



Alaska Certified Public Manager CPM News

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

March 2007

Issue 2

SW CPM Leadership

University of Alaska Corporate Programs (UACP) provides statewide coordination of the Alaska Certified Public Manager program 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.

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
Phone: 907-694-3461
Email: dian@uaa.alaska.edu

Bethel

Administered by UAF Kuskokwim Campus, Pam Twitchell, Program Coordinator, 201 Akiak Dr., P.O. Box 368, Bethel, AK 99559
Phone: 907-543-4515
Email: lnpst@uaf.edu

Dillingham

Administered by UAF Tanana Valley Campus, Amy Bristol, Professional Development Coordinator
Phone: 907-455-2853
Email: fnalb1@uaf.edu

Fairbanks

Administered by UAF Tanana Valley Campus, Amy Bristol, Professional Development Coordinator
Phone: 907-455-2853
Email: fnalb1@uaf.edu

Juneau, Sitka and outlying areas

Administered by UAS Sitka Campus, Jill Hanson, Community Education and Professional Development Coordinator, 1332 Seward Avenue, Sitka, AK 99835
Phone: 907-747-7733 or 1-800-478-6653 ext 7733
Email: jill.hanson@uas.alaska.edu

Ketchikan

Administered by UAS Ketchikan Campus, Matt Olsen, CPM Program Coordinator
Phone: 907-228-4576
Email: knmro@uas.alaska.edu

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CPM Graduate

Sonia Schumacher—A Pioneer of TVC's CPM Program

Sonia Schumacher could be called a pioneer of the Certified Public Manager (CPM) program at UAF's Tanana Valley Campus (TVC). In 2003, she and six others became the first to complete the program and receive their CPM at TVC.

"As a group, we tried to set the bar high for those who would follow," says Schumacher, the office manager and human resources supervisor at Design Alaska, an architecture/engineering/surveying consulting firm in Fairbanks. "Everyone in our class worked hard, participated and added something that made this a positive experience. It was a commitment from each student as we all had full-time, demanding jobs, families and other commitments to the community."

Schumacher, who has called Alaska home since she was six months old, decided to pursue her CPM after being promoted to her current job in 2000.

"After being promoted, I took some courses that would affirm what I felt I already knew. Learning new things and gaining new ideas seemed timely," she says.

She wasn't disappointed. With the knowledge she gained, Schumacher was able to present several ideas that were ultimately implemented at her company. She also benefited from the instructors and professors, who used their experiences and expertise to impart invaluable information.

"I reflect often on what was being taught and question myself. Am I a good representation of what I learned?" she says. "I take my position at Design Alaska seriously and know my decisions have an impact on others. My decisions should be of value and helpful to those with whom I come into contact."

Schumacher also continues to build upon the foundation she set during the CPM program.

"I have learned, and continue to learn, new ways of improving through communication, listening skills, observing other leaders, and reading books and articles relating to human resources issues," she says.

For those interested in pursuing the program, Schumacher has some words of advice.

"The CPM classes are like any learning tool, you are going to get out of it what you put into it. If your effort is minimal, the reward will reflect your effort. If you participate, listen and put something back into the system, you will be rewarded," she says.

In addition to her work at Design Alaska, Schumacher is involved with the Greater Fairbanks Chamber of Commerce, the School Business Partnership, Hospice of the Tanana Valley, and the Society of Human Resource Management. In her free time, Schumacher enjoys training dogs, reading, gardening, hunting, camping and four-wheeling. She and her husband, Andy, have five grown sons, several grandchildren and a dog named Einstein, who lives up to his name.



Former TVC Director Jake Poole, CPM Graduate Sonia Schumacher and UA President Mark Hamilton

What They're Saying

"This course provides real-world, useful tools for today's manager," says Jack L. Frost, participant in a July 2006 CPM Decision Making and Problem Solving course.

"Every time I attend training I am able to push myself beyond my comfort zone, which makes me a better human being and (I hope) a superior manager," says a participant in a 2006 CPM Discipline: Progressive and Constructive course.



CPM Program Manager

Pamela Twitchell
Kuskokwim Campus

Pam Twitchell moved to Bethel to accept the position of coordinator for continuing education/professional develop-

ment for the University of Alaska Fairbanks' (UAF) Kuskokwim campus (KuC).

"With long-time historical family ties in the Yukon Kuskokwim Delta, it has been a rewarding and satisfying experience to finally have the opportunity to live with and learn from the rich Yupik culture in Bethel and surrounding 56 villages," says Twitchell, who is also the program manager for the Certified Public Manager (CPM) program at KuC.

The CPM program, a nationally accredited management program that was first offered at KuC in 2004, created a group of managers ready for level two of the three-level program. The curriculum is currently being updated and revised to include the most relevant, up-to-date information for today's work force. Level one will be offered in Bethel in spring 2007.

"It's wonderful to have CPM as a part of our program again. Not only is our local expertise involved in teaching, but we have the resources of UA Corporate Programs to draw upon," Twitchell says.

The CPM program is just one way KuC is meeting the needs of professionals in the YK Delta. KuC's continuing education program also offers more than 65 options throughout the year, ranging from vocational classes in mining, hazardous waste removal, power boiler operations, maintenance, computer applications and driver education, to personal enrichment courses such as stained glass, drawing, aerobics and traditional native arts.

"We work to identify the needs within the community, and then respond to those needs with the best resources available. Our course offerings are relevant and varied," says Twitchell, who was honored to receive the 2005-2006 Outstanding UAF Staff Council Achievement award.

Shortly after graduating from the University of Oregon, Eugene, Twitchell accepted the community education director position for the Matanuska-Susitna Borough School District. She went on to be the director of adult education for Adult Learning Programs of Alaska in Fairbanks.

