



# Alaska Certified Public Manager CPM News

*Building Leadership and Professionalism for  
Alaska's Supervisors and Managers*

September 2006

Issue 1

## **UA Corporate Programs provides SW CPM leadership**

University of Alaska Corporate Programs (UACP) assumed statewide coordination of the Alaska Certified Public Manager program in 2005 in partnership with other University of Alaska campuses and the State of Alaska Division of Personnel. For more information, email Alaska's CPM Statewide Administrator at [corporateprograms@alaska.edu](mailto:corporateprograms@alaska.edu).

## **Links to Alaska's CPM Program Managers & Training Calendars**

### **Anchorage/Chugiak-Eagle River/Mat-Su Borough**

Administered by UAA Chugiak/Eagle River Campus, Dian LoDolce, Program Coordinator, 10928 Eagle River Road, Ste. 228, Eagle River, AK 99577  
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### **Bethel**

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### **Dillingham**

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### **Fairbanks**

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### **Juneau, Sitka and outlying areas**

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### **Ketchikan**

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*Alaska CPM News* is published quarterly by University of Alaska Corporate Programs. If you would like more information about articles in this newsletter, email: Editor, Alaska CPM News at [cpmnews@alaska.edu](mailto:cpmnews@alaska.edu).



## **Alaska CPM Advisory Board A Message from President Laraine Derr**

I am excited! You are reading the first issue of the CPM publication prepared especially for students graduated from and enrolled in the program. Eleven years ago our "little" program had approximately 20 students enrolled in Juneau. We were off to a great start. What a long way we've come!

Since moving the program to Anchorage a year ago, the program has expanded. We have teachers who are excited about presentations to Alaskans who are eager to earn their CPM certifications. From a small beginning in Juneau to municipalities all around the state, there are now more than 225 students enrolled in CPM training.

The CPM Advisory Board and I invite you to visit the website, enroll in the CPM program and take advantage of the benefits the University of Alaska has to offer you. If you have questions or suggestions about improvements for the program, please let me know.

I am pleased the faculty/staff has created this newsletter, yet another tool to help keep you informed. – *Laraine Derr*

## **Creating CPM Learning Options for Alaskans**

Typically, it takes students two years to complete the entire CPM program. In Ketchikan, however, students can participate in an accelerated program. Matt Olsen, program coordinator of the UAS-Ketchikan business and networking department, which oversees the campus's CPM program, explains, "We're trying to offer the program in format in which people are able to complete the program in a more timely manner."

A new group of students started the accelerated level one program last February, attending classes every other Friday and Saturday for 13 weeks. Olsen says the goal is to build a large enough cohort to be able to offer levels two and three.

Employers without their own training capabilities will find many UA campuses are willing to custom tailor classes and programs. For example, the business and networking department in Ketchikan recently led a course on harassment in the workplace for the city. "We'll come to you and provide whatever type of training your employees require," Olsen says. "Our goal is to provide employers with quality classes that best fits their training needs."

In another example, Ketchikan General Hospital approached the department and indicated its interest in a CPM program geared toward the health care industry.

"They wanted to help their employees learn to be better managers within their field," Olsen says. So the department, led by Timothy Ewest, created the health care supervisory management certificate. While the certificate, available completely online, is a pilot project at this time, the department plans to offer it statewide.

For more information on UAS-Ketchikan CPM program, contact Matt Olsen at 907-228-4576 or [knmro@uas.alaska.edu](mailto:knmro@uas.alaska.edu).

## **Alaska CPM Website Under Construction**

Look for a new and improved Alaska CPM website to arrive on the scene in fall 2006. Construction is underway now to update the current website contents and to provide additional information of interest to Alaska CPM students and graduates. We'd appreciate hearing your thoughts and suggestions to ensure we are delivering a valued service to our CPM participants.

## CPM Benefits Alaska's Employers

Many employers, such as the State of Alaska, have found UA's CPM program to be a real benefit for their businesses and employees.

