

## How is the Program Offered?

FCCPM offers the program three different ways: contract classes, co-op classes, and open enrollment classes. In a contract class, one agency sends up to 25 participants for a flat fee, which is the most cost-effective method for training large numbers of employees. In a co-op class, participants from multiple agencies commit to going all the way through the program, in exchange for a discounted price. Open enrollment classes are held statewide and are sponsored by either FCCPM or by community colleges or universities; the fees are charged on a per person basis.

## Where can I get more information?

For more information about the CPM program please visit:

[www.fcpm.fsu.edu](http://www.fcpm.fsu.edu)

or contact:

Florida Center for Public Management  
The Florida State University  
227 N. Bronough Street  
Suite 4600  
Tallahassee, FL 32301  
Phone: (850)-644-6460  
E-mail: [cpm@admin.fsu.edu](mailto:cpm@admin.fsu.edu)



# Leadership for Florida's Future



Florida Center for Public Management  
**Certified Public Manager Program**

[www.fcpm.fsu.edu](http://www.fcpm.fsu.edu)

## What Is CPM?

The Certified Public Manager (CPM) program is a nationally-recognized management development program for public managers and supervisors. Today, 38 states participate in the National CPM Consortium, which accredits programs and establishes the requirements for the Certified Public Manager designation. The CPM designation is a professional designation, not an academic one.

## Florida's CPM Success Story

Florida's program is one of the oldest and most active in the country. Since the program began in 1979, over 5,000 managers have received their CPM designation; and over 5,600 have received their Certificate in Supervisory Management (CSM), an intermediate designation. The Florida Center for Public Management (FCPM) at The Florida State University administers and delivers the CPM program throughout the state. Many government agencies choose CPM as their primary method for training current and future leaders. More than 20 state agencies, over 60 city or county governments, and 15 constitutional officers have participated in the program.



*CPM graduating class*

## What People Are Saying About CPM:

*"Excellent opportunity, excellent information, excellent presentation!"*

— City of Melbourne

*"CPM has greatly enriched my life both personally and professionally. It provides the public manager with essential skills and tools to succeed in the workplace."*

— Department of Corrections

*"Programs like CPM are important for all of us. The professionalism and high standards encouraged in CPM have a direct impact on taxpayers' well-being."*

— Florida Trend magazine

## Program Requirements & Curriculum

The CPM training style is experiential based, with an emphasis on small group activities and a balance between theory and practice. The curriculum covers the full spectrum of management, beginning with individual performance and gradually expanding to broader organizational issues and public policy.

The CPM program consists of 32 days of classroom training, divided into 8 levels. Each level is four days long. After each level, participants are required to complete an outside assignment and an open-book exam.

**Level 1** focuses on management one-on-one, with such topics as personal style, leadership, delegation, motivation, goal-setting, performance feedback, and coaching and counseling.

**Level 2** expands the focus to groups and teams, with topics like group dynamics, conflict, team leadership, problem-solving, decision making, and work process improvement.

**Level 3** emphasizes organizational issues such as productivity and quality, auditing and evaluation, the Governor's Sterling Challenge, information technology, emotional intelligence, and project management.

**Level 4** deals with such complex organizational issues as power, ethics, culture, and change.

**Level 5** examines how government must adapt to the future. Topics include social change, strategic planning, budgeting, and organizational design and dynamics.

**Level 6** teaches the systems approach to management. Topics include systems thinking, modeling, and real-world applications.

**Level 7** is an in-depth seminar on public policy, during which participants develop their own policy arguments and critiques.

**Level 8** is the CPM graduation class. Management experts present the latest issues in public management. The final day is the graduation ceremony.

