

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



Alaska Certified Public Manager® Program
Information Handbook

Revised: January 2008

An accredited member of the National Certified Public Manager® Consortium

Notes

Preface

Welcome to the Certified Public Manager® (CPM) Program. I am delighted that you have chosen to take this step in your professional development. Many of those who are currently enrolled and have already graduated credit the CPM classes they have taken with furthering their career.

I have held many different positions over the years in Alaska. I have worked in different State of Alaska government jobs, the University of Alaska (two campuses), the Juneau School District, private business and a lobbying organization. It makes no difference which entity I was working for - the need for good leaders and managers is evident everywhere. The curriculum of the CPM program is designed to take you there!

At first, the whole program of obtaining your certificate may seem daunting. Setting out on a path that takes 300 hours of instruction is a significant decision. Sometimes you may have to remind yourself that it will definitely be worth it! However, obtaining the "CPM Certificate of Graduation" will be an impressive recognition of your hard work and determination.

I applaud you for taking your first step. May it be a step toward new beginnings for you and a larger step toward future benefits for the programs that you will be managing and leading.



Laraine Derr
President
Alaska CPM Advisory Board

The Certified Public Manager® (CPM) program is a nationally accredited management development program created by the American Academy of Certified Public Managers. The program is designed to develop management, supervision and leadership skills in the public and private sectors.

To complete the program, students must complete 300 hours of training taken from a variety of topics ranging from entry level supervisory skills to executive management skills and complete a practicum within a local organization.

While the subjects being taught are diverse, program participants say that it all comes down to learning how to better lead people.

"This program is all about people, and how it is vital to have the skills to lead and also follow well,"
says program graduate Sonia Schumacher,
office manager for Design Alaska.

The Alaska Certified Public Manager® (CPM) Information Handbook is published and distributed by UA Corporate Programs. It is the responsibility of the individual student to become familiar with the Alaska CPM program printed in this handbook. The responsibility for meeting all CPM program requirements rests with the student. Every effort is made to ensure the accuracy of the information contained in this handbook. The Alaska CPM Information Handbook is not a contract but rather a guide for the convenience of students. The University reserves the right to change or withdraw courses, to change the fees, and to change other regulations affecting the CPM student at any time.

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

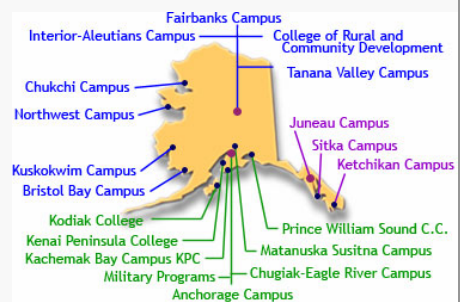
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Notes

Anyone, whether they work for the public sector, nonprofit agencies or private industry, may register for a Certified Public Manager® (CPM) course.

CPM courses are offered on-site at seven different locations in Alaska. To view current CPM course schedules or to register for courses, contact your local CPM provider. Visit Alaska CPM website at www.alaska.edu/UACP/programs/cpm/



Notes

Alaska CPM Program Development

The Alaska CPM program was carefully structured and developed through the cooperative efforts of professionals from the private, academic and public sectors. Under the auspices of the University of Alaska Southeast (UAS), the first series of CPM courses began during the spring of 1995.

In the fall of 1996, the program expanded to the UAS Ketchikan campus and to the University of Alaska Anchorage continuing education division. In 1997, UAS contracted with the Alaska Municipal League (AML) to implement the local CPM program and expand CPM delivery statewide in partnership with the State of Alaska Division of Personnel and other University of Alaska campuses (Anchorage, Bethel, Dillingham, Fairbanks, Juneau, Ketchikan and Sitka).

University of Alaska Corporate Programs (UACP) assumed statewide coordination of the Alaska Certified Public Manager[®] program in 2005.

While undergoing continual evaluation, the program remains dynamic and has been formally endorsed by the Governor of Alaska and the Commissioner of the Alaska Department of Administration.

Alaska CPM Program Accreditation

The Alaska Certified Public Manager[®] (CPM) program has been accredited by the national organization since 1997.

Alaska Certified Public Manager® Program Design

As organizations are faced with greater demands for services with less funding to provide those services, efficient and effective management becomes imperative. The Certified Public Manager® program is recognized in Alaska as an effective vehicle for gaining or upgrading professional, technical and management skills.

The Alaska Certified Public Manager® program is designed to provide relevant, practical, and job-related instruction to individuals, regardless of prior academic preparation, who have need for supervision and management training for their jobs.

Program benefits

The Certified Public Manager® program increases the capacity of its participants to lead people, manage work, and develop self. Courses are designed to:

- Equip Alaska’s current and future managers in the latest management information and techniques, new approaches, practical solutions and networking opportunities.
- Build extensive self awareness of the impact of one’s own style, values and beliefs in the role of leader.
- Use the foundation of theory and apply it to practical situations facing the participant, their agency/department, their organization/community and the state of Alaska.
- Promote on-the-job application of learning relevant to advancing the mission and objectives of their organization, improving services and creating results that matter most to customers and stakeholders.

As participants move through the program, the workplace will benefit from their enhanced skill sets. As the environment changes, organizations will have fully developed managers who can function in an environment of close public scrutiny, high expectations, increasing demands and constant change.

Eligibility

Anyone, whether they work for the public sector, nonprofit agencies or private industry, interested in improving existing or gaining new management skills may register for a CPM course or enroll in the CPM program. Candidates for CPM designation need a high degree of conceptual ability, reading comprehension skills, and written and oral communication skills. CPM participants typically hold management or supervisory positions requiring direct supervision of other employees, although non-supervisors do enroll.

Notes

Alaska CPM Program Mission

Promote excellence in management and leadership skills of supervisors and managers in Alaska.

Alaska CPM Program Goals

- Set high professional standards for professional management.
- Create accessible, statewide learning opportunities for professional management.
- Provide a management development program that is nationally recognized and regularly evaluated against the highest standards.
- Offer a forum for managers at all levels throughout Alaska to discuss current opportunities, problems and issues.
- Deliver a well-coordinated series of courses as part of a logically developed management training program.

Learning competencies

Alaska CPM workshops and institutes provide opportunities for participants to apply the training to their work environment situations. The core curriculum incorporates the following seven (7) competencies.

