on the UW-Madison campus. A pre-class email provides a map, directions, parking information, as well as a pre-class assignment.

For information, visit: continuingstudies.wisc.edu/certified-public-manager, or contact Robbi Dreifuerst at 608-262-3830 or robbi.dreifuerst@wisc.edu.

Fee: $315 for one-day classes. Cost includes instruction, refreshments, and a nonrefundable $25 administrative fee. Participants are responsible for transportation and meals.

Approved Hours/Continuing Education Credits: Each class earns 0.6 CEU or 6 hours of professional continuing education. For information on continuing education credit for social workers, counselors, psychologists, marriage and family therapists, substance abuse counselors, educators, and other professionals, see: continuingstudies.wisc.edu/social-work-credit.htm.

Wisconsin Certified Public Manager® Program
The classes listed may be used toward requirements of the Wisconsin Certified Public Manager (CPM) Program. CPM is a nationally accredited management development program that prepares participants for the challenges and unique demands of the public management profession. It is designed specifically for local, state, or federal managers and elected officials, and those working in nonprofit organizations. However, most CPM classes are appropriate for private sector managers as well.

Cancellation Policy: You are welcome to send a substitute if you are unable to attend a class. If you cancel up to three business days prior to your class, you will receive a full refund minus the administrative fee. If you cancel less than three business days prior to the class, or do not participate, you are responsible for the entire fee. In the event of bad weather or other emergencies, call 608-263-4432 to learn whether a class has been cancelled. Emergency cancellation notices are posted at continuingstudies.wisc.edu.

Past Participant Comments
“Lots of good ideas and the toolkit will be a great resource. Using the different problem-solving models in practical exercises helped bring it home for me.”

“I liked the variety of instructional methods. The class provided a good overview of all the steps needed in the various types of program evaluation.”

See continuingstudies.wisc.edu/certified-public-manager for a complete list of approved classes.

Your key to essential skills for TODAY’S workplace
### LEADERSHIP & MANAGEMENT DEVELOPMENT — Jan-Mar 2016

**Essential skills for TODAY’s workplace** — Whether you’re just beginning your supervisory career or have several years of management experience, it’s never been more important to invest in your professional skills. You’ll work smarter when you have the tools and techniques to effectively manage the ever-changing landscape of today’s workplace.

### These classes are part of the Wisconsin Certified Public Manager® Program

#### W, Jan 20

**Problem Analysis and Problem Solving**
- Instructor: Jana Champion
- Learn the strategies, key skills, and abilities required to be an effective supervisor. Topics include performance feedback, coaching, counseling, team building, training, and discipline.

#### W, Mar 2

**Preparing RFPs and Bids**
- Instructor: Cheryl oliga
- Learn what must legally be in any request for proposals or bids and how to prepare for the proposal or bid process so that you can describe your program and intended outcomes accurately. Discover strategies to distribute requests for proposals so that you receive high-quality, on-time bids and proposals.

#### Th, Jan 21

**Having Challenging Conversations**
- Instructor: Laura V. Page
- Learn the limitations of your present problem-solving style and how to overcome them. Examine communication processes to improve creativity, identify solutions for teams and groups in problem solving, and learn how to define problems in new ways.

#### Th, Mar 3

**Improving Public Participation**
- Instructor: Laura V. Page
- Learn what must legally be in any request for proposals or bids and how to prepare for the proposal or bid process so that you can describe your program and intended outcomes accurately. Discover strategies to distribute requests for proposals so that you receive high-quality, on-time bids and proposals.

### Registration Form

**Contact Information**
- **Name:** [enter name]
- **Address:** [enter address]
- **Phone:** [enter phone]
- **Email:** [enter email]
- **Company:** [enter company]
- **Title:** [enter title]
- **Card Number:** [enter card number]
- **Expiration Date:** [enter expiration date]
- **Payment Method:** [check one]
  - MasterCard
  - Visa
  - American Express
  - Discover

**Registration Fee**
- **Course:** [enter course]
- **Amount:** [enter amount]

**Refund Policy**
- Refunds are issued within 5 business days of receipt of written notice received at least 10 business days prior to the course start date.

**Cancellation Policy**
- Cancellations must include payments by credit card or purchase order.

**Mail to:** UW-Madison Continuing Studies Registrations
- **Pyle Center, 752 Langdon St., Madison, WI 53706-1487**

**Call:** 608-265-3163 or 800-741-7416 (Wisconsin Relay 711)

**Fax:** 608-262-2451 or 800-725-9692

**Online:** continuingstudies.wisc.edu/leadership

**Email:** cei-cei-1166-11.15