GENERAL INFORMATION

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

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

Fees: Classes are $265 each; $195 for government/nonprofits. Fee includes instructional materials, light morning refreshments, lunch, and a nonrefundable $25 administrative fee. Participants are responsible for transportation and parking.

Approved hours and continuing education credits: You will earn 0.6 continuing education units (CEUs), or six hours of professional continuing education, for each class. 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 elected officials and those working in nonprofit organizations. Most CPM classes are also appropriate for private-sector managers.

Cancellation policy: If you need to cancel your registration or arrange for a substitute, please call 608-262-4354 or 608-262-2451 as soon as possible.

To receive a refund minus a $25 administrative fee, you must call at least five business days before the program. If you do not call within that time frame, you are responsible for the entire fee. Classes often have a waiting list, so canceling as soon as possible is appreciated.

Wisconsin Certified Public Manager® Program:

Leadership & Management Development:

- Introduce and sustain a successful change effort
- Manage your time and stress to increase your effectiveness
- Promote ethical behavior in your organization
- Develop your personal leadership philosophy
- Develop strategies to build and use power and influence as a middle manager
- Make quality customer service a strategic goal for the entire organization
- Identify the quality requirements of your customers
- Build and maintain a culture of civil and respectful behavior

Classes take place at the Pyle Center, 702 Langdon St., Madison, WI.

Fees:

Classes are $265 each; $195 for government/nonprofits. Fees include all instructional materials, light morning refreshments, lunch, and a nonrefundable $25 administrative fee. Participants are responsible for transportation and parking.

For questions related to payment, call 608-262-2451.

To register for this event, credit card payment or a valid UW–Madison funding string is required at the time of registration. For questions related to payment, call 608-262-2451.

To receive a refund minus a $25 administrative fee, you must call at least five business days before the program. If you do not call within that time frame, you are responsible for the entire fee. Classes often have a waiting list, so canceling as soon as possible is appreciated.

For more information, contact Continuing Studies at 608-262-4354 or sunshine.jansen@wisc.edu.
LEADERSHIP & MANAGEMENT DEVELOPMENT

TUE, SEP 17
MANAGING ORGANIZATIONAL CHANGE
A key challenge to today’s leaders is helping employees understand and embrace change. They must assist employees in discovering new ways of working and embracing these new ideas. Explore strategies for communicating the need for change and building employee commitment to that change. Learn specific and general approaches for turbulent times.

Instructor: Jeff Russell (BS, UW-Milwaukee) is a nationally recognized trainer, facilitator, and organizational change expert. His 30-year career included experience as a law enforcement-specific Wisconsin Certified Program - the Wisconsin Certified Program – a CPM Resource Management class

WED, SEP 18
MANAGING TIME, MULTITASKING, AND INTERRUPTIONS
Learn to identify behaviors and create strategies that help you manage multiple priorities and handle interruptions, so you can avoid burnout and improve your effectiveness. Understand the myth of multitasking, how daily goals and strategies are not created in a vacuum, and how best practices in putting out fires, doing more than one job, meeting madness, and how to limit interruptions. Additional time is spent discussing new research showing how to increase daily effectiveness and how to better work-life balance.

Instructor: Michael Leitz (CPSM, Lincoln, NE) focuses on leadership development, strategic thinking, problem solving and decision making, dealing with behavioral styles, and performance management.

A CPM Organizational Management class

TUE, OCT 8
LEADERSHIP
Develop a definition of leadership, distinguish leadership from management, explore characteristics of effective leaders, and learn how to use the management tool of feedback to elicit your customers’ feedback. Learn to identify your customers’ needs and use that information to develop specific, targeted development plans for your department or agency.

Instructor: Jeff Russell (see Managing Organizational Change)

A CPM Quantitative Methods class

TUE, NOV 6
MANAGEMENT ASSESSMENT FOR PERSONAL PLANNING AND DEVELOPMENT
Self-awareness is the cornerstone of effective self-assessment. Explore methods of self-assessment, how your skills and needs compare with those of other managers and with agency goals. Discover strategies to enhance your work performance and agency and link performance within the team.

Instructor: Jeff Russell (see Managing Organizational Change)

A CPM Policy or Organizational Management class

A CPM Human Resources class

WHAT OUR STUDENTS ARE SAYING:

"The overall presentation and class environment was outstanding. Everyone was engaged with the class at all times."

"I now feel the difference between urgent versus important in time management and how to incorporate this into every hour and work life."

"The tools and examples for managing reactions and expressing feelings and application to all relationships and conflicts (work, family, friends) were very helpful."

"Instructor was very knowledgeable about subject matter and explained so that nonfinancial individuals were able to grasp concepts."

"This was so helpful! I feel I have a strong sense on how to create ways to elicit feedback from my customers (teachers) and I know what methods to use."

"The overall presentation was perfect, no dull points, loved the group activities, nothing was gimmicky dealing with behavioral styles, and performance, strategic thinking, problem solving specific approaches for turbulent times. 

Instructor: Tom Long (MA, Cardinal Stritch University) recently retired as the operations commander and second-in-command of the Nebraska Police Department. His 20-year career included experience at all levels of law enforcement. He also served as the director of a large university, teaching courses in public finance and budgeting, management, law enforcement agencies, and forensic science.

A CPM Management Core class

A CPM Resource Management class

A CPM Management Core class

A CPM Organizational Management class

WED, OCT 9
LEADING AND MANAGING FROM THE MIDDLE
As a mid-manager, your job is increasingly important. You provide your supervisors with information, manage your employees and you represent your unit to external sources in industry. Explore your role more effectively even more effectively to your organizational high performance. Discover how to use your position to achieve organizational goals through others; use your own bases of power more powerfully, and develop strategies to expand your influence.

Instructor: Guy VanVBLUE (BS, UW-Madison) has more than 15 years of experience in leadership and development, organizational change management, and consulting.

A CPM Management Core class

WED, NOV 6
MEASURING CUSTOMER SATISFACTION
Explore why customer assessment is critical to your organization and learn quantitative and qualitative approaches to measuring customer satisfaction. Learn to identify your customer’s needs and use that information to develop specific, targeted development plans for your department or agency.

Instructor: Jeff Russell (see Managing Organizational Change)

A CPM Policy or Organizational Management class

WED, NOV 13
CIVILITY AND RESPECT
Don’t get your name in the headlines! In today’s highly diverse workplace, a leader can experience real challenges making and ethical action. Find out how you can contribute employees and you represent your unit to external sources in industry. Learn to identify your customer’s needs and use that information to develop specific, targeted development plans for your department or agency.

Instructor: Guy VanVBLUE (BS, UW-Madison) has more than 15 years of experience in leadership and development, organizational change management, and consulting.

A CPM Management Core class

WED, NOV 13
LEADING AND MANAGING FROM THE MIDDLE
As a mid-manager, your job is increasingly important. You provide your supervisors with information, manage your employees and you represent your unit to external sources in industry. Explore your role more effectively even more effectively to your organizational high performance. Discover how to use your position to achieve organizational goals through others; use your own bases of power more powerfully, and develop strategies to expand your influence.

Instructor: Guy VanVBLUE (BS, UW-Madison) has more than 15 years of experience in leadership and development, organizational change management, and consulting.

A CPM Management Core class

A CPM Organizational Management class

A CPM Resource Management class

A CPM Management Core class

A CPM Organizational Management class

A CPM Management Core class