



CPM I COURSE DESCRIPTIONS

Choosing to Be a Transformational Leader

Participants will be provided with opportunities to develop the basic leadership skills necessary for effective performance in the workplace through hands-on individual and group exercises. Discussions will center on the basic skills needed to be an effective leader, characteristics of effective leaders, expectations of effective leaders, and relevant but practical theories of leadership. Through increased awareness and education regarding these issues, managers and supervisors can use this knowledge to promote a positive work environment, improve their management skills, and more effectively manage a diverse work group. Interactive discussion and activities will provide insight on management styles, workplace trends, and threats facing today's workforce. Participants will leave with an enhanced awareness of how their own behavior as a leader can influence the accomplishment of organizational goals and objectives.

Transforming Your Leadership with MBTI®

Participants will complete the Myers-Briggs Type Indicator® (MBTI®) self-assessment to gain insight and develop strategies to increase leadership effectiveness by identifying individual strengths, blind spots and targeting areas for development. Through awareness of type differences, participants will improve their ability to lead a diverse work group and manage more effectively. The MBTI® will be explored as a tool to strengthen communication, emotional intelligence, teamwork and collaboration.

Managing Projects for Maximum Results

The purpose of this course is to develop the skills related to the effective accomplishment of both large and small projects. This module will cover areas such as effective planning, scheduling, budgeting, execution/implementation, and monitoring involved in effectively accomplishing the objectives of any project.

Managing Time to Increase Performance and Productivity

The purpose of this course is to develop the knowledge and skills necessary for the effective utilization of one's time at work. Participants will be made aware of potential time wasters and how to prevent unnecessary interruptions and crises, as well as how to avoid procrastination. Participants will also be provided with information on various tools and technologies that can help them to effectively manage their time and employ organizational skills that improve efficiency.

Communicating with Purpose to Increase Your Leadership Impact

The purpose of this course is to strengthen communication skills through a combination of learning strategies and practical exercises designed especially for the workplace. Given the importance of interpersonal communication in the workplace, participants will have the opportunity to explore essential elements of interpersonal communication, implications of interpersonal communication in the workplace, and ways to improve

interpersonal communication. Discussions will center on what interpersonal communication is and how it impacts your leadership impact, as well as how to identify different forms of interpersonal communication in the workplace.

Effective Business Writing

The purpose of this course is to assist managers in developing and improving their ability to communicate in writing. Topics to be covered encompass recognizing the importance of effective communication, selecting the most appropriate mode of communication, determining how to write with purpose, evaluating writing skills, reviewing common writing errors, learning techniques for improving writing and writing for the media. Participants will be given opportunities to practice, evaluate and receive feedback on their writing skills.

Leading with Innovation

The purpose of this course is to practice creative problem-solving techniques and learn alternative approaches to solving organizational problems through innovation. Practical decision-making theories and their applications will be discussed. Discussion and activities will compare and contrast various approaches to decision-making. Emphasis is placed on the steps involved in making decisions as well as examining how those decisions impact others within the agency. Participants will be given the opportunity to practice decision-making skills through appropriate interactive exercises and activities.

Ethical Decision Making

The purpose of this course is to explore the ethics of decision making by examining commonly accepted moral frameworks and ethical theories that can be applied when making decisions as a public manager. Case studies and exercises will enable participants to discuss and contribute towards solving ethical and moral dilemmas.

Creating a Safe Workplace

This course provides managers with vital information needed to recognize the potential for violence, as well as steps that can minimize the risk of violence escalation. Participants will be provided with exercises and tools that will assist them in devising a safety plan to use in their organizations.

Leading with Emotional Intelligence

The purpose of this course is to establish guiding principles for work, leadership, teamwork and decision making by utilizing the ability to coach for “emotional intelligence”. Participants will learn how to identify their “emotional intelligence” blind spots and those of their coworkers, and discover how and why improving emotional intelligence improves performance. This course presents decision making techniques and strategies necessary for promoting excellence by ending negative behaviors and communication flaws that undermine employee performance. Using in-class exercises, participants will examine, practice, and reinforce the skills necessary to become a more effective leader, supervisor, and employee.

