



UAF UALR ASU

Arkansas Public Administration Consortium

UALR Ross Hall 624 - 2801 S. University Ave. - Little Rock, AR 72204-1099
501-569-3090 - FAX 501-569-3021 - E-mail: apacprog@ualr.edu

Dear Public Manager:

We are pleased you are interested in the Certified Public Manager[®] (CPM) program offered through the Arkansas Public Administration Consortium (APAC). APAC is a consortium of three universities in the state, Arkansas State University in Jonesboro, University of Arkansas at Little Rock and the University of Arkansas, Fayetteville. APAC has been successfully delivering training to public and nonprofit managers since 1986.

The CPM program assists mid to upper level managers in public, local government and non-profit agencies in developing their management skills through a series of seminars. Arkansas' CPM program is part of a national consortium, which has thirty-three states as members and another six waiting to fulfill the requirements for membership.

There are two levels of the CPM program. The first level is the Arkansas Governmental Manager Certificate (AGM). To achieve AGM certification a participant must complete six courses and a project plan. The Leadership, Management Development Planning, and Program Planning and Evaluation courses are required to complete state certification. The project plan addresses a relevant agency, city or county problem and is the practical application of the acquired knowledge from the program. It is recommended that a participant complete AGM within two years.

The National Certified Public Manager[®] certificate is the second level of the CPM program. In order to become a national graduate a participant must complete the requirements of the AGM certification plus five additional courses (total of 11 courses). In addition to these requirements, 146 professional development hours must be completed. Professional development hours are seminars, continuing education courses, or training sessions that pertain to a person's job and are within the CPM Consortium guidelines. It is recommended that a participant complete all requirements for national certification within five years.

An applicant must be nominated by his/her supervisor. The Board of the Arkansas Society of Certified Public Managers reviews all nominations. This Society serves as the alumni organization for CPM. After the nominee has been accepted into the program, courses may begin at any time. Most courses are held in the Central Arkansas area. All of the courses are from **8:30 a.m. to 4:30 p.m.** The cost for CPM program training is \$195 per course, with an additional \$20.00 activity fee for some courses.

You will find enclosed a fact sheet, course descriptions, a nomination form, and a pre-registration form for your review. The deadline for Fall start up is August 19, 2010.

For more information, contact me at 501-569-8469 or by email at nffletcher@ualr.edu.

Hope to hear from you soon!

Naomi Fletcher

Naomi Fletcher
CPM Program Coordinator



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Certified Public Manager[®] Nomination Form

Applicant: _____ Date: _____

Title: _____ Grade (if applicable) _____

Agency/Dept: _____ Div: _____

Office/Program: _____

Office Address _____

County _____

Office Phone: _____ Fax: _____ Email: _____

Number of employees the applicant supervises _____ (if the applicant is not in a supervisory position, a job description must accompany the application explaining why the applicant is a manager.)

Supervisor: _____ Title: _____

Agency: _____

Address: _____

Office phone: _____ Fax: _____ Email: _____

The Applicant must provide the following information as a separate attachment:

List and describe positions you have held with governmental agencies and for how long (including current position).

List and describe any other managerial positions you have held.

Provide your educational background.

Explain in approximately **200 words** why you are interested in the CPM program and what you want to gain from it.

When do you want to begin the CPM program? (please circle): September January

Signatures:

Applicant: _____

I have reviewed this completed nomination, and I approve and support the candidacy of this manager.

Supervisor: _____

(Applicant is an Elected Official _____)

Please submit completed application to:
APAC
UALR Ross Hall 600
2801 South University
Little Rock, AR 72204
Phone: (501) 569-8469 Fax (501) 569-3021
Home page: www.ualr.edu/~iog/apac.html
Web:

Nomination deadlines: August 19, 2010 for September start

November 18, 2010 for January start

Incomplete nomination forms will not be considered

About APAC: the Arkansas Public Administration Consortium is a cooperative program of the University of Arkansas at Little Rock, Arkansas State University, and the University of Arkansas. APAC offers management training through the CPM Program, and the Certified Volunteer Manager (CVM) program. APAC places graduate public administration students into internships in governmental and non-profit agencies. Arkansas is an accredited member of the National CPM Consortium.