1. 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.
2. Managing work
Meeting organizational goals through effective planning, prioritizing, organizing and aligning human, financial, material and information resources. Empowers others by delegating clear job expectations; providing meaningful feedback and coaching, creating a motivational environment and measuring performance. Monitors workload; documents performance. Deals effectively with performance problems.
3. Leading people
Inspires others to positive action through a clear vision; promotes a diverse workforce. Encourages and facilitates cooperation, pride, trust and group identity; fosters commitment and team spirit. Articulates a vision, ideas and facts in a clear and organized way; effectively manages emotions and impulses.
4. Developing self
Commitment to continuous learning, self-awareness and individual performance planning through feedback, study and analysis.
5. Systemic integration
Approaching planning, decision-making and implementation from an enterprise perspective; understanding external and internal relationships that impact the organization.
6. Public service focus
Delivering superior services to the public and internal and external recipients; includes customer/client identification, expectations, needs and the development/implementation of paradigms, processes and procedures that exude positive spirit and climate; demonstrates agency and personal commitment to quality public service.
7. Change leadership
Acts as change agent; initiates and supports change within the organization by implementing strategies to help others adapt to changes in the work environment, including personal reactions to change with emphasis on fostering creativity, innovation and being proactive.

Notes

Alaska CPM Program Advisory Board

As set forth in the CPM bylaws, Alaska's Certified Public Manager[®] Advisory Board reviews and makes recommendations on program policies and curriculum and promotes the program to organizations and employees.

The Board is comprised of members from all areas of the state representing constituencies such as University of Alaska; municipal, federal and state agencies; Native corporations, labor and professional associations; nonprofit organizations; CPM instructors and graduates; and private consultants representing all regions of the state.

The Advisory Board includes the Commissioner of the Alaska Department of Administration, the Director of Personnel of the Alaska Department of Administration and the Director of Human Relations of the University of Alaska or their designees as ex officio members. All other Advisory Board members serve two year terms.

Program appeals process

Any student disagreeing with interpretations of the Alaska CPM policies may appeal in writing to the Appeals Committee composed of site managers throughout the state and the UA Corporate Programs CPM administrator. The appeals committee will render a decision and notify the student within ten working days of receipt of the written appeal. If the student remains dissatisfied, final relief may be pursued through the CPM Advisory Board.

Continuing education units

A full day of CPM training is considered six hours. Participants completing the six hours receive 0.6 continuing education units (CEUs) from the University of Alaska. A permanent CEU transcript of course completion is tracked by the university system. Continuing education units (CEUs) are not convertible to academic credit.

Cost of courses

Alaska CPM course fees must be approved by the Alaska CPM Advisory Board. The CPM program strives to keep the costs as low as possible, while maintaining an effective educational experience. Effective Fall 2007, CPM course fees will be standardized statewide.

The fee for a one-day, 6-hour CPM course is \$110*; the fee for a two-day, 12-hour course is \$220*.

The basic cost for the Alaska CPM training program at this time is \$4,840* for course fees plus \$120 for CPM certificate applications.

- Level One: \$1,430 + \$ 35 = \$1,465
- Level Two: \$1,870 + \$ 35 = \$1,905
- Level Three: \$1,540 + \$ 50 = \$1,590
 \$4,840* + \$120 = \$4,960

Course fees must be paid by check, purchase order or credit card at the time of registering for each course or series of courses.

*In addition to course fees, any course may use materials, supplies, or services which necessitate an additional fee. Additional fees may also be charged for administrative and/or instructional services. The University reserves the right to change fees at any time. Additional fees may vary at community campuses.

Examples of additional 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.

Notes

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.

Alaska Certified Public Manager® Certification Requirements*

Level One: Certificate of Supervisory Management 81 hrs

Level One of the three sequential levels of learning activities in the Alaska CPM program focuses on supervisory tasks and the commensurate skills necessary to supervise successfully. Completion of Level One activities is recognized by the Certificate of Supervisory Management. Certificate requirements are detailed in the Checklist for Alaska Certificate of Supervisory Management (Appendix C).

CPM 001C	Quality Customer Service.....	0.6 CEU
CPM 002C	The Supervisor's Role.....	0.6 CEU
CPM 003C	Effective Interviewing and Hiring.....	0.6 CEU
CPM 004C	Performance Management for Supervisors.....	1.2 CEU
CPM 006C	The Supervisor as Leader.....	0.6 CEU
CPM 007C	Interpersonal Communications.....	0.6 CEU
CPM 008C	Powerful Presentations.....	1.2 CEU
CPM 009C	Key Issues in Employment Law.....	0.6 CEU
CPM 010C	Effective Problem Solving and Decision Making.....	0.6 CEU
CPM 011C	Effective Business Writing.....	0.6 CEU
CPM 012C	Financial Analysis & Reporting.....	0.6 CEU
CPM 015C	Level One exam and CPM certificate application.....	0.3 CEU

Level Two: Certificate of Associate Manager 81 hrs + 111 hrs = 192 hrs

Level Two learning activities are directed toward broader skills and introduce concepts and practices in management. Completion of Level Two activities is recognized by the Certificate of Associate Manager. Certificate requirements are detailed in the Checklist for Alaska Certificate of Associate Manager (Appendix C).

Level One required courses 81 hours

CPM 019C	Strategic Planning.....	0.6 CEU
CPM 020C	Defining Outcomes and Measuring Performance.....	1.2 CEU
CPM 021C	Advanced Meeting Techniques.....	0.6 CEU
CPM 022C	Risk Management.....	1.2 CEU
CPM 023C	Understanding the Legislative Process.....	0.6 CEU
CPM 024C	Grant Administration.....	0.6 CEU
CPM 025C	Building a Customer Service Environment.....	0.6 CEU
CPM 026C	Conflict Resolution Strategies.....	0.6 CEU
CPM 027C	Fundamentals of Project Management.....	1.2 CEU
CPM 028C	Group Communications and Team Building.....	1.2 CEU
CPM 030C	Strategies for Supervising Supervisors.....	0.6 CEU
CPM 031C	Fundamentals of Marketing.....	1.2 CEU
CPM 035C	Level Two project and CPM certificate application.....	0.9 CEU

* To ensure relevancy, Alaska CPM curriculum is continuously reviewed to meet the needs of Alaska supervisors and managers. Check with your local CPM program manager for course advisement.

