Location and time: Classes take place at one of two UW–Madison buildings: the Pyle Center, 702 Langdon St., or the Gordon Dining and Event Center, 770 W. Dayton St. They run from 8:30am-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, or contact Robbi Dreifuerst at 608-262-3830 or robbi.dreifuerst@wisc.edu.

Fees: All classes are $165. 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 CEU, 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.html.

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 professionals 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 less than three business days before the start of class, or do not participate, you are responsible for the entire fee. You are welcome to 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. You can also find emergency cancellation notices at continuingstudies.wisc.edu.

WHAT OUR STUDENTS ARE SAYING:

“The instructor brings a passion and experience in the leadership world, which he freely shared with the class.”

“I learned some very helpful techniques to use in interpersonal relations, both with superiors and subordinates.”

“The class provided a well-rounded approach to cover all things involving RFPs and procurement, and I appreciated the good examples in the binder.”

“The knowledge the instructor shared through assessments was valuable. She really engaged everyone in the class and kept us focused on the task.”

LEADERSHIP & MANAGEMENT DEVELOPMENT

Essential skills for TODAY’S workplace

• Assess and develop your managerial strengths to become a better leader
• Promote ethical behavior in your organization
• Develop your personal leadership philosophy
• Write effectively
• Prepare RFPs and bids that achieve your intended outcomes
• Develop strategies to build and use your influence as a middle manager
• Make productivity and quality improvement organization-wide and ongoing
Thu, Oct 12
Preparing RFPs and Bids
Learn what must legally be in any request for proposal or bid, and how to prepare for the proposal or bid process so you can describe your program and intended outcomes accurately. Discover strategies to distribute RFPs in a way that attracts high-quality, on-time bids and proposals.

Instructor: Cheryl Oliva is the former purchasing director for the City of Milwaukee, where she designed and implemented efficiencies in the procurement process. She currently works as an independent management consultant specializing in organizational effectiveness and efficiency.

A CPM Resource Management Class

Tue, Oct 17
Leadership
Explore leadership characteristics, ways to strengthen your organization, and strategies for supporting others' work. Learn about different leadership styles, public perceptions of leadership by sector, and leadership basics. Discover how to apply effective practices of leadership and develop a personal leadership philosophy that contributes to your organization's mission.

Instructor: Robert Toomey is a program director with UW–Madison’s Division of Continuing Studies, where he works with leadership and management programs. Previously, he worked in public service with several State of Wisconsin agencies, where he focused on training and human resources.

A CPM Management Core Class

Wed, Oct 18
Leading and Managing from the Middle
As a middle manager, your job is increasingly important. You translate the expectations of supervisors into standards for your employees, and you represent your unit to others. Learn how you can further enhance and contribute to your organization’s performance. Discover how to use your position to achieve organizational goals through others, use your seven bases of power more effectively, and find strategies for expanding your influence.

Instructor: Guy VanRensselaer is the process improvement specialist for the City of Madison. He has been an instructor for the Wisconsin Certified Public Manager® program for more than 20 years and provides consulting services to nonprofit organizations statewide.

A CPM Organizational Management Class

Wed, Dec 13
Productivity and Quality Improvement
Take a systematic approach to identify what’s necessary to initiate and sustain organizational productivity and quality improvements. Through assessments and tools, examine current productivity and quality improvement efforts and then explore ways to improve systems, align activities, and build processes designed for success. You’ll also discover how to create a culture that supports your efforts.

Instructor: Guy VanRensselaer (see Leading and Managing from the Middle)

A CPM Management Core Class

Thu, Dec 14
Productivity Tools
Apply productivity and quality-improvement concepts through hands-on activities. Learn how to develop and interpret check sheets, run charts, histograms, flowcharts, cause-and-effect diagrams, and control charts. Used separately or in combination, these tools are effective for examining problems and data. You’ll also consider how to use these tools back at the office.

Instructor: Guy VanRensselaer (see Leading and Managing from the Office)

A CPM Quantitative Methods Class

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