

Comprehensive Public Training Program

CPTP Certifications

May 2009

Management Development Certificates:

- Certificate for Managing People
- Professional Certificate
- Certified Public Manager

For more information about the Management Development Program certificates, or any other courses offered by the Comprehensive Public Training Program, contact Karen Puckett (225-342-8545) at the CPTP office.

Changes have been made to the CPTP Certifications

The CPTP Management Development Program is currently offering two certificate programs.

The Managing People certification is a 9-day curriculum that includes 8 days of classes that are part of the mandatory training program for Supervisory Groups 1 and 2 as defined by the Dept. of Civil Service (see chart on page 2).

While class attendance will satisfy the mandatory training requirement, to earn CPTP certification, more than class attendance is required. Participants must also pass the tests given at the end of

each class (with a score of 70% or higher), and complete an on-the-job project which demonstrates that the candidate for certification can apply the material learned in the classes to his/her job.

We would like to encourage you to continue developing your supervisory skills by taking the additional classes needed to complete the requirements for the Certificate for Managing People.

CPTP also offers the Professional Certificate. This certificate is available for individuals who are not currently serving as managers or supervisors,



but are in professional level jobs. These employees have expressed a desire to learn and improve performance, but are not currently eligible for the management certification because they are not supervisors or managers. Supervisors and managers are eligible as well to complete this certificate

The Certified Public Manager certification is currently under revision and not available. Information will be made available when the certificate is again being offered.

If you are a Group 1 Supervisor participating in the Civil Service mandatory training:

When you have completed all mandatory training for Supervisory Group 1, you will have completed 5 days of the required 9 days needed to earn the Managing People Certificate.



If you are a Group 2 Supervisor participating in the Civil Service mandatory training, and you have ALSO completed the Group 1 mandatory requirements:

When you have completed the mandatory training for Supervisory Group 2, then you may have completed as many as 8 of the required 9 days needed to earn the Certificate for Managing People. The number of classes remaining to complete the certificate may vary depending on which of the Group 2 classes you have chosen to take.

Requirements for Certificate for Managing People

- ◆ Two of the following three Civil Service Classes:
 - * Common Myths That Affect Good Supervision (1 day)
 - * Civil Service Essentials For Supervisors (1 day)
 - * Controlling Absenteeism & Tardiness in State Government (1 day)
- ◆ Documenting for Performance and Discipline (1 day)
- ◆ Performance Planning & Review (1 day)
- ◆ Developing a Motivated Work Group (1 day)
- ◆ Building Better Performance Through Employee Skill Development (1 day)
- ◆ Improving Employee Performance Through Coaching (1 day)
- ◆ Conducting an Effective Job Interview (1 day)
- ◆ Conducting Productive Employee Performance Reviews (1 day)
- ◆ Successful completion of the test (score of 70% or higher) for each class
- ◆ Completion of a work-related project relating to the use of the material learned in the classes

Note:

Alternate agency training plans which have received approval to be substituted for the Civil Service mandatory training requirements may not include as many of the classes needed for the Certificate for Managing People. Employees participating in mandatory training through an approved agency plan are also encouraged to complete the requirements for this certificate; however, you may need to view the certificate requirements to determine which courses you need to take in addition to those required by your agency plan.

Requirements for Professional Certificate

- ◆ Developing Effective Teams, Part 1 (1 day)
 - ◆ Developing Effective Teams, Part 2 (1 day)
 - ◆ Developing Effective Teams, Part 3 (1 day)
 - ◆ Dealing With Change (1 day)
 - ◆ Effective Conflict Resolution Strategies (1 day)
 - ◆ Providing Quality Service (1 day)
 - ◆ Effective Problem Solving & Decision Making (2 days)
 - ◆ Managing Work Time Effectively (1/2 day)
 - ◆ Effective Business Writing (or Writing for Managers) (1 day)
 - ◆ Ethical Behavior in the Workplace (1 day)
 - ◆ Successful completion of the test (score of 70% or higher) for each class
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- ◆ Instead of a project requirement as included in the Certificate for Managing People, assessment for the Professional Certificate is done through an assessment center, which involves simulations reflecting the participants' actual work settings. Assessments consist of case study exercises, in-basket exercises, and interviews which are used to assess the job outcomes for the courses in the certificate and to enhance the transfer of learning.