Notes

What They're Saying

"This class has provided additional tools to add to my toolbox that help me be a more effective manager," says Gary Hile, participant in a September 2006 CPM Decision Making and Problem Solving course.

Notes

Level Three: Certified Public Manager® 81 hrs + 111 hrs + 108 hrs = 300 hrs

Level Three focuses on the leadership and organizational responsibilities of managers. To earn the Alaska Certified Public Manager® designation requires completion of the following:

- Curriculum on three levels totaling 300 hours of structured learning activities. Learning activities may include application projects, structured readings, examinations and approved workshops/courses.

Level One required courses (see page 13)..... 81 hours

Level Two required courses (see page 13).... 111 hours

Level Three required courses..... 108 hours

CPM 036C	Coaching and Mentoring.....	0.6 CEU
CPM 037C	Negotiating, Mediating and Labor Relations.....	1.2 CEU
CPM 038C	Crisis Management Plan.....	0.6 CEU
CPM 039C	Ethics and Managerial Responsibility.....	0.6 CEU
CPM 040C	Developing Your Leadership Style.....	1.2 CEU
CPM 041C	Quality Control and Continuous Improvement.....	0.6 CEU
CPM 042C	Policy Analysis.....	0.6 CEU
CPM 043C	Understanding Organizational Culture.....	0.6 CEU
CPM 045C	Organizational Information Systems.....	0.6 CEU
CPM 046C	Program Evaluation.....	0.6 CEU
CPM 047C	Effective Media Communications.....	0.6 CEU
CPM 048C	Managing Organizational Change.....	0.6 CEU
CPM 049C	Level Three project and CPM certificate application	2.4 CEU

- An examination given at the completion of Level One. Specific guidelines are explained in the *Examination Handbook*.
- Successful completion of projects at the conclusion of Levels Two and Three course work. The projects demonstrate each participant’s ability to apply the management and leadership concepts, principles, theories and techniques in the workplace. Specific guidelines are explained in the *Project Handbook*.

Certification requirements are detailed in the Checklist for Certified Public Manager® (Appendix C).

What They’re Saying

“Opens the eyes to real issues in a real workplace,” says Roger Heiligenthal, participant in a September 2006 CPM Decision Making and Problem Solving course.

* To ensure relevancy, Alaska CPM curriculum is continuously reviewed to meet the needs of Alaska supervisors and managers. Check with your local CPM program manager for course advisement.

Alaska Certified Public Manager® Applications and Forms

Applications for Certificates/Certification

Participants interested in obtaining Level One, Two and Three certificates are asked to submit the certificate application and fee before taking the Level One examination or starting the Level Two or Three project.

Applications with appropriate credit card information may be faxed to (907) 786-1181 or mailed to: AK CPM Manager, UA Corporate Programs, 1815 Bragaw Street, Suite 102, Anchorage AK 99508

See Appendix C in this handbook for a certificate application form or email a request for application to corporateprograms@alaska.edu.

- Level One Certificate of Supervisory Management application ___ \$35
- Level Two Certificate of Associate Manager application _____ \$35
- Level Three Certified Public Manager® application _____ \$50

Checklists for Certificates/Certification

See Appendix C in this handbook for certificate checklists (Level One, Two and Three).

Waiver of CPM courses

Waivers of CPM courses are the exception rather than the rule. The philosophy of CPM programs nationwide is that students, regardless of their educational backgrounds, benefit from all CPM courses since the approach and course content are unique to this program. Waivers will be granted on a course-by-course basis based upon documentation that a college course or other relevant training course with essentially the same content as a CPM course was taken and passed.

No student will be granted a waiver without four years of documented supervisory or managerial work experience. All students, regardless of the number of courses waived, will be required to complete the Level One examination. No waivers will be granted in Levels Two and Three.

See Appendix C in this handbook for CPM course waiver forms or email a request to corporateprograms@alaska.edu.

- Non-CPM Course Substitution Policy and Form
- Petition for Credit for Prior Experience

Notes

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.

Alaska Certified Public Manager® After the CPM Designation is Awarded

Successful graduates earn professional designation as a Certified Public Manager® and become eligible for membership in the American Academy of Certified Public Managers (<http://www.cpmacademy.org/>), a national professional association of public sector managers.

The American Academy of Certified Public Managers encourages each accredited state's graduates to form State Societies. State Society members network with one another (hold meetings, attend additional training days, form a listserv) and may attend the annual national meeting. The Alaska Society is currently in a formative stage.

UAS Masters Program

Holders of Alaska Certified Public Manager® designation may receive six elective credits toward the University of Alaska Southeast Master of Public Administration program.

Peer and Mentor Discussion Boards

Converse with your peers or mentor a current CPM student. Join Alaska's CPM forum for managers at all levels throughout Alaska to discuss current opportunities, problems and issues.

Quarterly Newsletter: Alaska CPM News

Receive Alaska's CPM News, a quarterly newsletter published by UA Corporate Programs and distributed to past and present Alaska CPM participants and graduates.

Notes

What They're Saying

"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 an anonymous participant in a 2006 CPM Discipline: Progressive and Constructive course.

Notes

National CPM Consortium

Accredited Members

Alabama
Alaska
Arizona
Arkansas
District of Columbia
Florida
Idaho
Kansas
Kentucky
Louisiana
Metropolitan Washington Council of Governments
Mississippi
Nevada
New Hampshire
New Jersey
North Carolina
Ohio
Oklahoma
South Carolina
Texas
Graduate School U.S.D.A
Utah
Virginia
Washington
Wisconsin

Associate Members

California
Illinois
Maryland
Massachusetts
Michigan
U.S. Virgin Islands

American Academy of Certified Public Managers

The American Academy of Certified Public Managers is a professional association of public sector managers. To be eligible for membership, an individual must have earned the designation of Certified Public Manager® (CPM) through a management program accredited by the National Certified Public Manager® Consortium and must be a member of an accredited Society of Certified Public Managers.

