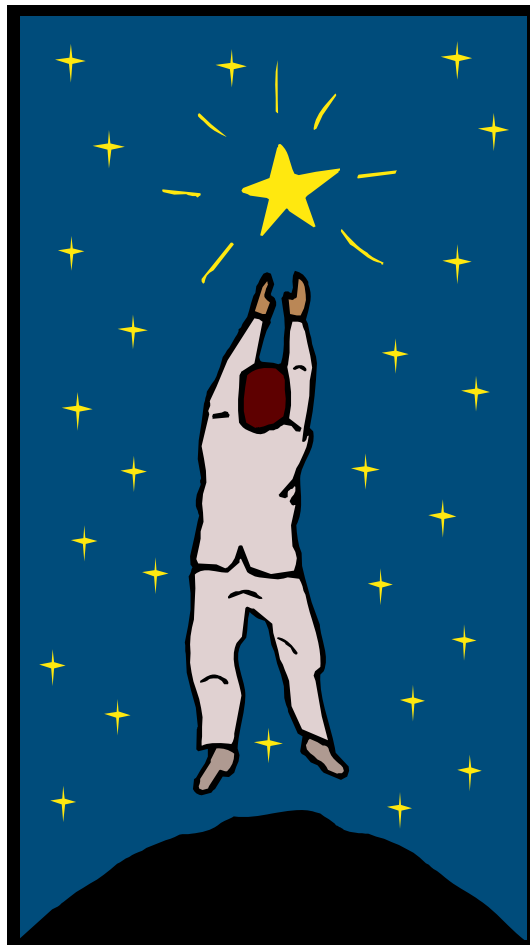


*New Hampshire  
Certified Public Manager Program  
2008-2009*



***Applications are no longer being accepted for the 2008-2009 Program. Please watch for the 2009-2010 Announcement to be posted in January 2009.***

All applications will be reviewed after the closing date and notifications of acceptance into the program can be expected in June. Classes begin in July for those entering Level II while Level I participants will begin with an Orientation in August.

Graduation will be in June 2009 for those who successfully complete the program.



# New Hampshire Public Management Program

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**Level I**  
**Public Supervisor Program**

**Level II**  
**Public Manager Program**

## Vision, Mission and Goals

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**Vision** Visionary leaders demonstrating excellence in public service

**Mission** Advancing the profession of public management through training and experiences that emphasize:

- The State of New Hampshire and American Academy of Certified Public Managers code of ethics
- The value of respectful communication
- Critical thinking and effective problem solving
- Continuing professional development
- Networking in the public sector
- Adherence to the standards established by the National Certified Public Manager Consortium.

**Goals** Goals of the NHCPMP are:

To provide participants with the training and development needed to enhance management skills and increase knowledge of public administration.

To network, share problem solving techniques, disseminate information, and share resources.

To increase the number of qualified candidates for administrative positions.

To prepare managers to actively pursue ongoing professional growth and development for themselves and others.

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**The New Hampshire Division of Personnel, Bureau of Education and Training, is recognized by the National Certified Public Manager Consortium as a fully accredited member.**

The New Hampshire Division of Personnel, Bureau of Education and Training, with representation from the Departments of Safety, Transportation, Resources and Economic Development, New Hampshire Employment Security, and Health and Human Services, has developed a Certified Public Management Program consisting of two levels.

**Level I** is designed for supervisors and potential supervisors.

**Level II** is designed for mid-level to upper-level managers.

## About the New Hampshire Public Management Program...

The aim of the NHCPMP is to standardize and professionalize public management. The program includes training that measures and then develops participants' public management competencies.

By successfully completing the Level I Public Supervision Program, participants earn a *Certificate of Public Supervision*. The program is available to entry-level supervisors, individuals planning to enter supervision, and is mandatory for anyone who seeks to graduate from Level II. The Level I program takes one year to complete.

Successful completion of the Level II Public Management Program earns participants a *Certificate of Public Management*. The Level II program is available to mid- and upper-level managers who have completed Level I. It takes two years to complete.

Both designations are viewed as professional, rather than academic, credentials.

The program involves intensive study, practice, application, and testing.

### **Competency-Based Training**

Competency-based training identifies the key skills needed to be an effective leader, measures the skills of participants, and creates learning and training opportunities to strengthen and develop skills identified as important to successful leadership.

### **Program Benefits**

- ◆ Career oriented supervisors and managers receive the development needed to enhance management skills and increase knowledge of government practices.
- ◆ Government organizations increase productivity and quality of work when employees understand the state, county, or municipal system and apply effective managerial techniques.
- ◆ Organizations and individuals are exposed to new ideas and techniques.
- ◆ Graduates join a network of professional public managers in New Hampshire.
- ◆ Participants earn supervisory or managerial credit for job announcements requiring such experience within the New Hampshire state system as follows:
  - ◆ one year for successful completion of the Certified Public Supervision Program
  - ◆ two years for successful completion of the Certified Public Management Program
- ◆ Graduates may become members of the New Hampshire Association of Certified Public Managers.

