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**Wisconsin Certified
Public Manager Program**

January-March 2010

Classes for Managers and Elected Officials in Government

Ethics, Values and the Public Manager

Tuesday, January 26

Advanced Issues in Ethics

Wednesday, January 27

Team Management and Team Building

Wednesday, February 10

Wellness for Managers

Thursday, February 11

Records Management

Tuesday, February 23

The Leader's Role in Emergency Planning and Management

Wednesday, February 24

Productivity and Quality Improvement

Tuesday, March 9

Productivity Tools

Wednesday, March 10

Budgeting in Local Government

Wednesday, March 24



CONTINUING STUDIES
University of Wisconsin-Madison

Ethics, Values and the Public Manager

January 26, 2010

This highly interactive workshop examines the underlying values that drive our actions and conclusions about ethical behavior in public service. Through class exercises and case examples, you apply an ethical decision-making model to public sector dilemmas and scenarios. You learn guidelines to manage ethically, how to promote ethical conduct in your agency, and to identify the potential problems in enforcing rules governing ethical behavior.

Instructor: Al Guyant

A CPM Management Core Class

Advanced Issues in Ethics

January 27, 2010

How do you build and support an ethical environment? This workshop helps you design strategies for encouraging high ethical standards in your agency and strategies for responding to ethical problems which may arise. Building on the CPM class, Ethics, Values and the Public Manager, this class takes a deeper look at how managers can create a work environment which promotes ethical behavior. Prerequisite: CPM Ethics class or consent of CPM Program Administrator

Instructor: Al Guyant

A CPM Public Policy Class

Team Management and Team Building

February 10, 2010

One of the most important tasks facing an organization is building a cohesive team that empowers the organization to reach its goals. This workshop presents team-building concepts and explores how to develop cohesiveness in your agency. You learn techniques for effective team development and management that can help you strengthen participative management in your organization.

Instructor: Amy Volkmann

CPM Organizational Management or
Personnel Management Class

Wellness for Managers

February 11, 2010

Wellness: A conscious, self-directed and evolving process of achieving full potential. Given our health care crisis, wellness and health promotion are hot topics these days. Join us to interactively explore topics including: U.S. health care problems and statistics, the benefits of worksite wellness for you and your staff, emotional intelligence (a key managerial skill), and your personal wellness journey. You'll measure your current Health Today Index and you'll discover action items for building a wellness culture at your workplace.

Instructor: Paul Riehemann

A CPM Resource Management Class

Records Management

February 23, 2010

As public managers, we all understand that records are not only important to our organization, but critical to its success. The amount and variety of information that is created and maintained has increased dramatically over the last few years, with notable increases yet to come. Through class discussions, practical simulation, demonstrations and handouts, you discover what records are, what are not records, how to conduct a records inventory, and set up a records management program for your agency. Other topics include electronic records, retention scheduling and records law.

Instructor: Harold Coltharp

A CPM Resource Management Class

The Leader's Role in Emergency Planning and Management

February 24, 2010

All managers play a key role in preparing for and managing unforeseen events in their communities. In this workshop you'll learn the framework of an Emergency Operations Center, become familiar with the National Incident Management System (NIMS) and Incident Command System (ICS), and learn to identify the key action items within the Response and Recovery phases of Emergency Management. You'll discover the importance of an organized emergency response and recovery process and what such a process looks like, what resources and tools are needed to develop your own emergency management plan, and what is required for developing an emergency management plan for your community.

Instructor: Jim Reseburg

A CPM Organizational Management Class

 **CONTINUING STUDIES**
University of Wisconsin-Madison

21 N. Park St, 7th Floor
Madison, WI 53715-1218

Wisconsin Certified Public Manager Program

Productivity and Quality Improvement

March 9, 2010

Doing more with less, and doing it better, seems to be what is expected of government today. In this class you look at productivity and quality improvement in both technical and working terms. You learn what your role and your employees' roles are in productivity and quality improvement, how to measure productivity and quality when the "product" is service; and how to make productivity and quality improvement organization-wide and on-going. This class focuses on the "carrots," not the "sticks" which can be used to encourage both managers and employees to be involved in productivity and quality efforts.

Instructor: Guy VanRensselaer
A CPM Management Core Class

Productivity Tools

March 10, 2010

This workshop gives you the opportunity for hands-on application of productivity and quality improvement topics. You will learn how to develop and interpret check sheets, run charts, histograms, flowcharts, cause-and-effect diagrams and control charts. These tools used separately or in combination are effective for examining problems and/or examining data. The schedule includes ample time for a discussion about how to use these tools back at the office.

Instructor: Guy VanRensselaer
A CPM Quantitative Methods or Resource Management Class

Budgeting in Local Government

March 24, 2010

Budgets can be a source of possibilities, not just problems, with the right training. Learn the forms and varieties of budgeting in public administration and specific opportunities for improvement in the public manager's budget. This workshop is for practicing public administrators and elected officials who need a better understanding of budget possibilities.

Instructor: Michael Daun
CPM Resource Management Class

Instructor Profiles

Harold Coltharp has worked for the State Records Center of the Wisconsin Department of Administration for more than 15 years. He is a Wisconsin Certified Public Manager and has been a member of the Madison chapter of the Association of Records Managers and Administrators for more than 10 years.

