



A management development program increasing the capacity of its participants to lead people, manage work processes and develop self-mastery.

The Certified Public Manager® program is a nationally accredited management development program for public managers and supervisors. It is a comprehensive course of study through which students acquire and apply best practices and theory and develop their management behaviors and strategies using prescribed sets of professional standards. Those who complete the program earn the professional designation of CPM (Certified Public Manager®).

Since 1987, the Utah Certified Public Manager® program (UCPM) has integrated knowledge with concurrent application of leadership and management skills. Participants apply new skills through practical exercises, team and self-reflection, and practicum projects. UCPM provides a laboratory for participants engaged in all areas of the public sector to examine their environments, plan for effective action, and apply learning with the support of a network of peers and experienced instructors.

The legacy of Utah's Certified Public Managers® stretches beyond the classroom to transform workplaces. CPM graduates have confronted impressive challenges in communities throughout Utah and the nation. Alumni and those they serve report significant improvement in government performance as a result of applied CPM principles. The Utah Certified Public Manager® program was featured by the Pew Center on the States in their handbook on best management development practices across the nation.

CPM classes

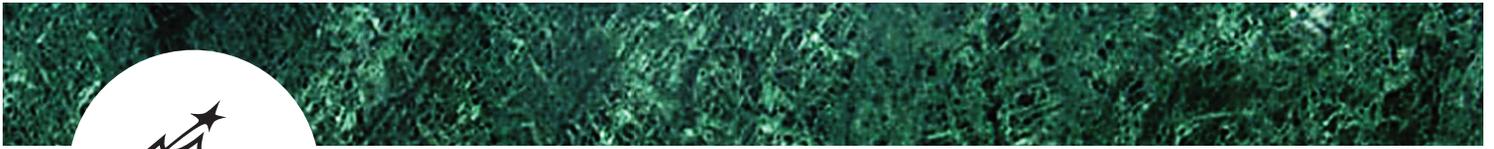
UCPM focuses on competencies and learning outcomes and is modular in design. CPM instructors are experienced practitioners who understand an adult learner's need for experiential learning and practical application. Descriptions of module outcomes and competencies, policies, registration, student handbook, and other information can be found online at www.cpm.utah.gov.

The program requires completion of 300 course hours; 280 of these hours are completed through three core quarters (courses) over 33 weeks. The remaining 20 hours are completed through various elective options. Course 1 introduces participants to managerial and supervisory principals and best practices. Participants gain competencies in interpersonal communication, effective management of resources, performance management, and managing work processes. In Course 2, participants develop skills for managing teams, work groups, collaborative efforts, and interactive projects. Course 3 participants develop competencies to lead effective organization-wide change efforts through the completion of a capstone project.



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CPM instruction can be delivered a variety of ways. Full-day classroom delivery is typically offered for all courses in Salt Lake City beginning in January, April, and September. Each course is 10 or 12 weeks in length, one day a week, for eight hours a day. Courses are taught at other locations around the state when there is sufficient demand. A customized delivery schedule such as half days, multiple days in a row, starting date and time, etc., can also be arranged.

Total costs per student for the program is \$2,250. Students register and pay \$750 for each course separately. The cost breakdown of just \$8 an hour for nationally accredited leadership training make UCPM a “best buy”.

CPM Results

Creating clear direction, efficiency, timely response, and quality outcomes are necessary competencies for public managers. Participants seeking certification demonstrate newly acquired skills to lead effective organization-wide change efforts through the completion of a team capstone project. Projects tackling real work challenges are chartered by public organizations. Teams employ research methods to arrive at actionable solutions.

Capstone projects provide great benefit not only to the students, but to the chartering agencies. UCPM continues to receive reports on the progress of public sector projects influenced to some degree by CPM students. A recent example of influence includes:

- The Spare Change meters recently established in downtown Salt Lake City were among recommendations of a team chartered by the Salt Lake City, Utah, Downtown Alliance in 2009, whose project book is still in use today.
- In 2010, a team created an allocation plan for \$19.6 million in federal Neighborhood Stabilization Program (NSP) funding. Utah was the number one state in timely spending of NSP funds, and over 300 affordable housing units are available or scheduled, and agreements are in place to insure many more.
- A quagga and zebra mussel education campaign was implemented after a 2008 CPM project to determine the best ways to educate boaters and the public to avoid the introduction of these destructive pests into our waterways.

If you have any questions regarding the Utah Certified Public Manager® Program please feel free to call. We invite you and your employees to experience CPM. May it open new opportunities to achieve successes for you and your organization.



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