## Level I – Certified Public Supervisor Program

Orientation	½ day
Myers-Briggs Type Indicator	1 day
Group Problem Solving	1 day
Understanding and Valuing Differences	2 days
Introduction to Business Writing	2 days
Introduction to Supervision	2 days
Managing Conflict	2 days
Interviewing Techniques	1 day
Supervising Employee Performance	3 days
Personnel Appeals (State Employees Only)	2 days
Effective Speaking and Presentations	2 days
Excellence in Supervision: The CPS Capstone	1 day
Comprehensive Exam	½ day
CPS Program Evaluation	½ day

**Total Program Cost** **\$900**

### Applicant Minimum Requirements

- ◆ Currently employed as a supervisor or key staff member. (A key staff member is defined as one who directly serves management by providing high-level technical or professional expertise to program managers.)
- ◆ Demonstrates leadership qualities
- ◆ Shows potential for advancement
- ◆ Has successfully completed initial probationary period

## Level II – Certified Public Manager Program

Project Management	2 days
Introduction to Management	2 days
Managing Change in the Workplace	2 days
Project Consultations	1 day
Collective Bargaining/Union Negotiations	4 days
Continuous Quality Improvement	2 days
Public Policy & Legislative Process	1 day
Strategic Planning	2 days
State Budget and Purchasing (State Employees Only)	½ day
Ethics and Integrity in Managing Government Programs	1 day
Required Federal & State Law Workshop	1 day
Project Requirement	40 hours
Comprehensive Exam	½ day
Excellence in Management: The CPM Capstone	1 day

**Year Two Total Cost** **\$900**

## Level II – Certified Public Manager Program (continued)

### Applicant Minimum Requirements

- ◆ Currently employed as a middle/upper level manager or key staff member. (A key staff member is defined as one who directly serves management by proving high-level technical or professional expertise to program managers.)
- ◆ Demonstrates leadership qualities
- ◆ Shows potential for advancement
- ◆ Has successfully completed the Level I, Certified Public Supervisor Program\*

\*Beginning in September of 2005, the first year of the Certified Public Manager program is the one-year Certified Public Supervisor (CPS) program. Former graduates of the CPS program who are interested in attending the Certified Public Managers Program in the new format may contact Dennis Martino for more information ([Dennis.Martino@nh.gov](mailto:Dennis.Martino@nh.gov)).

## How to apply

1. Complete sections I – IV of the formal application form.
2. Attach a letter to the application stating why you want to participate in the program.
3. Have your application endorsed by your immediate supervisor and commissioner\* or designee. This ensures you will receive support on the job to act on program projects and apply learned skills.

\*Municipal and County employees need supervisor's signature only.

4. Return the completed application to your **Human Resources Administrator**. Agencies without a Human Resources Office should return the application directly to:

NH Division of Personnel  
Bureau of Education and Training  
State House Annex  
25 Capitol Street  
Concord, NH 03301

5. **Deadline for returning applications is May 16, 2008.**

### Immediate Supervisor Responsibilities

- ◆ Review requirements and application form with the employee applying for acceptance into the program.
- ◆ Read and sign agreement statement on the application form.

For more information regarding the Certified Public Managers Program you may call the Bureau of Education and Training at (603) 271-1434, 271-2793 or 271-1429.

**Application for New Hampshire Certified Public Manager Program  
Levels I & II**

Division of Personnel  
Bureau of Education and Training  
State House Annex  
25 Capitol St.  
Concord, NH 03301

Date: \_\_\_\_\_

Level I \_\_\_\_\_

Level II \_\_\_\_\_

Both \_\_\_\_\_

**I. Personal information**

Name: \_\_\_\_\_

Work Address: \_\_\_\_\_ Phone: \_\_\_\_\_

\_\_\_\_\_ Fax # \_\_\_\_\_

\_\_\_\_\_ Email: \_\_\_\_\_

Home Address: \_\_\_\_\_ Phone: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

CPS Graduation Date (Level II Applicants only): \_\_\_\_\_

**II. Current work information**

I am currently a: Supervisor \_\_\_ Manager \_\_\_ I am not a Supervisor or Manager at this time \_\_\_

Title: \_\_\_\_\_ Department: \_\_\_\_\_

Supervisor: \_\_\_\_\_ Division: \_\_\_\_\_

Responsibilities:

**III. Work History:**

Title: \_\_\_\_\_ Employer: \_\_\_\_\_  
No. years in job: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Responsibilities:

Title: \_\_\_\_\_ Employer: \_\_\_\_\_  
No. years in job: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Responsibilities:

**IV. Signatures**

Applicant: \_\_\_\_\_ Date: \_\_\_\_\_

**Supervisor's or Manager's support statement: "My signature below indicates that I fully support this candidate's entry into the NHCPM Program."**

**Note: If the applicant is not currently a Supervisor or Manager, the agency should provide a written justification briefly explaining why they wish this individual to participate in the program.**

Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

HR Administrator: \_\_\_\_\_ Date: \_\_\_\_\_

Commissioner/Agency  
Director or designee: \_\_\_\_\_ Date: \_\_\_\_\_

Funding Approval: \_\_\_\_\_ Date: \_\_\_\_\_

~ Please do not process payment until applicant has been accepted into the program. ~

**Note to the applicant: Remember to attach a letter stating why you want to participate. County and Municipal employees need supervisor's signature only.**

***THIS APPLICATION MUST BE RECEIVED BY THE BUREAU OF  
EDUCATION AND TRAINING NO LATER THAN MAY 16, 2008.***