Course Summaries

***Management Development Planning**

Identifies management skills and strengths and the managerial developmental needs are assessed.

The Political Process and Management

Assesses roles in the political environment and explores ways to effectively utilize the political arena.

Managing Human Resources

Identifies personnel functions and goals, discusses equity and gender issues, and explores appraising the work of others.

The Budget Process

Reviews policies and procedures in governmental expenditures and revenues, emphasizing Arkansas budget practices.

Effective Presentation Skills

Focuses on understanding and improving speaking skills.

Writing for Business in Government

This course is designed to improve the writing skills of working professionals through techniques for technical writing, including writing reports, executive summaries, effective job descriptions, performance reviews, and reference letters. Also included will be things you should and should not say in daily and semi-regular correspondence, writing effective memos, and email etiquette.

Management Communication

Identifies characteristics of interpersonal communication and effective communication styles.

***Leadership Seminar**

Understand the concepts of empowerment, delegation, ownership, and communication styles of effective leaders.

Organizational Communication

Addresses communication patterns in organizations, and demonstrates the impact of both internal and external communication on these organizations.

***Ethics in Government**

Challenges the manager to identify ethical and unethical behavior in the workplace.

***Program Planning and Evaluation**

Helps set priorities and outlines procedures for new policies, clarifies expectations of a program, and defines criteria for measuring results.

Preventing Violence in the Workplace

Examines the profiles of potentially violent employees and customers and explores proven methods for coping with anger and disagreements and de-escalating crises before they become violent.

Network Management

The key to effective management is less about hierarchy and more about webs of interaction, -the nature of network management. Tools for management in this arena are discussed in this course.

Improving Productivity with E-Government

The objective of this course is to provide concepts, procedures, and tools designed to assist public and nonprofit to use the most innovative information and communication technologies, to provide citizens and businesses with better access to government information and services.

*Required courses

About the Courses

- Classes run from **8:30 a.m. to 4:30 p.m.** each day
- Classes are customarily held at UALR or the Neighborhood Resource Center in Little Rock
- Lunch is not provided
- Course materials are provided to each participant
- Confirmation of registration is sent to each participant prior to each scheduled course
- A \$50 fee is charged if notice of cancellation is not given at least five working days prior to each scheduled course.
- The participant's agency will be invoiced for each completed course, unless another payment process is specified
- Once the decision to pursue national CPM is made, and the AGM requirements are fulfilled, it is recommended that participants complete the national CPM within three years.
- **APAC** reserves the right to cancel courses based on enrollment levels

“Taking middle management to its highest level”

What are the results you can expect from the Certified Public Manager[®] Program?

In September 2002, APAC mailed surveys all 492 people who have received the state level, Arkansas Governmental Manager (AGM) certificate.

- ◆ **Relevant for Managers** 80 percent of the respondents answered that the program was very effective or somewhat effective in meeting their expectations and being relevant to their day to day responsibilities.
- ◆ **Improved Skills** More than three-fourths of the participants (78 and 88 percent) declared their skills in leadership, management development and program planning and evaluation to be either somewhat better or much better since completing the AGM program.
- ◆ **Project Implementation Averages More Than \$6,000** Just over a third of respondents saw their project plans fully implemented in their organizations. Another third claimed partial implementation for their project plans. Respondents whose project plans were implemented provided data documenting at least \$391,500 in savings to the state. This is an average of at least \$6,023 per project plan implemented.
- ◆ **Career Advancement** On the average the managers who completed the survey supervise almost twice as many employees today as they did when they applied for the CPM program. We suggest that people committed enough to complete certification requirements are also committed to doing their best on the job.
- ◆ **Agency Investment** Almost 90 percent of respondents were employed by the same agency as when they entered the CPM program. Three-fourths had been promoted (43 percent) or given increased responsibilities (30 percent) since entering CPM.
- ◆ **Recommendation** 99 percent of graduates would recommend the program to their colleagues or employees.
- ◆ **Executive Support** A fourth of the comments recommended increased support from the executive level as a way to make the CPM program more effective.