"UA Corporate Programs, including CPM, is an excellent resource for employers," says Jackson Steele, workforce development manager for the State of Alaska division of personnel.

While the state offers its own supervisory training program, which focuses on state-specific issues and procedures, Steele says state employees in need of more generalized skills are encouraged to take UA CPM courses.

## University of Alaska – Municipality of Anchorage Partnership

The Municipality of Anchorage and University of Alaska Corporate Programs have entered into an educational service agreement to provide professional development for city employees.

Of particular interest to the Municipality is the nationally recognized Certified Public Manager (CPM) training delivered by UA campuses statewide. The Municipality employs more than 3,000 people in administration, transportation, utilities, health, public safety, and culture and recreation professions.

"UA Corporate Programs offers the Municipality of Anchorage convenient solutions to government needs. It is an efficient and convenient gateway to University resources – subject matter experts, research and design, all framed in a statewide network that is unsurpassed. We are looking forward to our relationship, ultimately providing our employees with expanded knowledge resulting in a dynamic city workforce", says David Otto, MOA Employee Relations Director.

For more information on how UA's CPM program can assist you and your employer, contact UA Corporate Programs at [corporateprograms@alaska.edu](mailto:corporateprograms@alaska.edu), 907-786-1531.



## Creating Better Managers Through UA Program

Leadership. Communication skills. Problem solving. Business writing. Employee law. Interviewing and hiring. Presentations. Budgeting. Performance evaluations. These are all abilities

needed to be an effective manager – and they're all topics covered in UA's Certified Public Manager (CPM) program.

"It formalizes a lot of what many of (the students) already know," says Dennis Clark, director of UAA's Matanuska-Susitna College.

The CPM program, a nationally accredited management program administered by UA Corporate Programs in cooperation with other UA campuses, is made up of three levels. Each level contains between 11 to 13 classes, such as decision making and problem solving, basic financial accounting for managers, role of the supervisor, and managing employee performance. Each class ranges from one day to three days in length.

That's appealing to professionals who work," says Michelle Renfrew, professional development coordinator at UAF's Tanana Valley Campus. "We all have busy schedules."

For each class successfully completed, students receive continuing education credits (CEUs), which are a nationally recognized unit of measurement for continuing education and training programs. After successfully completing level three, students receive a certified public management certificate.

While program directors at UA campuses across the state oversee their own CPM programs, under the administration of UA Corporate Programs, the requirements and the curriculum is consistent. Currently, the curriculum is being updated to include the most relevant, up-to-date information for today's work force. CPM students do not have to complete the entire program to benefit, however. They are welcome to sign up for individual classes that interest them professionally or personally.

"There are so many different people who take the classes for so many different reasons," Renfrew says.

CPM classes are often taught by experts from the community – a real benefit for students.

"Employees are getting first-hand knowledge from people who are applying it in the real world," Renfrew says. "It's also a great networking opportunity."

## Alaska CPM Curriculum Program Review

In response to the Alaska CPM Strategic Plan prepared by Alaska's CPM Advisory Board and UA program managers in 2005, CPM statewide administrator Bruce Rowe and program managers are currently looking at Levels 1, 2 and 3 CPM curriculum to ensure statewide program consistency and update.

Additional action items for the upcoming year include:

- Update and standardize student handouts for Levels I, II, and III as well as course pricing statewide
- Provide online learning options, Levels I, II, and III
- Implement Level II certificate of completion

This process of continuous improvement will ensure Alaska's CPM program provides the most relevant, up-to-date information for today's work force.

## Attention Alaska CPM Alumni

Please send information on your job, contact information (address and email) to [cpmnews@alaska.edu](mailto:cpmnews@alaska.edu) or UACP CPM, 3890 University Lake Drive #101, Anchorage AK 99508. If interested, send a photo and business card for posting to our CPM website.



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