Summary of Required Courses

Agency Accountability Reports
Agency Accountability Reports are required by the South Carolina General Assembly for all agencies, except higher education institutions. This is an aligned systematic approach for conducting business that integrates and focuses on Leadership, Strategic Planning, Customer and Market Focus, Measurement, Analysis and Knowledge Management, Workforce Focus, Process Management and Results.

Capstone Retreat
An offsite retreat that is designed to both prepare participants for the final exam and to cover actions necessary to continuously maximize learning post CPM. Interactive review exercises are included that accelerate learning around key CPM curriculum highlights. Participants also gain an understanding around their own and others' learning styles to enhance future learning opportunities.

Conflict
Managers must know how to deal with conflict effectively when it occurs. This session will help participants to identify the underlying reasons for conflict to move parties toward resolution. Participants learn the five conflict management styles, when to apply the most appropriate style to specific situations, and a five-step approach to resolving conflict. This session will also introduce different methods of alternative dispute resolution and focus on the similarities and differences associated with each method.

Developmental Retreat
This offsite two-day retreat provides team building experiences for the group. On day two, participants explore how their MBTI influenced their behavior during the challenges offered through the low rope's activities and focus on reviewing and interpreting results from each participant's Edge 360 Assessment. Both the MBTI and the Edge 360 results are incorporated into a customized developmental plan for each participant.

Diversity
This session covers key diversity topics that impact individuals who play a critical role in supervising and managing staff. The objectives are to gain a common understanding of diversity, experience the dimensions of culture, and explore generational differences with work and community. The goal is to examine one's own mindset towards others and learn how to approach, interpret, and communicate with people of different backgrounds and perspectives.

Effective Presentations
This session will provide tips and techniques to convey expertise, confidence, authority, and organization in front of an audience. Each participant will have the opportunity to write, give a brief presentation and receive constructive coaching from an expert presenter.

Emotional Intelligence
"Emotional Intelligence is a master aptitude, a capacity that profoundly affects all other abilities, either facilitating or interfering with them." Daniel Goleman.

We are all governed by our emotions, both personally and professionally. Emotional Intelligence, like technical skill, can be developed through a systematic, consistent approach to building competence in personal and social awareness, self-management and social skills. Participants will acquire greater understanding about how their thoughts, feelings, and behavior affect themselves and others, by either enhancing effectiveness or creating roadblocks to communication.

State Government Processes
This session will provide a broader understanding of the current structure and systems in state government. Topics covered include: Overview of State Government, Legislative Process, Budgetary Process, Human Resource Management, and the role of Revenue and Fiscal Affairs. Administrators and program experts from the Department of Administration and other areas of state government present on these topics.

Leadership Seminar
This is a session that is designed and coordinated in collaboration with the SCCPM Society. Each year different speakers are asked to present on current leadership issues. Presenters are invited based on their innovative leadership practices and experience.

Managing Through Change
Change is a fact of life. In every dimension of our lives, the one thing we can count on is that "things will change". In some instances, we initiate the change; in others it is beyond our control. Change represents a shift from the expected that requires a period of adjustment. This session incorporates panel discussion and exercises to assist participants in understanding the cycle of change and how best to lead others during uncertain times.

Myers Brigg Type Indicator (MBTI)
MBTI can help us appreciate our own strengths, gifts and potential growth edges, but also helps us understand and appreciate how and why others may differ from us. This session emphasizes the management implications of type and is designed to increase self-understanding, make constructive use of individual differences, and see that approaching problems in different ways can be healthy and productive for an organization. Knowing that these differences are all valuable can truly lead to more constructive communication and relationships.

Organizational Culture
Organizational culture refers to shared assumptions, beliefs, values, rituals, myths and sentiments of the members of that group. Culture influences behavior of all individuals and groups within the organization. Participants learn how to identify aspects of organizational culture, learn leadership practices that influence culture and analyze obstacles to changing culture. A case study is used to illustrate the key concepts.

Performance Management

The job of a manager is to produce results through others. This course focuses on what is needed to create an environment where employees can achieve their maximum potential. Participants learn strategies on communicating expectations, coaching, staff development, providing rewards and recognition. Through analyzing a performance problem, participants identify the root causes of a performance problem and the best solution.

Performance Measures

Every manager needs to know how well their organizational unit is performing. This program provides insight into developing effective performance measures. Participants learn the types of performance measures that can be created and the important principles of measuring performance that ensure validity and reliability. Participants also learn the best methods for selecting performance measures.

Strategic Planning

Strategic planning incorporates all efforts that determine what an organization wants to be, where it is going, and how it will get there. It focuses on the basic nature (mission) and direction (strategy) of the organization. The purpose of planning is not to produce a plan; it is to produce results on a consistent basis. Effective strategic planning is not an annual event, but an ongoing process that involves a team of key managers in the process.

Systems and Processes

The Systems and Processes course gives CPM participants an overview of lean six sigma concepts they and their agencies can use to streamline work, improve customer interaction, interpret data, and improve teamwork. During the two days, they'll use the information they learn in class to collect data, analyze data, and brainstorm solutions to improve a system; all while working through their own work processes. In addition, this course will help participants as they approach their CPM project.

Team Leadership

Team Leadership is geared toward helping managers build effective group performance. Participants learn how to be more effective leaders by understanding team player styles, improving their meeting management skills, developing techniques for managing group dynamics and using effective problem-solving and decision-making methods.

Workforce Planning

It has been predicted that addressing the challenges of the agency's workforce demographics will be the #1 strategic issue over the next ten years. This session develops a common understanding of what workforce planning is, why it is especially important now, steps in the process, and strategies for addressing anticipated workforce gaps and surpluses.