



STATE OF OKLAHOMA
OFFICE OF PERSONNEL MANAGEMENT

"Working for Oklahoma"

OPM 07-32

DATE: August 3, 2007

TO: All Appointing Authorities

FROM: Oscar B. Jackson, Jr., IPMA-CP, Administrator and
Cabinet Secretary of Human Resources and Administration

SUBJECT: **Oklahoma Certified Public Manager (CPM) Program**

A handwritten signature in black ink, appearing to read "Oscar B. Jackson, Jr.", positioned to the right of the "FROM:" field.

The Office of Personnel Management is pleased to announce open enrollment for the Certified Public Manager (CPM) Program. The CPM Program is a nationally accredited professional development program designed to improve services to the citizens of the State of Oklahoma. Participants in the CPM Program have an outstanding opportunity to develop and expand their management skills through workshops, seminars, examinations, and work-related projects. Some agencies have used the CPM projects to accomplish various tasks and studies previously contracted to consultants. Oklahoma agencies have reported more than \$4 million in savings from the implementation of such projects.

Currently there are over 250 candidates representing over 50 state agencies, boards and commissions enrolled in the program. Oklahoma is one of 26 accredited programs in the United States currently offering the certification. Since its inception in 1988, the program has produced 398 graduates representing over 50 state agencies as well as the City of Oklahoma City.

Beginning July 1, 2007, an updated curriculum will be offered to comprise seven competencies recognized by the National CPM Consortium as important attributes for supervisors and managers. The competencies include: Personal and Organizational Integrity, Managing Work, Leading People, Developing Self, Systemic Integration, Public Service Focus, and Change Leadership. By 2010, forty percent of our workforce will be eligible for retirement. Our goal is to facilitate a smooth transition by creating a pool of future leaders for our state agencies.

The program consists of 300 hours of classroom and seminar training as well as four exams and three work-related projects. The cost of the program is \$1,400. \$1,300 is paid by the agency in two installments of \$650. The candidates are assessed \$10 for each test and \$20 for each project.

We are proud of Oklahoma's CPM program and invite your agency to participate through your nomination of employees for the program at this time. A CPM information sheet and application/nomination form are attached for your review. For more information, please contact Lisa Fortier, OPM Certified Public Manager Program Coordinator, at (405) 521-6345.

Attachments

"We serve the people of Oklahoma by delivering reliable and innovative human resource services to our partner agencies to achieve their missions."



Certified Public Manager Program

Oklahoma's Certified Public Manager Program is a nationally recognized and accredited management development program designed specifically for public sector managers and leaders. This unique, 3-level training program provides cost-effective, practical, job-related instruction that can be used to deal with real life organizational challenges.

CPM participants receive **300 hours** of structured learning that develops competencies in these areas:

- **Personal and Organizational Integrity**

Increasing awareness, building skills and modeling behaviors related to identifying potential ethical problems and conflicts of interest; appropriate workplace behavior; and legal and policy compliance.

- **Managing Work**

Meeting organizational goals through effective planning, prioritizing, organizing and aligning human, financial, material and information resources.

- **Leading People**

Inspiring others to positive action through a clear vision; promoting a diverse workforce.

- **Developing Self**

Demonstrating commitment to continuous learning, self-awareness and individual performance planning through feedback, study and analysis.

- **Systemic Integration**

Approaching planning, decision-making and implementation from an enterprise perspective; understanding internal and external relationships that impact the organization.

- **Public Service Focus**

Delivering superior services to the public and internal and external recipients; including customer/client identification, expectations, needs and developing and implementing paradigms, processes and procedures that exude positive spirit and climate; demonstrating agency and personal commitment to quality service.

- **Change Leadership**

Acting as a change agent; initiating and supporting change within the organization by implementing strategies to help others adapt to changes in the work environment, including personal reactions to change; emphasizing and fostering creativity and innovation; being proactive.

Employees wishing to enter the CPM Program must be nominated by their employing agency. The employee, the employee's immediate supervisor and the employing agency administrator must approve nominations. There are no educational requirements to enter the CPM Program, but a CPM nominee should express an interest in a management career in state government.

Program Cost

For state agencies, the CPM Program fee is \$1400 per CPM nomination. Of this total fee, \$1300 will be paid by the agency in two annual \$650 payments. The CPM candidate pays \$10 per exam and \$20 per project (for a total of \$100). This fee covers grading and evaluation.

For city, county and federal agencies, an additional charge of \$300 is added to the enrollment fee to cover processing and course material.

For more information, contact:
Lisa Fortier, CPM Program Coordinator
(405) 521-6345
lisa.fortier@opm.ok.gov



State of Oklahoma
Office of Personnel Management
Certified Public Manager Program
www.opm.ok.gov

Required Curriculum

| | | |
|------------------|--|------------|
| Level I | | 80 |
| | <ul style="list-style-type: none"> CPM Orientation Challenges of Supervision 7 Habits Signature Effective Communication in Management Customer Service Managing a MultiGenerational Workforce Performance Management Process Progressive Discipline Sexual Harassment & Discrimination Writing Skills for Managers Level I Project | |
| Level II | | 77 |
| | <ul style="list-style-type: none"> Applied Leadership Awards and Recognitions Conducting Effective Group Meetings Creative Problem Solving Skills Developing Effective Negotiating Skills Developing Ethics in Public Management Managing Conflict Motivating for Performance Public Speaking and Effective Presentations Structured Interview Process Level II Project | |
| Level III | | 77 |
| | <ul style="list-style-type: none"> Administrative Law Policy Analysis Legislative Process Managing Within the Public Sector Project Management Program Evaluation Systems Management Violence in the Workplace Level III Project | |
| Capstone | | 24 |
| | <ul style="list-style-type: none"> Executive Development Seminar | |
| | Total Required Hours | 258 |
| | Total Elective Hours | 42 |
| | Grand Total Hours | 300 |

Application for the Oklahoma Certified Public Manager Program



**Unless your agency specifies otherwise, send completed application to:*

*Lisa Fortier, CPM Coordinator
Office of Personnel Management
2101 North Lincoln Boulevard
Oklahoma City, OK 73105*

*Phone: (405) 521-6345 Fax: (405) 524-6942
E-mail: lisa.fortier@opm.ok.gov*

1.) Nominee's Section: *Please initial beside the statement and fill out the information below.*

_____ *I understand that this is a rigorous program and will require a substantial time commitment.*

Signature _____ Date _____

Name (please print) _____ SSN _____

Job Title _____ Division _____

Agency _____ Phone # _____

Address _____

E-mail _____

2.) Immediate Supervisor's Section: *Please initial beside the statement and sign below.*

_____ *I approve this nomination and will allow the employee time at work to participate in the program.*

Signature _____ Date _____

Name (please print) _____

3.) Appointing Authority's Section: *Please initial beside the statement and sign below.*

_____ *I understand that this employee will require time to participate in the CPM program.*

Signature _____ Date _____

Name (please print) _____