The seven charter Societies of the American Academy were Arizona, Florida, Georgia, Louisiana, New Jersey, North Carolina and Oklahoma. With graduates from other programs becoming eligible for membership, the Academy has grown to include Societies from Alabama, Arkansas, District of Columbia, Idaho, Kansas, Kentucky, Mississippi, New Hampshire, Ohio, South Carolina, Texas, Utah, Virginia, Washington and Wisconsin. The Academy is rapidly expanding its role as a nationwide force for professionalism in public sector management.

Visit the American Academy of Certified Public Managers website at <http://www.cpmacademy.org/>.

National Certified Public Manager Consortium

Formed in 1979, the National Certified Public Manager® Consortium establishes and preserves standards for the Certified Public Manager® designation. The quality and efficiency of management in government have a major impact on the lives of citizens and the orderly functioning of society. Systematic training programs are essential to maintain and improve the effectiveness and professionalism of government managers.

The purpose of the Consortium is to promote CPM programs by providing and monitoring accreditation standards, facilitating program development, encouraging innovation and developing linkages with programs and organizations with similar concerns.

Those earning the Certified Public Manager® designation are eligible to become Fellows of the American Academy of Certified Public Managers.

Visit the National Certified Public Manager® Consortium website at <http://www.cpmconsortium.org/>.

Appendix

Appendix A: Course descriptions

Appendix B: Learning areas

Appendix C: Applications and forms

Appendix D: Required courses

Appendix A:

Alaska Certified Public Manager® Course Descriptions*

LEVEL ONE

CPM 001C Quality Customer Service 0.6 CEU

Provides supervisors with skills necessary to solve problems and build customer loyalty, motivate others to give exceptional service and most effectively use technology in an increasingly service-oriented workforce.

CPM 002C The Supervisor's Role 0.6 CEU

Identifies the supervisor's role within an organization and provides practical tools necessary to create a positive and productive workplace environment.

CPM 003C Effective Interviewing & Hiring 0.6 CEU

Designed to provide the skills necessary for a supervisor to recruit and hire the best possible candidate to fill a vacant or new position.

CPM 004C Performance Management for Supervisors 1.2 CEU

Strategies for the supervisor to meet the challenges of managing and developing individual and/or team performance. Includes the performance appraisal cycle and how the performance appraisal process can be an effective supervisory tool.

CPM 006C The Supervisor as Leader 0.6 CEU

Introduction for the supervisor to leadership characteristics and concepts. Explores leadership styles and reviews employee empowerment strategies.

CPM 007C Interpersonal Communications 0.6 CEU

Provides the supervisor with practical tools to effectively communicate in a positive and perceptive manner.

CPM 008C Powerful Presentations 1.2 CEU

Provides the supervisor with skills and practice to speak effectively in most situations including assessing audiences, planning objectives, and developing adaptive techniques for successful presentations including current presentation technology.

CPM 009C Key Issues in Employment Law 0.6 CEU

Introduces supervisor to federal and state legislation that addresses discrimination and harassment acts in the workplace, as well as employee rights and employer responsibilities

CPM 010C Effective Problem Solving & Decision Making 0.6 CEU

Provides the supervisor with practical decision making skills used in the resolution of organizational problems with an emphasis on system process rather than individual action.

CPM 011C Effective Business Writing 0.6 CEU

Provides the supervisor with writing skills that focus on choice of words, use of sentences and paragraphs to package information, organizing thoughts, and setting out purpose.

CPM 012C Financial Reporting & Analysis 0.6 CEU

Addresses the basics of financial accounting as needed by supervisors and front-line management. Emphasis is on the presentation of overall financial results, how financial performance is evaluated outside the organization, and how various internal activities impact financial reports which impact funding decisions.

CPM 015C Level One Exam and Certificate Application 0.3 CEU

*To ensure relevancy, Alaska CPM curriculum is continuously reviewed to meet the needs of Alaska supervisors and managers. Check with your local CPM program manager for course advisement.

LEVEL TWO

CPM 019C Strategic Planning 0.6 CEU
Provides the process and reasons for creating a strategic plan. Identifies the core components in design, implementation and evaluation.

CPM 020C Defining Outcomes and Measuring Performance 1.2 CEU

CPM 021C Advanced Meeting Techniques 0.6 CEU
Improved planning and managing of meetings and group decision-making processes to improve productivity of your organization. Identifies principles and methods of conducting effective meetings. Applies to a variety of meeting venues.

CPM 022C Risk Management 1.2 CEU
Learn how the utilization of risk management tools can help you move forward with your organizational and personal objectives with a higher level of awareness and greater degree of security. These techniques will assist you avoid pitfalls, as well as recognize and seize new opportunities.

CPM 023C Understanding the Legislative Process 0.6 CEU
Understand the nature of public policy—how it works, how it changes and the criteria for moving ideas into practice. Special emphasis given to the Alaska legislative process and how to work with administrative agencies that contribute to that process.

CPM 024C Grant Administration 0.6 CEU

CPM 025C Building a Customer Service Environment 0.6 CEU
Managers are responsible for establishing an environment of exceptional service in their organization. Understand what influences customers' perceptions and how to take action to improve customer relations. Presents principles that create and maintain desired relationships with customers. Introduces tools to identify customer needs and explain how to plan for continuous service evaluation and improvement.

CPM 026C Conflict Resolution Strategies 0.6 CEU
Explores strategies for managing interpersonal and intra-group conflict. Learn about causes of conflict, conflict management styles and strategies for resolving conflict. Discusses the manager's role in managing potential for violence in the workplace. Emphasis on moving from conflict to consensus.

CPM 027C Fundamentals of Project Management 1.2 CEU
Introduces processes and principles of project planning and management. Create a project plan using project management skills and techniques, including how to plan, resource, analyze risk, track, evaluate and report on business projects.

CPM 028C Group Communications and Team Building 1.2 CEU
Managers who understand and correctly utilize teams are able to produce effective results. Introduction to elements of group dynamics, functions of teams, stages of team development, and effective communications.

CPM 030C Strategies for Supervising Supervisors 0.6 CEU

CPM 031C Fundamentals of Marketing 1.2 CEU
Provides practical information on marketing skills and strategies. Focus is on market identification, market needs and promotion through planned decision-making.

CPM 035C Level Two Project and CPM Certificate Application 0.9 CEU

LEVEL THREE

CPM 036C Coaching and Mentoring 0.6 CEU

Develop others through coaching and mentoring in your organization.

