

Certified Public Manager courses are UA-approved non-credit courses, eligible for UA's employee education benefit. See [University Regulation 04.06.010](#).

NOTE: Certified Public Manager (CPM) courses are not offered every term. Check with your regional CPM program manager regarding course offerings.

<http://www.alaska.edu/UACP/programs/cpm/managers/>

Additional information about the CPM program can be found at:

<http://www.alaska.edu/UACP/programs/cpm/>

| Alaska Certified Public Manager Program | | | | |
|--|---|---------|--|----------------------------------|
| REQUIRED COURSES – 300 hours | | | | |
| Level One – 81 hours | | | | |
| CPM 001C | Quality Customer Service | 0.6 CEU | | Human Relations |
| CPM 002C | The Supervisor's Role | 0.6 CEU | | General Administration |
| CPM 003C | Effective Interviewing and Hiring | 0.6 CEU | | Analytical & Conceptual |
| CPM 004C | Performance Management for Supervisors | 1.2 CEU | | Human Relations |
| CPM 006C | The Supervisor as Leader | 0.6 CEU | | Human Relations |
| CPM 007C | Interpersonal Communications | 0.6 CEU | | Human Relations |
| CPM 008C | Powerful Presentations | 1.2 CEU | | Tech, Quantitative & Qualitative |
| CPM 009C | Key Issues in Employment Law | 0.6 CEU | | Tech, Quantitative & Qualitative |
| CPM 010C | Effective Problem Solving and Decision Making | 0.6 CEU | | Analytical & Conceptual |
| CPM 011C | Effective Business Writing | 0.6 CEU | | Analytical & Conceptual |
| CPM 012C | Financial Reporting & Analysis | 0.6 CEU | | Tech, Quantitative & Qualitative |
| CPM 015C | Level One Exam and CPM Certificate Application** | 0.3 CEU | | |
| ** Certificate of Supervisory Management awarded. | | | | |
| Level Two – 111 hours | | | | |
| CPM 019C | Strategic Planning | 0.6 CEU | | Analytical & Conceptual |
| CPM 020C | Defining Outcomes and Measuring Performance | 1.2 CEU | | Tech, Quantitative & Qualitative |
| CPM 021C | Effective Meeting Techniques | 0.6 CEU | | Analytical & Conceptual |
| CPM 022C | Risk Management | 1.2 CEU | | General Administration |
| CPM 023C | Understanding the Legislative Process | 0.6 CEU | | General Administration |
| CPM 024C | Grant Administration | 0.6 CEU | | Tech, Quantitative & Qualitative |
| CPM 025C | Building a Customer Service Environment | 0.6 CEU | | General Administration |
| CPM 026C | Conflict Resolution Strategies | 0.6 CEU | | Human Relations |
| CPM 027C | Fundamentals of Project Management | 1.2 CEU | | Tech, Quantitative & Qualitative |
| CPM 028C | Group Communications and Team Building | 1.2 CEU | | Human Relations |
| CPM 030C | Strategies for Supervising Supervisors | 0.6 CEU | | General Administration |
| CPM 031C | Fundamentals of Marketing | 1.2 CEU | | Human Relations |
| CPM 035C | Level Two Project and CPM Certificate Application | 0.9 CEU | | |
| **Certificate of Associate Manager awarded. | | | | |
| Level Three – 108 hours | | | | |
| CPM 036C | Coaching and Mentoring | 0.6 CEU | | Human Relations |
| CPM 037C | Negotiating, Mediating, and Labor Relations | 1.2 CEU | | Human Relations |
| CPM 038C | Crisis Management | 0.6 CEU | | Analytical & Conceptual |
| CPM 039C | Ethics and Managerial Responsibility | 0.6 CEU | | General Administration |
| CPM 040C | Developing Your Leadership Style | 1.2 CEU | | Analytical & Conceptual |
| CPM 041C | Quality Control and Continuous Improvement | 0.6 CEU | | Analytical & Conceptual |
| CPM 042C | Policy Analysis | 0.6 CEU | | Analytical & Conceptual |
| CPM 043C | Understanding Organizational Culture | 0.6 CEU | | General Administration |
| CPM 045C | Organizational Information Systems | 0.6 CEU | | Tech, Quantitative & Qualitative |
| CPM 046C | Program Evaluation | 0.6 CEU | | Tech, Quantitative & Qualitative |
| CPM 047C | Effective Media Communications | 0.6 CEU | | Human Relations |
| CPM 048C | Managing Organizational Change | 0.6 CEU | | Analytical & Conceptual |
| CPM 049C | Level Three Project and CPM Certificate Application | 2.4 CEU | | |
| **Certified Public Manager designation awarded. | | | | |