GENERAL INFORMATION
Location and time: Classes take place at Pyle Center, 702 Langdon St. They run from 8:30am to 3:15pm, with a 45-minute break for lunch. Check your email for a map, driving directions, parking information, and an assignment to complete before class begins.

For more information: Visit continuingstudies.wisc.edu/certified-public-manager for class details. If you have questions, contact Sunshine Jansen at 608-262-4354 or sunshine.jansen@wisc.edu, or Robbi Dreifuerst at 608-262-3830 or robbi.dreifuerst@wisc.edu.

Fees: One-day classes are $175. Two-day class is $295. Fees include instruction, light refreshments, and a nonrefundable $25 administrative charge. Participants are responsible for transportation and meals.

Approved hours and continuing education credits: Each class earns you 0.6 continuing education units (CEUs), or six 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 types of professionals, see continuingstudies.wisc.edu/ceu-approved-hours.

Wisconsin Certified Public Manager® Program: The classes listed may be used toward the 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, and federal managers, as well as and elected officials and those working in nonprofit organizations. Most CPM classes are also appropriate for private-sector managers.

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

WHAT OUR STUDENTS ARE SAYING:
It was so helpful to learn the collaboration techniques and tools required for a successful performance review, and the importance of employee ownership of the process.

This class gave me more confidence to present items to the council.

I learned a lot. The instructor did a great job facilitating, answering questions, and keeping us on track.

I now have many different organizational performance measurement tools. Great worksheets to use.

LEADERSHIP & MANAGEMENT DEVELOPMENT
Essential skills for TODAY’S workplace

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Essential skills for TODAY’s workplace | JAN-MAR 2019

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

**WED, JAN 16**

**PROBLEM ANALYSIS AND PROBLEM SOLVING**

Successful managers know how that problem solving is based on a systematic process of recognition and analysis. Learn the limitations of your present problem-solving style and how to overcome them. Examine communication processes to improve creativity, identify roles for groups and teams in problem solving, and discover how to define problems in new ways.

*Instructor: Al Guyant*

**THU, JAN 17**

**ADVANCED PROBLEM SOLVING STRATEGIES**

You understand the foundations of problem solving and decision making (PSDM) and have a good knowledge of how to use the basic tools within the PSDM process. This advanced seminar goes beyond the basics to explore such issues as developing consensus decisions, moving beyond an impasse when group members disagree, dealing with counterproductive behavior, and applying more advanced PSDM tools and techniques. Prerequisite: Participants must have completed CPM’s Problem Analysis and Problem Solving seminar prior to attending this advanced session.

*Instructor: Kyle Henderson (see Problem Analysis and Problem Solving)*

A CPM Organizational Management Class

**THU, FEB 14**

**PRESENTING YOURSELF TO ONE OR MANY**

Effective speaking is a key skill for the successful manager. Learn tips to strengthen that skill in many different settings. Review how to use everyday occasions to enhance your personal effectiveness. Develop skills to improve your formal speeches and to interview effectively with the media. There will be ample opportunity for practice plus exercises for continuing to improve on your own.

*Instructor: Al Guyant* is president of Guyant & Associates, a training and consulting firm that specializes in human communications and services. He is a nationally recognized trainer, facilitator, media coach, and author with more than 35 years of experience.

A CPM Management Core Class

**FRI, FEB 15**

**EXECUTIVE WRITING: EFFECTIVE WORKPLACE COMMUNICATION**

Strengthen your ability to write memos, letters, and reports covering a broad range of issues. Learn techniques to improve writing efficiency, apply different structures depending on your purpose, improve your editing, choose appropriate language for written rather than oral communication, and analyze your intended audience.

*Instructor: Kyle Henderson* leads information design and publishing at UW-Madison’s DoIT Communications. He began his career as a copywriter and has more than 20 years’ experience editing digital and print publications. He has a master’s in communication and is an expert in writing for influence.

A CPM Public Policy Class

**WED-THU, MAR 6-7**

**CONDUCTING FEARLESS PERFORMANCE REVIEWS**

You can make performance reviews more meaningful by having employees understand their performance expectations early in the process and facilitate a collaborative conversation between supervisors and employees. Gain tools to define what great performance is for each employee, develop a clear set of expectations for every position, identify the right coaching goals, and create a transformative approach for conducting effective and inspiring face-to-face performance reviews. Class fee includes the instructor’s book, Fearless Performance Reviews.

*Instructor: Jeff Russell (see Problem Analysis and Problem Solving)*

Each day is one CPM Personnel Management Class

**THU, MAR 20**

**ORGANIZATIONAL PERFORMANCE MEASUREMENT**

Differing in content and scope from simple problem evaluation, organizational evaluation teaches you to analyze your agency’s effectiveness in achieving its objectives. In this workshop, you learn how to avoid the pitfalls of confused objectives when managing your organization’s performance and examine the most efficient ways to achieve success at every level of management.

*Instructor: Guy VanRensselaer* has spent more than three decades in the field of performance excellence, leading projects for nearly every City of Madison department and providing consultant services in the areas of strategic planning, customer research, performance measurement, change management, and organizational alignment.

A CPM Resource Management or Quantitative Methods Class

**FRI, MAR 21**

**WORK SATISFACTION, PERFORMANCE, AND ENGAGEMENT**

This class helps dispel the many myths about what managers can and should do to support employee work performance, satisfaction, and engagement. Learn what decades of real-world management experience reveals about best practices and tools for day-to-day manager activities. Plus gain insights from recent research focusing on today’s diverse and fast-moving environments.

*Instructor: Laura V. Page* is the program area director for the Continuing Studies leadership and management group. Page was an independent management consultant for more than two decades and is a frequent seminar instructor and keynote speaker.

A CPM Personnel Management Class

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**REGISTRATION FORM**

**PLEASE REGISTER ME FOR:**

- One-day classes are $175. Two-day class is $295.
- Please bill my organization at the address above.
- Enclosed is my check payable to UW-Madison.
- Please charge to the following account:
  - Mastercard
  - Visa
  - American Express
  - Discover

**PAYMENT METHOD**

- Please call the following account:
  - Enclosed is my check payable to UW-Madison.
  - Please call the following account:
  - VISA
  - American Express
  - Discover

**CONTACT INFORMATION**

Mail to: UW-Madison Continuing Studies Registrations
Pyle Center, 702 Langdon St., Madison, WI 53706-1547

Cell: 608-262-2451 or 800-725-9692 (Wisconsin Relay 711)
Fax: 608-265-3163 or 800-741-7456

Online: continuingstudies.wisc.edu/leadership

Phone, fax, or online registrations must include payments by credit card or purchase order.

If you would like to request an accommodation, please contact Andy Richardson at 608-262-0557 or email andy.richardson@wisc.edu. Requests are confidential. These programs are offered by UW-Madison in cooperation with UW-Extension.