Certified Public Manager FAQ

What is the CPM Program?

A Certified Public Manager® program is a nationally accredited comprehensive management development program specifically for managers in federal, state, and local government. The program’s primary goal is to improve the performance of public sector managers and the organizational performance of state, local, and federal government. It is a comprehensive course of study by which public managers can acquire and apply the best practices and theory to their management behaviors and strategies using prescribed sets of professional competencies. The curriculum uses theory as the foundation and applies it to practical problems facing the participants, their agencies/departments, and the citizens. Those who complete the program are awarded the Certified Public Manager® (CPM) designation which is a registered service mark of the National Certified Public Manager Consortium.

In New Hampshire we divide the program into two levels: Level I (what we call the Certified Public Supervisor Program) and Level II which awards the CPM status.

What are the program benefits?

The Certified Public Manager® Program offers many different benefits to both the participants and their respective agencies. Some of the many benefits to CPM participants include the following:

- The enhancement of personal leadership strengths.
- An increase in intergovernmental networks and communication.
- An increase in personal effectiveness.
- Innovative solutions.
- The promotion of quality in public service.

Successful graduates are eligible for membership in the American Academy of Certified Public Managers.

In addition, in New Hampshire, participants can earn undergraduate and graduate credit upon completion of the program with several colleges including New England College, Franklin Pierce University, Springfield College, University of New Hampshire, and Granite State College.
Is the program nationally accredited?

The Certified Public Manager® (CPM) Program is a nationally recognized professional development program for supervisors and managers in government. It is a training system that develops and measures competencies in the field of public management. The National Certified Public Manager® Consortium establishes accreditation standards. The Consortium also monitors and reviews continued accreditation of the member programs. Only accredited programs are authorized to award the CPM designation. Additional information about the National CPM Consortium can be found at the following web site: www.cpmconsortium.org

What are the national requirements for certification?

The program must be at least 300 hours of structured learning activities. (The 300 hours is for the two year program.) Such learning activities may include but are not limited to application projects, structured readings, comprehensive examinations, and other approved workshops/courses. In addition, there must be a requirement for a written demonstration of participants' effectiveness in applying core materials to their job environment. Lastly, the program must provide substantive evaluation of all major curriculum objectives.

What is included in the curriculum?

The curriculum includes the following competencies:

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.

Managing Work
Meeting organizational goals through effective planning, prioritizing, organizing, and aligning human, financial, material and information resources. Empowering others by delegating clear job expectations, providing meaningful feedback, and coaching; creating a motivational environment and measuring performance. Monitoring workloads, documenting performance, and dealing effectively with performance problems.

Leading People
Inspiring others to positive action through a clear vision; promoting a diverse workforce. Encouraging and facilitating cooperation, pride, trust, and group identity; fostering commitment and team spirit. Articulating a vision, ideas, and facts in a clear and organized way; effectively managing emotions and impulses.

Developing Self
Demonstrating commitment to continuous learning, self-awareness, and individual performance planning through feedback, study, and analysis.
**Systemic Integration**  
Approaching planning, decision-making, and implementation from an enterprise perspective; understanding internal and external relationships that impact the organization.

**Public Service Focus**  
Delivering superior services to the public and to internal and external recipients; identifying customer/client expectations and needs; developing and implementing paradigms, processes, and procedures that exude positive spirit and climate; demonstrating agency and personal commitment to quality service.

**Change Leadership**  
Acting as a change agent; initiating and supporting change within the organization by implementing strategies to help others adapt to changes in the work environment, including personal reactions to change; emphasizing and fostering creativity and innovation; being proactive.

Each course offered through an accredited CPM program must be competency-based (as of 9/2010).