



COMPETENCY-BASED

AFFORDABLE

INNOVATIVE

Certified Public Manager® Program of Illinois University of Illinois at Springfield

*Customized Training and Technical Assistance
for Public and Non-Profit Organizations*

Your One Source for Training and Technical Assistance

Looking to retool, revamp, restructure or reorganize your organization? Maybe you are just wanting new ideas or new approaches? Give us a call. We can provide the training and the technical assistance you need to achieve your goals.

Helping You Achieve Your Organizational Goals

Certified Public Manager® Program of Illinois (CPMPI) Customized Training & Technical Assistance can design a customized training program to address your organization's specific needs and interests and bring it on-site, delivered at University of Illinois at Springfield, or online. We help state, local and non-profit organizations and agencies stay informed and educated about advances and best practices pertinent to:

- Communication skills
- Leadership development
- Effective supervision
- Financial management
- Program management
- Program evaluation

- Performance measurement
- Technology management
- Board development and management

CPMPI Customized Training and Technical Assistance can be based on an offering found in the Certified Public Manager® Program of Illinois training calendar, available online or we can work with you to develop a completely unique program, designed for your specific organizational needs.



INVESTING IN SUCCESS

CPMPI Customized Training & Technical Assistance draws upon the rich resources and long tradition of Public Affairs at University of Illinois at Springfield. UIS excels in public affairs instruction, research, and service carried out through community partnerships that contribute to the social progress, governmental effectiveness, educational excellence, and economic development of the State of Illinois. Give us a call at (217) 206-6079 or visit our web site: <http://cspl.uis.edu/ILAPS/CPMPI/>



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Building Organizational Capacity through Professional Development

Building organizational capacity means acquiring the knowledge, skills and systems needed to ensure the essential human capital to meet the changing demands of the public sector. However, whatever the terminology, capacity building remains one of the most challenging functions of organizational sustainability. CPMP Customized Training and Technical Assistance can help your organization build capacity by helping you stay informed and educated about advances and best practices pertinent to:

Communication Skills

One of the most valued skills cited by employers is the ability to communicate and present ideas clearly and persuasively. Frequently these abilities are viewed as a soft skill and are often one of the most overlooked areas of professional development. In managing any team, program or project, presentations are used as a formal and informal method for bringing people together to develop a shared understanding, to plan, monitor, and review.

Leadership Development

In these extraordinary times of change, organizational excellence hangs on the strength of your leadership. Excellence in leadership demands vision, good communication, trust and confidence through respect. However, positive values, though necessary, are not sufficient. In order to achieve remarkable results, these values must be translated into congruent behaviors, practices, and processes. To do so requires knowledge and skills in planning strategically; benchmarking for excellence; leading collaboratively; engaging your staff and the community; and developing organizational and program standards.

Effective Supervision

Effective supervision is a vital tool and strategy to guarantee peak performance from your employees and ensures that everyone is working together towards realizing the mission and purpose of the organization. Yet, all too often, employees are promoted to the role of supervisor because of their strong technical expertise, with little or no formal or informal background or training in the supervision of staff. Poor supervision has an enormous impact and cost for both the individual employee, as well as the organization as a whole.

Financial Management

Today's economic and regulatory climate poses tough new challenges for organizations. While competition for revenue and funding sources continues to increase, organizations are faced with a rising tide of strict new reporting requirements and the need to provide stakeholders an unmatched level of accountability. A strategic approach toward financial management is required if organizations are to achieve their goals and sustain growth.



FITTING THE PIECES TOGETHER

Public and non-profit organizations operate in an ever changing political and economic environment. Organizations and their staff are required to work across a variety of tasks and situations, and expected to perform numerous roles and achieve specific outcomes. Such an environment can be difficult to navigate. CPMP Customized Training and Technical Assistance can help you fit the pieces together.