Michael Daun is deputy comptroller for the City of Milwaukee.

Al Guyant, president of Guyant and Associates, is a nationally recognized trainer, facilitator, coach, and author with more than 35 years of experience.

Jim Reseburg has been in emergency services for more than 30 years, serving as chief and emergency manager and hazardous materials director of the Beloit Fire Department, member of the Rock County Emergency Planning Committee, and adjunct faculty member at the Emergency Management Institute.

Paul Riehemann is founder of the wellness training, consulting and coaching practice, Well TodaySM. He is certified by the National Wellness Institute and National Exercise and Sports Trainers Association, and has completed two Ironman World Championship races in Hawaii. Paul is also a Wisconsin Certified Public Manager.

Guy VanRensselaer is an organizational improvement specialist with the City of Madison who teaches classes in productivity and quality management throughout the state.

Amy Volkmann is administrator for the Town of Verona and formerly served for 15 years as administrator for the Town of Burke. She is an ad hoc instructor for Lakeland College and also is a Wisconsin Certified Public Manager.

General Information

Classes are held from 8:30 am-3:30 pm at the Pyle Center, 702 Langdon St., on the UW-Madison campus. A pre-class e-mail will provide a map, directions, parking information, and a pre-class assignment.

Fee: \$128, includes the cost of instruction, breaks, and a nonrefundable \$20 administrative fee. Participants are responsible for transportation and meals.

CPM Program Cancellation Policy: If you are unable to attend a class: You are welcome to send a substitute. If you must cancel and do so up to three business days prior to the class, you will receive a full refund minus the \$20 administrative fee. If you cancel less than three business days prior to the program, 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. Cancellation information will also be posted on the Web at www.dcs.wisc.edu

For more information on the Wisconsin Certified Public Manager Program, call 608-262-3830 / 4354 / 2576 or e-mail: rdreifuerst@dcs.wisc.edu / sschaefer@dcs.wisc.edu Or visit our Web site: www.dcs.wisc.edu/pda/cpm



These classes are part of the Wisconsin Certified Public Manager Program. However, you need not be enrolled in the program to participate.

If you have a disability and desire accommodations please advise us ahead of time. Requests are confidential. These programs are offered by UW-Madison in cooperation with UW-Extension. No Wisconsin tax dollars were used to print this publication. DCS MAC-024-9/09

Registration Form

- Ethics, Values & the Public Manager**...Jan 26... \$128.. 0160
- Advanced Issues in Ethics**.....Jan 27... \$128.. 0229
- Team Management & Team Building**..... Feb 10... \$128.. 0282
- Wellness for Managers** Feb 11 ... \$128.. 0267
- Records Management**Feb 23... \$128. 0265
- The Leader's Role**..... Feb 24... \$128.. 0096
- Productivity & Quality Improvement** ...Mar 9.... \$128...0130
- Productivity Tools**.....Mar 10 . \$128. 0204
- Budgeting in Local Government**Mar 24.. \$128.. 0263

UW-Madison Registration Code: #W55

Name _____

Organization _____

Address _____

street

city / state / zip

Phone (_____) _____

area code daytime number / evening number

E-mail _____

May be used to contact you about registration and also for future marketing.

- I give permission for my name, work address, phone and e-mail address to be included on a roster to be distributed to class members (only).
- Please bill my agency at the above address.
- Enclosed is my check or money order, payable to UW-Madison.
- Please charge to the following account:
 - MasterCard VISA American Express

Card No. _____ Expires _____

Cardholder's Name _____

- Clip and mail to:** UW-Extension Registrations, Pyle Center
Dept. 111, 702 Langdon Street
Madison, WI 53706-1487
- Call:** 608-262-0810 or toll-free 800-725-9692
(TDD 608-265-2370)
- Or fax:** 608-265-3163 or toll-free 800-741-7416
Phone or fax registrations must include payments by credit card or purchase order.
- Online:** www.dcs.wisc.edu/pda/cpm/current.htm

Voluntary information collected to enhance UW programming.

Female Male Birthdate: Month Day Year

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|-----------|---|---|--|---|
| Heritage: | <input type="checkbox"/> African American | 1 | <input type="checkbox"/> Hispanic/Latino | 4 |
| | <input type="checkbox"/> Asian/Pacific Islander | 2 | <input type="checkbox"/> White/Other | 5 |
| | <input type="checkbox"/> American Indian/Alaskan Native | 3 | | |

Occupational Area:

| | | | |
|---|---|---|----|
| <input type="checkbox"/> Educational Services | 2 | <input type="checkbox"/> Public Administration. (govt.) | 8 |
| <input type="checkbox"/> Engineer., Architect., Surveying | 3 | <input type="checkbox"/> Retail Trade | 9 |
| <input type="checkbox"/> Finance, Insurance, Real Estate | 4 | <input type="checkbox"/> Social, Recreat., Religious | 10 |
| <input type="checkbox"/> Health Services (phy/mental) | 5 | <input type="checkbox"/> Transport., Comm., Utilities | 11 |
| <input type="checkbox"/> Manufacturing | 6 | <input type="checkbox"/> Wholesale Trade | 12 |
| <input type="checkbox"/> Protect. Svcs. (police, guards, corr.) | 7 | <input type="checkbox"/> Other | 13 |

Are you enrolled in this program primarily for career purposes? Yes No