CPM 037C Negotiating, Mediating and Labor Relations 1.2 CEU

Provides an overview of labor relations and grievance procedures, and focus on negotiation and mediation skills.

CPM 038C Crisis Management Plan 0.6 CEU

Provides an overview of the unique challenges that a business or agency may face during and after a disaster or emergency incident. Discussions include suggested procedures and techniques to assist managers in understanding their role in planning for and/or responding to an emergency including most common disasters. The course focuses on a number of fundamental issues related to disaster preparedness and emergency response and is applicable to managers and supervisors.

CPM 039C Ethics and Managerial Responsibility 0.6 CEU

Examines values, ethics, personal ethics, and ethics codes. Focus is on developing the means for analyzing and understanding ethical situations and dilemmas.

CPM 040C Developing Your Leadership Style 1.2 CEU

Overview of leadership styles, their challenges, and potential applications. Analyze personal leadership behavior, identify personal challenges and positive improvement development, and articulate desired style for the future.

CPM 041C Quality Control and Continuous Improvement 0.6 CEU

Examines how work processes impact work effectiveness emphasizing fundamental concepts and the importance of quality improvement within an organization.

CPM 042C Policy Analysis 0.6 CEU

Course defines policy, demonstrates how it is written, involves the participant in the process of preparing policy, and discusses the manager's role in policy development and analysis.

CPM 043C Understanding Organizational Culture 0.6 CEU

Identify aspects of organizational culture, leadership practices that influence culture, and strategies for improving culture.

CPM 045C Organizational Information Systems 0.6 CEU

Provides managers with overview of current information systems and technology, how to manage them, and their value to an organization.

CPM 046C Program Evaluation 0.6 CEU

Provides managers the tools to successfully evaluate a program.

CPM 047C Effective Media Communications 0.6 CEU

Build relationships with the media and use the tools available to communicate with the public, including press releases, public service announcements, photos, videos, paid advertising.

CPM 048C Managing Organizational Change 0.6 CEU

Focuses on identifying the need to change within an organization, successfully implementing the change process itself, and creating positive employee reaction to change initiatives.

CPM 049C Level Three Project and CPM Certificate Application 2.4 CEU

Provides managers the tools to successfully evaluate a program.

To view current CPM course schedules or to register for courses, contact your local CPM provider. Visit Alaska CPM website at www.alaska.edu/uacp/cpm

APPENDIX B:

Alaska Certified Public Manager®

Learning Areas

Alaska Certified Public Manager® (CPM) workshops and institutes focus on skills in these areas:

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

The curriculum is built and offered in a three sequential level learning format. The first level is content for supervisory skills. The second level introduces concepts and practices in management. The third level focuses on the leadership and organizational responsibilities of managers.

Curriculum by Learning Area			
General Administration Skills	Technical, Quantitative & Qualitative Skills	Analytical & Conceptual Skills	Human Relations Skills
Level One The Supervisor's Role CPM 002C	Level One Powerful Presentations CPM 008C	Level One Effective Interviewing and Hiring CPM 003C	Level One Quality Customer Service CPM 001C
Level One Performance Management for Supervisors CPM 004C	Level One Key Issues in Employment Law CPM 009C	Level One Effective Problem Solving and Decision Making CPM 010C	Level One The Supervisor as Leader CPM 006C
Level Two Risk Management CPM 022C	Level One Financial Reporting & Analysis CPM 012C	Level One Effective Business Writing CPM 011C	Level One Interpersonal Communications CPM 007C
Level Two Understanding the Legislative Process CPM 023C	Level Two Defining Outcomes and Measuring Performances CPM 020C	Level Two Strategic Planning CPM 019C	Level Two Conflict Resolution Strategies CPM 026C
Level Two Building a Customer Service Environment CPM 025C	Level Two Grant Administration CPM 024C	Level Two Advanced Meeting Techniques CPM 021C	Level Two Group Communications and Team Building CPM 028C
Level Two Strategies for Supervising Supervisors CPM 030C	Level Two Fundamentals of Project Management CPM 027C	Level Three Developing Your Leadership Style CPM 040C	Level Two Fundamentals of Marketing CPM 031C
Level Three Ethics & Managerial Responsibility CPM 039C	Level Three Organizational Information Systems CPM 045C	Level Three Quality Control and Continuous Improvement CPM 041C	Level Three Effective Media Communications CPM 049C
Level Three Understanding Organizational Culture CPM 043C	Level Three Program Evaluation CPM 046C	Level Three Managing Organizational Change CPM 048C	Level Three Coaching and Mentoring CPM 036C
		Level Three Policy Analysis CPM 042C	Level Three Negotiating, Mediating & Labor Relations CPM 037C
		Level Three Crisis Management Plan CPM 038C	

APPENDIX C:

Alaska Certified Public Manager® Applications and Forms

Certificate Application (One form Level One-Two-Three)

Certificate Checklists (Separate form for each Level)

Level One Checklist, Supervisory Management

Level Two Checklist, Associate Manager

Level Three Checklist, Certified Public Manager® Designation

Waiver of CPM courses

Non-CPM Course Substitution Policy and Form

Petition for Credit for Prior Experience



Alaska Certified Public Manager® Program Application for CPM Certificate

Please indicate:

- \$35 Level 1: Certificate of Supervisory Management
- \$35 Level 2: Certificate of Associate Manager
- \$50 Level 3: Certified Public Manager® designation

Please submit to:

CPM Statewide Administrator c/o UA Corporate Programs
1815 Bragaw Street, Ste 102 Anchorage AK 99508
Phone: (907) 786-1531 Fax: (907) 786-1181

Participant Information		
Name: (Last, First, MI)		UA Student ID or SS#:
Mailing address: City State ZIP:		Email:
Daytime phone:	Evening phone:	Fax:
Birthdate:	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female	Previous or maiden name:
Alaska resident: <input type="checkbox"/> Yes <input type="checkbox"/> No Number of years:		
US citizen: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Other country, please indicate:		VISA type:

Employment Information		
Name of employer:		
Employer's mailing address: City State ZIP:		Email:
Are you a supervisor? <input type="checkbox"/> Yes <input type="checkbox"/> No	Years as a supervisor:	Years in current job:
Name of your supervisor:	Supervisor's phone number:	
Did your supervisor recommend the CPM program? <input type="checkbox"/> Yes <input type="checkbox"/> No		Do you take leave to attend classes? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Sometimes
Is your employer paying for this training? <input type="checkbox"/> Yes <input type="checkbox"/> No		

Education Information	
<input type="checkbox"/> High school diploma <input type="checkbox"/> GED <input type="checkbox"/> None/Did not graduate	
HS/GED graduation date: Month _____ Year _____ State where received: _____	
<input type="checkbox"/> Vo-Tech school	<input type="checkbox"/> Associate degree <input type="checkbox"/> Masters degree <input type="checkbox"/> Other: Indicate below
<input type="checkbox"/> Some college	<input type="checkbox"/> Bachelors degree <input type="checkbox"/> Doctorate or equivalent _____

Statistical Information (optional)	Payment Information
<i>Please check all that apply:</i> Ethnic Origin: <input type="checkbox"/> Alaska Native <input type="checkbox"/> American Indian <input type="checkbox"/> African-American <input type="checkbox"/> Asian/Pacific Islander <input type="checkbox"/> Hispanic <input type="checkbox"/> Caucasian Military Status: <input type="checkbox"/> Active Duty <input type="checkbox"/> Veteran Indicate branch of service: _____	<input type="checkbox"/> \$35 Level 1 <input type="checkbox"/> \$35 Level 2 <input type="checkbox"/> \$50 Level 3 Type of payment: <input type="checkbox"/> Check (# _____) Payable to UA Corporate Programs <input type="checkbox"/> Other (PO, etc.) _____ <input type="checkbox"/> Billing info: _____ <input type="checkbox"/> Credit card Card Number: _____ Expiration date: _____ Print card holder name: _____ Signature: _____
<i>I certify that the above information is correct.</i> Signature: _____ Date: _____	Accounting use: 80272-101010-9152

Student Name: _____

Student ID: _____



Alaska Certified Public Manager® Program
Certificate of Supervisory Management
CHECKLIST Level One (8.1 CEUs)

General Administrative Skills	CEUs	MAU	Course ID	Semester
-------------------------------	------	-----	-----------	----------

- | | | | | |
|---|-----|-------|-------|-------|
| <input type="checkbox"/> The Supervisor's Role | 0.6 | _____ | _____ | _____ |
| <input type="checkbox"/> Performance Management/Supervisors | 1.2 | _____ | _____ | _____ |
| <input type="checkbox"/> _____ | — | _____ | _____ | _____ |
| <input type="checkbox"/> _____ | — | _____ | _____ | _____ |

Tech, Quantitative & Qualitative Skills	CEUs	MAU	Course ID	Semester
---	------	-----	-----------	----------

- | | | | | |
|---|-----|-------|-------|-------|
| <input type="checkbox"/> Powerful Presentations | 1.2 | _____ | _____ | _____ |
| <input type="checkbox"/> Key Issues in Employment Law | 0.6 | _____ | _____ | _____ |
| <input type="checkbox"/> Financial Reporting and Analysis | 0.6 | _____ | _____ | _____ |
| <input type="checkbox"/> _____ | — | _____ | _____ | _____ |
| <input type="checkbox"/> _____ | — | _____ | _____ | _____ |

Analytical & Conceptual Skills	CEUs	MAU	Course ID	Semester
--------------------------------	------	-----	-----------	----------

- | | | | | |
|---|-----|-------|-------|-------|
| <input type="checkbox"/> Effective Interviewing & Hiring | 0.6 | _____ | _____ | _____ |
| <input type="checkbox"/> Effective Problem Solving, Decision Making | 0.6 | _____ | _____ | _____ |
| <input type="checkbox"/> Effective Business Writing | 0.6 | _____ | _____ | _____ |
| <input type="checkbox"/> _____ | — | _____ | _____ | _____ |
| <input type="checkbox"/> _____ | — | _____ | _____ | _____ |

Human Relations Skills	CEUs	MAU	Course ID	Semester
------------------------	------	-----	-----------	----------

- | | | | | |
|---|-----|-------|-------|-------|
| <input type="checkbox"/> Quality Customer Service | 0.6 | _____ | _____ | _____ |
| <input type="checkbox"/> The Supervisor as Leader | 0.6 | _____ | _____ | _____ |
| <input type="checkbox"/> Interpersonal Communications | 0.6 | _____ | _____ | _____ |
| <input type="checkbox"/> _____ | — | _____ | _____ | _____ |
| <input type="checkbox"/> _____ | — | _____ | _____ | _____ |

Level One Examination **0.3** _____ _____ _____

Additional comments: _____

Verified by: _____ Contact Phone: _____	Date: _____ Email: _____
--	-----------------------------

Student Name: _____

Student ID: _____

Alaska Certified Public Manager® Program

Certificate of Associate Manager CHECKLIST Level Two (8.1 CEUs + 11.1 CEUs = 19.2 CEUs)

Level One CPM Certificate	CEUs	MAU	Course ID	Semester
---------------------------	------	-----	-----------	----------

Level One Supervisory Management **8.1** _____ _____

General Administrative Skills	CEUs	MAU	Course ID	Semester
-------------------------------	------	-----	-----------	----------

Risk Management 1.2 _____ _____

Understanding the Legislative Process 0.6 _____ _____

Building a Customer Service Environment 0.6 _____ _____

Strategies for Supervising Supervisors 0.6 _____ _____

_____ — _____ _____

_____ — _____ _____

Tech, Quantitative & Qualitative Skills	CEUs	MAU	Course ID	Semester
---	------	-----	-----------	----------

Defining Outcomes, Measuring Performance 1.2 _____ _____

Grant Administration 0.6 _____ _____

Fundamentals of Project Management 1.2 _____ _____

_____ — _____ _____

_____ — _____ _____

Analytical & Conceptual Skills	CEUs	MAU	Course ID	Semester
--------------------------------	------	-----	-----------	----------

Strategic Planning 0.6 _____ _____

Advanced Meeting Techniques 0.6 _____ _____

_____ — _____ _____

_____ — _____ _____

Human Relations Skills	CEUs	MAU	Course ID	Semester
------------------------	------	-----	-----------	----------