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Program Management

It takes a multifaceted set of skills and qualities that span technical knowledge, contract/grant management, financial management, risk management, and most importantly relationship-building skills to effectively manage. Many program managers may be competent in one or two of those areas, but many often do not possess the full scope of knowledge and skills needed to meet all of the internal and external demands required to manage a program.

Program Evaluation

In a climate of shrinking and limited resources funders are asking, how do you know if your program is working? Programs that can document their success in having an impact on their target population and in using resources efficiently will be at an advantage for ongoing funding.

Performance Measurements

All high-performance organizations whether public or private are, and must be, interested in developing and deploying effective performance measurement and performance management systems, since it is only through such systems that they can remain high-performance organizations. Whether your objective is to improve quality, cost or speed of operation, benchmarking is consistent with the drive for continuous improvement that exists within most government and non-profit organizations.

Technology Management

Most organizations turn the area of information technology over to their IT managers and systems analysts, reasoning that these folks are usually well-learned in their areas of expertise. But, do they understand how an organization's technology fits into the bigger picture from an organizational perspective? That's where technology management becomes important. Organizations need to have a firm grasp on the basics of emerging technologies, as well as how they serve a larger organizational purpose, to ensure that technology is being used to the an organization's best strategic advantage.

Board Development and Management

Many non-profit organizations fail to maximize the potential contributions their boards can make to advancing their missions. This results in frustrated board members as well as managers. It does not have to be this way. Successful organizations are those that have learned how to mobilize a board, how to define its role productively, and how to produce results everyone can point to with pride.

Whatever your needs are the Certified Public Manager Program of Illinois Customized Training and Technical Assistance can work with you to design a training package that meets your organization's specific needs. Gain strategic edge in an era of increasing competition for shrinking resources .



TECHNICAL ASSISTANCE

We understand that an effective technical assistance (TA) model should be based on strong and meaningful relationships with the individuals, organizations and communities with whom we work. Establishing these relationships is where we begin our partnership with project and organizational leaders.

One-on-one TA represents the mainstay of our approach. We maintain regular communication with our partners through site visits, meetings in our offices, phone conversations and e-mail. We strive in one-on-one sessions to be as responsive as possible to your organizational needs, recognizing that we can be most effective if we base ideas or guidance on a thorough understanding of the your organizational requirements.



Getting the most from your professional development dollars

CPMPI Customized Training and Technical Assistance will identify and adapt training to meet your organizational objectives and collaborate with you to develop agency specific trainings.

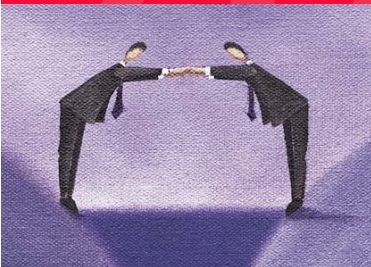
We specialize in building working partnerships to address organizational change strategies through human resource development. Our approach to partnerships is performance outcome driven.

We want to ensure that the trainings and technical assistance have lead to knowledge and skills that can be applied immediately on the job to improve performance and outcomes. To help us make this determination we use a 360 -degree training evaluation feedback process. Our evaluation method provides relevant material about the effectiveness of the training by obtaining information from a complete circle of people within the organization prior to and after the training. Feedback is gathered

on how well the knowledge, tools, and skills acquired in the training have been integrated into participants' daily work, how well it is working and the effectiveness of the CPMPI Customized Training and Technical Assistance in supporting the organization in achieving its identified goals and outcomes.

We are your one source for training and technical assistance, working with you to ensure a responsive, efficient, and productive organization.

INVESTING IN SUCCESS:



In this ever changing political and economic landscape, organizations who invest in the development of their employees have a strategic edge. CPMPI Customized Training and Technical Assistance can help you:

- Enhance performance
- Increase productivity
- Improve service delivery
- Achieve organizational and program outcomes



Certified Public Manager®
Program of Illinois

Institute for Legal, Legislative, and Policy Studies
University of Illinois at Springfield
One University Plaza, MS PAC 451
Springfield, IL 62703-5407