"I have a passion to help people meet their personal and professional goals," says Twitchell.

In the early 1980s, Twitchell and her husband, Hollis, moved to Lake Clark, where they raised their three sons, Olin, Ryan and Skyler. Twitchell later worked as a program facilitator for UAF's Interior-Aleutians campus, before returning to Fairbanks, where she worked for the UA Scholars Program.

"Our rural Alaska experiences have been most rewarding," says Twitchell, who enjoys remote outdoor activities with her family, fly fishing, watercolor painting, quilting and skin-sewing traditional native arts.



Building Leadership and Professionalism for Alaska's Supervisors and Managers

Invest your training dollars in statewide UA workshops and seminars focusing on:

- General Administration Skills
- Technical, Quantitative & Qualitative Skills
- Analytical & Conceptual Skills
- Human Relations Skills

Alaska's Spring 2007 CPM Class Offerings

Courses are open to public, private, tribal & non-profit agencies, current managers, supervisors and those in training.

Anchorage Area – Offered through University of Alaska Anchorage, Community & Technical College, Chugiak-Eagle River Campus. Registration information & assistance: Contact Dian Lo Dolce by phone at 907.694.3467 or email dian@uaa.alaska.edu

Course No	Title	CEU	Fee	Days	Time	Date
BCPM AC023-191	Employee Relations Law	0.6	\$110	T	9a-4p	3/27
BCPM AC024-191	Managing for Employee Performance	0.6	\$110	T	9a-4p	4/3
BCPM AC025-191	Discipline: Progressive & Constructive	0.6	\$110	T	9a-4p	4/10
BCPM AC026-191	Choosing to Lead	0.6	\$110	T	9a-4p	4/17

Fairbanks Area – Offered through University of Alaska, Fairbanks, Tanana Valley Campus. Registration information & assistance: Contact Amy Bristor by phone at 907.455.2853 or email fnalb1@uaf.edu.

Course No	Title	CEU	Fee	Days	Time	Date
CPM F009C-T01	Key Issues in Employment Law	0.6	\$90	F	9a-4p	3/30
CPM F010C-T01	Effective Problem Solving & Decision Making	0.6	\$90	F	9a-4p	4/6
CPM F011C-T01	Fundamental Business Writing	0.6	\$90	F	9a-4p	4/13
CPM F012C-T01	Basic Budgeting for Supervisors	0.6	\$90	F	9a-4p	4/20
CPM F049C-T01	Media Communications	0.6	\$90	F	9a-4p	4/20

Juneau, Sitka and Outlying Areas – Offered through University of Alaska Southeast-Sitka Campus. Registration information & assistance: Contact Jill Hanson by phone at 907.747.7733 or 1.800.478.6653 ext. 7733 or email jill.hanson@uas.alaska.edu

Level One courses will be delivered Spring 2007 in Juneau. Level Two and Level Three courses will be scheduled for Fall 2007. To view schedule, visit UAS-Sitka CPM website at www.uas.alaska.edu/sitka/CPM.html. Please contact Jill Hanson if there are particular courses you are interested in having delivered sooner.

On-Line Delivery – Offered through University of Alaska Southeast-Ketchikan Campus. Registration information & assistance: Contact Matt Olsen by phone at 907.228.4576 or email knmro@uas.alaska.edu.

On-line, distance delivery CPM Level One courses will be offered in Summer 2007. Please contact Matt Olsen if there are particular courses you are interested in having delivered sooner.

Bethel Area – Offered through University of Alaska, Fairbanks, Kuskokwim Campus. Registration information & assistance: Contact Pam Twitchell by phone at 907.543.4515 or email inpst@uaf.edu.

Course No	Title	CEU	Fee	Days	Time	Date
CPM F009C-T01	Key Issues in Employment Law	0.6	\$110	F	9a-4p	3/30
CPM F010C-T01	Effective Problem Solving & Decision Making	0.6	\$110	F	9a-4p	4/6
CPM F011C-T01	Fundamental Business Writing	0.6	\$110	F	9a-4p	4/13
CPM F012C-T01	Basic Budgeting for Supervisors	0.6	\$110	F	9a-4p	4/20

Kuskokwim Campus is offering Level One CPM courses in Spring 2007. Level Two CPM courses will be offered in Fall 2007. Please contact Pam Twitchell if there are particular courses you are interested in having delivered sooner.

*CPM Course Fees

In addition to CEU fees, any course may use materials, supplies, or services which necessitate an additional fee. Fees may also be charged for administrative and/or instructional services. The University reserves the right to change fees at any time. Fees may vary at community campuses. Examples of additional course fees include, but are not limited to:

- **2% Network Fee**

The network charge covers rapidly rising costs, especially in the maintenance and enhancement of the university-wide infrastructure. The two (2) percent network fee will be applied on a course-by-course basis for credit and non-credit courses. Courses with applicable fees in lieu of tuition less than the lower-division credit hour tuition rate will be exempt from the charge. All calculated fees will be rounded to the nearest dollar. The minimum network charge per course will be \$2.

- **Distance Fee**

A distance fee is charged for each on-line, distance education course. This fee amount varies.

What They're Saying

"It's great that after being in the customer service industry for over 20 years to go to a class and feel like you have learned something new and feel regenerated," says Kellie Ayers, participant in a November 2006 CPM Customer Service course.



The University of Alaska is an EEO/AA employer and education institution.

Phone: 907.786.1531 Fax: 907.786.1181
3890 University Lake Dr Ste 101
Anchorage AK 99508

Email: corporateprograms@alaska.edu

Website: www.alaska.edu/uacp