Conflict Resolution Strategies 0.6 _____ _____

Group Communications, Team Building 1.2 _____ _____

Fundamentals of Marketing 1.2 _____ _____

_____ — _____ _____

_____ — _____ _____

Level Two Project **0.9** _____ _____

Additional Comments: _____

Verified by: _____	Date: _____
Contact Phone: _____	Email: _____

Student Name: _____

Student ID: _____



Alaska Certified Public Manager® Program

Certified Public Manager®

CHECKLIST—Level Three (8.1 CEUs + 11.1 CEUs + 10.8 CEUs = 30.0 CEUs)

Level One CPM Certificate	CEUs	MAU	Course ID	Semester
---------------------------	------	-----	-----------	----------

<input type="checkbox"/> Level One Supervisory Management	8.1	_____	na	_____
---	-----	-------	----	-------

Level Two CPM Certificate	CEUs	MAU	Course ID	Semester
---------------------------	------	-----	-----------	----------

<input type="checkbox"/> Level Two Associate Manager	11.1	_____	na	_____
--	------	-------	----	-------

General Administrative Skills	CEUs	MAU	Course ID	Semester
-------------------------------	------	-----	-----------	----------

<input type="checkbox"/> Ethics and Managerial Responsibility	0.6	_____	_____	_____
<input type="checkbox"/> Understanding Organizational Culture	0.6	_____	_____	_____
<input type="checkbox"/> _____	—	_____	_____	_____
<input type="checkbox"/> _____	—	_____	_____	_____

Tech, Quantitative & Qualitative Skills	CEUs	MAU	Course ID	Semester
---	------	-----	-----------	----------

<input type="checkbox"/> Organizational Information Systems	0.6	_____	_____	_____
<input type="checkbox"/> Program Evaluation	0.6	_____	_____	_____
<input type="checkbox"/> _____	—	_____	_____	_____
<input type="checkbox"/> _____	—	_____	_____	_____

Analytical & Conceptual Skills	CEUs	MAU	Course ID	Semester
--------------------------------	------	-----	-----------	----------

<input type="checkbox"/> Developing Your Leadership Style	1.2	_____	_____	_____
<input type="checkbox"/> Quality Control, Continuous Improvement	0.6	_____	_____	_____
<input type="checkbox"/> Managing Organizational Change	0.6	_____	_____	_____
<input type="checkbox"/> Negotiating, Mediating, and Labor Relations	1.2	_____	_____	_____
<input type="checkbox"/> Crisis Management	0.6	_____	_____	_____
<input type="checkbox"/> Policy Analysis	0.6	_____	_____	_____
<input type="checkbox"/> _____	—	_____	_____	_____
<input type="checkbox"/> _____	—	_____	_____	_____

Human Relations Skills	CEUs	MAU	Course ID	Semester
------------------------	------	-----	-----------	----------

<input type="checkbox"/> Effective Media Communications	0.6	_____	_____	_____
<input type="checkbox"/> Coaching and Mentoring	0.6	_____	_____	_____
<input type="checkbox"/> _____	—	_____	_____	_____
<input type="checkbox"/> _____	—	_____	_____	_____
<input type="checkbox"/> Level Three Project	2.4	_____	_____	_____

Additional Comments: _____

Verified by: _____	Date: _____
Contact Phone: _____	Email: _____



Alaska Certified Public Manager® Program Non-CPM Class Substitution

Please submit a separate form for each non-CPM course submitted.

Waivers of CPM classes are the exception rather than the rule. The philosophy of CPM programs nationwide is that students, regardless of their educational backgrounds, benefit from all CPM classes since the approach and course content are unique to this program. Waivers will be granted on a class-by-class basis based upon documentation that a college course or other relevant training classes with essentially the same content as a CPM class was taken and passed. All students, regardless of the number of classes waived, will be required to complete the Level One examination. No waivers will be granted in Levels Two and Three.

It is the responsibility of the CPM participant to complete the class substitution form, attach sufficient documentation and submit to the local UA CPM Program Manager or to the University of Alaska Corporate Programs, 1815 Bragaw Street, Ste 102, Anchorage AK 99508. For a complete listing of Alaska's CPM Program Managers, please visit Alaska's CPM website at www.alaska.edu/UACP/programs/cpm/.

The CPM program staff at each UA Administrative Unit will review the proof of previous study as submitted by CPM participants. The original application with documentation remains with the granting UA Administrative Unit. A copy of the review with approval or denial will be mailed to the UA Corporate Programs CPM Administrator for statewide record keeping purposes.

Classes considered for substitution must meet one or more of the following criteria:

- Class was taken through the State of Alaska Division of Personnel. Current and former state employees who have taken classes from the Division of Personnel may request a transcript from DOP at the following email address DOP_training@admin.state.ak.us or by calling 465-4054 in Juneau. Please complete the application for substitution, attach the transcript and submit for review.
- Class is the content duplicate of that offered by the Alaska CPM Program (see list below).
- Participant teaches the Alaska CPM Program class and provides verification.

To be considered for substitution the following conditions apply:

- Class was completed within five years of the date of the participant's request for substitution.
- Documentation of proof of attendance, satisfactory completion and content verification is provided (i.e., certificate of completion, sign-in sheet, workbook, syllabi, etc).

Program classes that currently qualify for substitution are:

1. **Quality Customer Service**
2. **The Supervisor's Role**
3. **Effective Interviewing and Hiring**
4. **Performance Management for Supervisors**
5. **The Supervisor as Leader**
6. **Interpersonal Communications**
7. **Powerful Presentations**
8. **Key Issues in Employment Law**
9. **Effective Problem Solving and Decision Making**
10. **Effective Business Writing**
11. **Financial Reporting & Analysis**

Please submit a separate form for each non-CPM course submitted.

Additional reference: CPM curriculum crosswalk available from local UA CPM program manager.



Alaska Certified Public Manager® Program
Credit For Prior Experience

Please submit a separate form for each CPM course petitioned.

For consideration of credit for prior experience, please complete and submit this form to your local UA CPM Program Manager or to the University of Alaska Corporate Programs, 1815 Bragaw Street, Ste 102, Anchorage AK 99508. For a complete listing of Alaska's CPM Program Managers, please visit Alaska's CPM website at www.alaska.edu/UACP/programs/cpm/.

