GENERAL INFORMATION

Time/location: Classes are held from 8:30am-3:15pm, with a 45-minute lunch, at the Pyle Center (702 Langdon St.) on the UW-Madison campus. A pre-class email provides a map, directions, parking information, as well as a pre-class assignment.

For information, visit: continuingstudies.wisc.edu/certified-public-manager, or contact Robbi Dreifuerst at 608-262-3830 or robbi.dreifuerst@wisc.edu.

Fee: All one-day classes are $150. Two-day class fee is $285. Cost includes instruction, refreshments, and a nonrefundable $25 administrative fee. Participants are responsible for transportation and meals.

Approved Hours/Continuing Education Credits: Each class earns 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 professionals, see: continuingstudies.wisc.edu/pda/social-work-credit.htm.

Wisconsin Certified Public Manager® Program
The classes listed may be used toward 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, or federal managers and elected officials, and those working in nonprofit organizations. However, most CPM Classes are appropriate for private sector managers as well.

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

PAST PARTICIPANT COMMENTS
"Discussion and sharing in class helped me learn to use power, authority and influence appropriately in my department."

"I appreciated the time spent on the important skills needed in order to hold effective performance coaching conversations."

"The class made me more self-aware and taught me how to better interact with those who are different than me."

"I now have some best practice strategies for record management on my team. Also, it compels me to go back and learn more about our department's record retention policies and procedures."

LEADERSHIP & MANAGEMENT DEVELOPMENT

Sep-Dec 2016

LEADERSHIP AND MANAGEMENT DEVELOPMENT

Essential skills for TODAY’S workplace

- Assess and develop your managerial strengths to be a better leader
- Write effectively
- Develop strategies to build and use power and influence as a middle manager
- Recognize the unique challenges of the public management profession
- Strategically plan for your organization’s future
- Manage critical information in your organization
- Improve individual and organizational performance in your agency

These classes are part of the Wisconsin Certified Public Manager® Program
LEADERSHIP & MANAGEMENT DEVELOPMENT
Sep-Dec 2015

Essential skills for TODAY’S workplace—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. No longer 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, Sep 21
Management Assessment for Personal Planning and Development
Self-awareness is the cornerstone of outstanding management. Through a series of self-assessments completed before class, learn how your styles and needs compare with other managers and with agency goals. Discover strategies to enhance your strengths and address limitations. An essential skill for any manager to improve your understanding of yourself and of excellence in management. Registered by Sep 14 to complete self-assessments before class.
Instructor: Rabbi Dreier is director of the Wisconsin Certified Public Manager® Program for Continuing Studies at UW-Madison.
A CPM Supervisory Core Class

Thu, Sep 22
Executive Writing: Effective Workplace Communication
Strengthen your ability to write memos, letters, and reports covering a broad range of issues. Learn techniques to increase 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. We use writing samples for analysis and discussion.
Instructor: Daniel Kramarz is a project manager with the State of Wisconsin where he focuses on program development, evaluation, and process improvement initiatives. He has trained and coached hundreds of working professionals in government agencies, university settings, and the private sector on communication skills and decision making.
A CPM Public Policy Class

Wed, Oct 12
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 contribute even more effectively to your organization’s high 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 UW-Madison’s Certified Public Manager program for more than 20 years. He also provides consulting services to public and nonprofit organizations statewide.
A CPM Organizational Management Class

Thu, Oct 13
The Public Management Profession and Environment
Being effective as a public manager requires understanding the public management profession and the impact of a changing managerial environment. Step outside your daily duties to explore the history and characteristics of American public administration. Explore how the profession is changing, how your position is affected by trends outside the organization, and what issues you need to monitor in the coming year.
Instructor: Ed Henschel served more than 40 years as a municipal administrator in cities and villages throughout Wisconsin. A former executive director of the Wisconsin City/County Management Association, he currently teaches part-time for UW-Milwaukee’s Masters in Public Administration program.
A CPM Management Core Class

Tue, Oct 25
Strategic Thinking, Planning, and Organizational Transformation
Strategic planning provides both a process and a set of outcomes that help you find the answers to core questions about organizational identity and direction. Discover how to construct your organization’s strategic plan, involve other stakeholders in its development, and ensure successful implementation.
Instructor: Jeff Russell is co-director of Russell Consulting, where he helps organizations successfully respond to the challenges of continuous change with a focus on leadership, strategic thinking, leading change, and performance coaching.
A CPM Management Core Class

Wed, Oct 26
Records Management
Public managers understand that records are critical to an organization’s success. Through class discussions, practical simulation, demonstrations, and handouts you discover what records are and are not, how to conduct a records inventory, and how to set up a records management program for your agency. Other topics include electronic records, retention scheduling, and records law.
Instructor: Harold Coltharp was the executive secretary for the State Public Records Board, and a past president of the Madison chapter of the Association of Records Managers and Administrators.
A CPM Resource Management Class

Thu, Oct 27
Conducting Fearless Performance Reviews
You can make performance reviews more meaningful. Learn how to establish clear 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 SMART expectations for every position, identify the right coaching goals, and create a transformative approach for conducting effective and engaging face-to-face performance reviews. Class fees includes the instructor’s book, Fearless Performance Reviews.
Instructor: Jeff Russell is co-director of Russell Consulting, where he helps organizations successfully respond to the challenges of continuous change with a focus on leadership, strategic thinking, leading change, and performance coaching.
Each day is one CPM Personnel Management Class

REGISTRATION FORM
Please register me for:
☐ Management Assessment for Personal Planning and Development, Wed, Sep 21, $150 ...................................................................................#0030
☐ Executive Writing: Effective Workplace Communication, Thu, Sep 22, $150 ...................................................................................#0027
☐ Leading and Managing from the Middle, Wed, Oct 12, $150 ...................................................................................#0243
☐ The Public Management Profession and Environment, Thu, Oct 13, $150 ...................................................................................#0100
☐ Strategic Thinking, Planning, and Organizational Transformation, Tue, Oct 25, $150 ...................................................................................#0120
☐ Records Management, Wed, Oct 26, $150 ...................................................................................#0265
☐ Conducting Fearless Performance Reviews, Wed Thu, Dec 7-8, $285 ...................................................................................#0384

Mail to: UW-Madison Continuing Studies Registrations
Pyle Center, 702 Langdon St., Madison, WI 53706-1487
Call: 608-262-8020; or toll-free 877-742-9465 (Wisconsin Relay 711)
Fax: 608-262-3163 or 800-741-7416
Online: continuingstudies.wisc.edu/registering

Credit card payment 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.

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

For more information about the Program, please visit: www.imc.wisc.edu/leadership

UW-Madison Continuing Studies
Pyle Center, 702 Langdon St., Madison, WI 53706-1487

This program is offered by UW-Madison in cooperation with UW-Extension.

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