Building Effective Teams to Transform Organizations

This course is designed to explore the concepts and dynamics of people working together in today's organizational settings. Participants will be introduced to techniques managers can use to increase productivity, creativity, and produce a cooperative and continuous learning environment among the teams they work in. Participants will learn methods they can use to build workplace teams that accomplish desired results and transform organizations.

Delivering Impactful Presentations

The purpose of this course is to assist participants in gaining the hands-on knowledge and experience required to plan for, prepare, and deliver an effective presentation in the context of work groups and/or large, diverse audiences. The importance of preparing effective visual aids and extemporaneous speaking will also be covered. Participants will be given the opportunity to practice presentation skills through individual and group activities. This module will require participants to deliver a formal presentation. Content experts will provide feedback on this presentation.

It's Your Time to Speak (Project Presentations)

Participants will deliver a timed, PowerPoint presentation to the class and receive feedback on their presentation delivery, organizational flow, and presentation content. The presentation will be recorded for the participant's review and self-evaluation. The class presentation is an opportunity to receive feedback in order to improve delivery skills and revise the project presentation prior to presenting to agency leaders.

Building a High Performance Team with Accountability

This course explores the skills needed to create a culture of accountability that results in high performance. Exercises will enable participants to strengthen their ability to interact with others in difficult situations and hold accountability conversations. Participants will also identify challenges encountered when working with individuals of varying personalities and work styles and identify ways to develop their skills to work more effectively in the workplace.

Developing Your Team through Performance Coaching

The purpose of this course is to aid participants in becoming effective performance coaches to strengthen team results. Through this module, participants will explore the skills, attitudes, and characteristics needed to create an environment that nurtures learning and development. Throughout the training, examples and exercises will be used to practice the fundamental principles of effective feedback delivery. Additionally, this session is designed to provide an intensive orientation to developing leadership potential in employees; to provide training on the creation and use of individual development plans; to create an awareness of the necessity to support and facilitate employee development; and to encourage the philosophy of individual development at all levels of the organization.

The Growth Mindset of a Transformational Leader (John Maxwell Leadership)

For over 40 years John Maxwell has inspired leaders to breathe new life into their leadership, urging them to dig deep and become a difference maker. He believes leadership is a privilege. It's also a responsibility. It demands risk and accountability. This course will introduce us to the powerful principles of his leadership practice.

Sustaining Your Motivation to Be a Transformational Leader

The purpose of this course is to identify practices to sustain transformational leadership. Participants will develop a keen awareness of human behavior in the work environment and gain an understanding of the supervisor's role in creating a motivating work environment, while recognizing the influence that past experiences, personal characteristics, and situational characteristics have on employee attitudes and traits.



CPM II COURSE DESCRIPTIONS

Promoting Team Well-Being and Managing Stress

This course focuses on identifying focus areas for strengthening personal wellness as a leader as well as strategies to create a wellness culture for team members in the workplace. Life stressors that can hinder employee and organizational success will be discussed and the effects of stress on work productivity, employee morale and well-being, and the achievement of organizational goals will be addressed. In addition, stress management techniques will be examined in conjunction with interactive exercises and activities that will assist managers in creating a culture of wellness.

Creating a Customer Focused Culture

The purpose of this class is to understand the criticality of customer service in the public sector. Participants will explore the balance of innovative customer service management: people involved vs. processes required. Participants will engage in activities and discussion regarding the steps of optimizing customer service and relationship management within their agencies.

Improving Team Cohesiveness and Engaging a Multigenerational Workforce

Managers in the public sector face unique challenges, including constraints in managing personnel, increased accountability, and operating in the presence of public and media scrutiny. Team cohesiveness is essential in facing these unique challenges of leading and managing in the public sector. This course examines the common dysfunctions of a team, and strategies for building a team that is healthy, in order to better serve the demands of the public sector. Strategies for leading a multigenerational workforce will also be examined.