Comments

- ◆ The CPM helped me to enhance my management style and skills. I delegate more, I plan better, and develop goals and objectives.
- ◆ Overall I felt the course was very well laid out and superbly managed. Some information was new and some refreshed the brain's knowledge bank. I doubt I would make any changes to the program.
- ◆ Very good program. I recommend it every chance I get. Need similar program for workers who are not managers.
- ◆ I think it is an excellent program and highly recommend it for all managers. It was time very well spent from my perspective.
- ◆ The classes enabled me to be more confident and to make wiser decisions.
- ◆ This was an excellent program for a technical person thrust into supervision responsibilities.
- ◆ The CPM program instructors did much to enhance my management and leadership abilities. The instructors were excellent.
- ◆ The CPM program is a very good one and the intent is right. The program needs all the support possible to enhance the skills of supervisors and managers in the State of Arkansas.



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UAF - UALR - ASU CPM 2011-2011 Pre-Registration Form

Please indicate by marking each individual seminar that you plan to attend. You may register for additional seminars throughout the year. Either mail the pre-registration form to APAC at UALR Ross Hall 600, 2801 S University, Little Rock, AR 72204 or FAX the form to 501-569-3021. All forms must be received two weeks prior to the seminar you plan to attend. Last minute enrollments will be accepted only if space is available. Dates are subject to change, but all registrants will be notified in advance of the changes (unless impossible to do so, such as inclement weather or trainer illness) so that schedules may be adjusted accordingly.

Course Date	Title	
Sep 15-16, 2010	Ethics in Government** (2400)	_____
October 6-7, 2010	Preventing Violence in the Workplace (2903)	_____
October 27-28, 2010	Budget Process (3300)	_____
December 8-9, 2010	Managing Human Resources (2800)	_____
December 15-16, 2010	Program Planning & Evaluation* (3200)	_____
January 5-6, 2011	Presentation Skills (2700)	_____
January 12-13, 2011	Writing for Business in Government (2902)	_____
February 1, 2011	Network Management (2906) ***	_____
February 2, 2011	Leadership* (2200)***	_____
February 3, 2011	Improving Productivity w/E-Government ***	_____
Mar 30- 31, 2011	Management Development Planning* (2100)	_____
April 12-13, 2011	Organizational Communication (3900)	_____

Leadership, Management Development Planning, and Program Planning and Evaluation are required courses to earn the AGM certification. **Ethics in Government is required to earn the CPM® certification. ***These are blended courses for which there will be one day in class and course work to be completed online/out of class.

Name _____ Date _____

Agency _____ Div/Dept _____

Address _____

Phone _____ FAX _____ Email _____

Please send my invoice to Me or to: _____

Check if new address or title _____

CPM Course Schedule 2010 – 2011

Sep 15-16, 2010	Ethics in Government** (2400)	UALR Meeting Room G
October 6-7, 2010	Preventing Violence in the Workplace (2903)	UALR Meeting Room G
October 27-28, 2010	Budget Process (3300)	UALR Meeting Room G
December 8-9, 2010	Managing Human Resources (2800)	UALR Meeting Room G
December 15-16, 2010	Program Planning & Evaluation* (3200)	UALR Meeting Room G
January 5-6, 2011	Presentation Skills (2700)	UALR Meeting Room G
January 12-13, 2011	Writing for Business in Government (2902)	UALR Meeting Room G
February 1, 2011	Network Management (2906) ***	UALR Meeting Room G
February 2, 2011	Leadership* (2200)***	UALR Meeting Room G
February 3, 2011	Improving Productivity w/E-Government ***	UALR Meeting Room G
Mar 30- 31, 2011	Management Development Planning* (2100)	UALR Meeting Room G
April 12-13, 2011	Organizational Communication (3900)	UALR Meeting Room G