Student name _____
Please print Last First

Student ID _____

Address _____

Contact phone _____
Contact email _____

Date of petition _____

Course for which you are seeking CPM credit _____

Credit for prior experience

Please explain (Additional space for your response is available on page 2 of this form)

- How you feel the time or content of your prior experience is relevant to the CPM course listed above.
• How your prior experience is equivalent to the CPM course listed above.

Please indicate which of the required criteria you possess:

- ☐ Eight (8) years experience as a supervisor or manager, and/or
☐ A two-year, associate degree and six (6) years of supervisory/managerial experience, and/or
☐ A four-year, baccalaureate degree and four (4) years of supervisory/managerial experience, and/or
☐ Other: _____

Supporting documentation

Two of the following forms of documentation must be provided:

- ☐ Copy of transcript and/or diploma
☐ Copy of the three (3) most recent evaluations reviewing this area
☐ Copy of a letter from your immediate supervisor confirming ongoing competence in this area

Administrative Section

Date Petition Received: _____ MAU: _____

Reviewed by: _____
Name Title

Decision: ☐ Approved: Date: _____
☐ Not Approved: Date: _____

- ☐ Approved on site
☐ Discussed with another MAU
☐ Not approved on site
☐ Student notified of decision
☐ Copy of decision to CPM student records
☐ Copy of this petition to UAS

APPENDIX D: Alaska Certified Public Manager® Program				
REQUIRED COURSES* – 300 hours				
Level One – 81 hours				
CPM 001C	Quality Customer Service	0.6 CEU	\$110	Human Relations
CPM 002C	The Supervisor's Role	0.6 CEU	\$110	General Administration
CPM 003C	Effective Interviewing and Hiring	0.6 CEU	\$110	Analytical & Conceptual
CPM 004C	Performance Management for Supervisors	1.2 CEU	\$110	Human Relations
CPM 006C	The Supervisor as Leader	0.6 CEU	\$110	Human Relations
CPM 007C	Interpersonal Communications	0.6 CEU	\$110	Human Relations
CPM 008C	Powerful Presentations	1.2 CEU	\$220	Tech, Quantitative & Qualitative
CPM 009C	Key Issues in Employment Law	0.6 CEU	\$110	Tech, Quantitative & Qualitative
CPM 010C	Effective Problem Solving and Decision Making	0.6 CEU	\$110	Analytical & Conceptual
CPM 011C	Effective Business Writing	0.6 CEU	\$110	Analytical & Conceptual
CPM 012C	Financial Reporting & Analysis	0.6 CEU	\$110	Tech, Quantitative & Qualitative
CPM 015C	Level One Exam and CPM Certificate Application**	0.3 CEU	\$35	
**Certificate of Supervisory Management awarded.				
Level Two – 111 hours				
CPM 019C	Strategic Planning	0.6 CEU	\$110	Analytical & Conceptual
CPM 020C	Defining Outcomes and Measuring Performance	1.2 CEU	\$220	Tech, Quantitative & Qualitative
CPM 021C	Advanced Meeting Techniques	0.6 CEU	\$110	Analytical & Conceptual
CPM 022C	Risk Management	1.2 CEU	\$220	General Administration
CPM 023C	Understanding the Legislative Process	0.6 CEU	\$110	General Administration
CPM 024C	Grant Administration	0.6 CEU	\$110	Tech, Quantitative & Qualitative
CPM 025C	Building a Customer Service Environment	0.6 CEU	\$110	General Administration
CPM 026C	Conflict Resolution Strategies	0.6 CEU	\$110	Human Relations
CPM 027C	Fundamentals of Project Management	1.2 CEU	\$220	Tech, Quantitative & Qualitative
CPM 028C	Group Communications and Team Building	1.2 CEU	\$220	Human Relations
CPM 030C	Strategies for Supervising Supervisors	0.6 CEU	\$110	General Administration
CPM 031C	Fundamentals of Marketing	1.2 CEU	\$220	Human Relations
CPM 035C	Level Two Project and CPM Certificate Application**	0.9 CEU	\$35	
**Certificate of Associate Manager awarded.				
Level Three – 108 hours				
CPM 036C	Coaching and Mentoring	0.6 CEU	\$110	Human Relations
CPM 037C	Negotiating, Mediating and Labor Relations	1.2 CEU	\$220	Human Relations
CPM 038C	Crisis Management Plan	0.6 CEU	\$110	Analytical & Conceptual
CPM 039C	Ethics and Managerial Responsibility	0.6 CEU	\$110	General Administration
CPM 040C	Developing Your Leadership Style	1.2 CEU	\$220	Analytical & Conceptual
CPM 041C	Quality Control and Continuous Improvement	0.6 CEU	\$110	Analytical & Conceptual
CPM 042C	Policy Analysis	0.6 CEU	\$110	Analytical & Conceptual
CPM 043C	Understanding Organizational Culture	0.6 CEU	\$110	General Administration
CPM 045C	Organizational Information Systems	0.6 CEU	\$110	Tech, Quantitative & Qualitative
CPM 046C	Program Evaluation	0.6 CEU	\$110	Tech, Quantitative & Qualitative
CPM 047C	Effective Media Communications	0.6 CEU	\$110	Human Relations
CPM 048C	Managing Organizational Change	0.6 CEU	\$110	Analytical & Conceptual
CPM 049C	Level Three Project and CPM Certificate Application**	2.4 CEU	\$50	
** Certified Public Manager® designation awarded.				

The basic cost for the Alaska CPM training program at this time is \$4,960* for course fees. Course fees must be paid by check, purchase order or credit card at the time of registration for each course or series of courses.

*In addition to course fees, any course may use materials, supplies, or services which necessitate an additional fee. Additional fees may also be charged for administrative and/or instructional services. The University reserves the right to change fees at any time. Additional fees may vary at community campuses. Examples of additional 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.

*To ensure relevancy, Alaska CPM curriculum is continuously reviewed to meet the needs of Alaska supervisors and managers. Check with your local CPM program manager for course advisement.



University of Alaska Corporate Programs
1815 Bragaw Street Suite 102
Anchorage Alaska 99508
Phone: 907.786.1531 Fax: 907.786.1181
Email: corporateprograms@alaska.edu
Website: www.alaska.edu/UACP/programs/cpm/
