Certified Public Manager Program
Essential Questions
Days 1-24

Day 1	How does knowing one's self influence leadership and management in the public sector? Why does government exist?
Day 2	What is the difference between management and leadership? How do we navigate public problems, values, and choices?
Day 3	What are the connections between my daily managerial duties and creating public value for the community and common good?
Day 4	How do I navigate the ethical principles and situations that arise in the public sector? What are my personal values and how do I integrate those in my workplace?
Day 5	How can I use my personal and positional power to positively influence my organization, and how do I balance the relationship between power and influence?
Day 6	How do I select the appropriate strategies to resolve interpersonal conflicts in the workplace?
Day 7	How can I use systems thinking, process improvement strategies, and gap analysis to study my organization and develop a plan for improvement?
Day 8	How can I use qualitative and quantitative data to determine the effectiveness and efficiency of my organization?
Day 9	How can I examine problems and create solutions using Results Based Accountability™?

Day 10	How can I use oral communication to effectively lead in the public sector?
Day 11	What are the powerful and important elements of presentations that I should include to communicate ideas, concepts, projects, recommendations, and reports?
Day 12	How can I use written communication to effectively lead in the public sector?
Day 13	What are the strategies I can use to identify and unleash the power of values, talent, and individual differences to create a dynamic team? How can utilize my emotional intelligence to lead in the public sector?
Day 14	How do successful teams develop, and how can I lead and facilitate their continued success?
Day 15	As I lead positive change in the public sector, how can I provide stability, establish a vision, and help my team members prepare for and adapt to change?
Day 16	What are the keys to motivating employees? How can I use performance coaching, counseling, and positive discipline to redirect unwanted behavior?
Day 17	How can I delegate and empower employees in the public sector?
Day 18	What strategies can I use to create a work environment where employees are highly productive and highly motivated through a framework of performance management?
Day 19	How can I follow human resources guidelines and policies to create an environment that is legal and equitable?
Day 20	What are the basic elements of a public sector budget, and how do I analyze trends associated with the budget? What tools can I use to share budget and expenditure data?
Day 21	How do internal controls strengthen my capacity to manage effectively?
Days 22-24	How can I demonstrate that my self-directed learning project has impacted my organization in a positive measurable way?