Overcoming Silos and Building Partnerships in the Public Sector

This course outlines the key factors that are critical to working across teams, including building awareness, gaining acceptance of information, gaining consensus, cooperating and working toward a resolution, and selling ideas that would have an impact on the organization. Special emphasis will be given to effective interpersonal communication with state and governmental officials. Participants will learn how to build cohesion and facilitate problem solving.

Critical Thinking, Problem Solving, and Decision Making

Key skills for leading in the public sector include the ability to engage in critical thinking, solve problems and make individual and team decisions. Utilizing class instruction, case studies and activities, participants will learn strategies to develop these skills to strengthen their leadership. Problem solving tools will be examined and a process for making team decisions will be explored and practiced through team activities.

Producing a Team White Paper and Presentation

The purpose of this session is to prepare participants for completing a research-based paper and team presentation that will be presented to stakeholders. Principles for conducting research will be explored that will assist participants in the CPM capstone project and assist them in their career as public servants. Teams will examine and determine their strengths and commit to roles that will best serve the accomplishment of team results.

Proposing Data-Driven Recommendations

The purpose of this course is to prepare participants to offer data driven recommendations for consideration to decision makers. Key principles that guide the formation of a recommendation will be explored, along with case studies and examples. Principles will be discussed for leading upward and communicating effectively when sharing ideas with key decision makers.

Leading Teams for Maximum Impact

This course is designed to explore the concepts and dynamics of people working together in today's organizational settings. It is further designed to examine how managers can use teams to increase productivity, creativity, and produce a cooperative and continuous learning environment. Attention will be given to the development of techniques and skills required to build and direct teams within one's work group, develop teamwork within a group of peers from outside one's organization, and resolve conflict within teams.

Cultivating an Engaged Workplace Culture

The purpose of this course is to examine methods for engaging employees in a high morale work environment. Participants will explore strategies on how to build connections that strengthen relationships and build cohesive work groups, which foster higher productivity and organizational loyalty.

Managing Team Conflict

The purpose of this course is to develop skills related to effective conflict management in both group and individual settings. Discussion and activities will focus on understanding the nature of conflict and identifying conflict management styles, as well as basic skills and processes related to conflict resolution and mediation. Participants will practice the fundamental principles of this module through interactive and job-related exercises and activities.

Leading & Managing Change

The purpose of this course is to provide participants with the knowledge and skills necessary to recognize when change is needed, identify the appropriate steps necessary to implement change, handle individual and organizational resistance, and ensure that the change occurs and results in improvement for the organization. Attention will be given to examining the manager as a change agent; understanding what contributes to accepting and resisting change; and recognizing individual attitudes toward change.

Managing a Remote Workforce

The purpose of this course is to identify the benefits and challenges of managing a remote workforce, while developing strategies for communicating effectively, coaching team members, and providing supervision from a distance. Participants will also examine an implementation process when launching a telework model that includes the selection of roles, responsibilities, and personnel that are best suited for telework.

The Growth Mindset for Transforming Culture

For over 40 years John Maxwell has inspired leaders to breathe new life into their leadership, urging them to dig deep and become a difference maker. He believes leadership is a privilege. It's also a responsibility. It demands risk and accountability. This course will introduce us to the powerful principles of his leadership practice.

CPM Solutions Alabama

In order to address current issues impacting our state, students will be assigned a critical issue and will work in teams to discuss project developments, strategy, and focus on any special concerns relevant to their projects.

Leading Your Future

The purpose of this two-part course is to understand and implement the principles involving core leadership concepts to empower participants. Examining principles such as internal leadership trust, forward thinking, innovation, the value of people, and executing change, participants will participate in discussions and activities to demonstrate these concepts and reinforce the power of effective leadership.