



MISSISSIPPI

STATE PERSONNEL BOARD

OFFICE OF WORKFORCE DEVELOPMENT



Fiscal Year 2016 Course Descriptions

FISCAL YEAR 2016 PROFESSIONAL DEVELOPMENT COURSES

Advanced Presentation Skills

This class offers advanced-level experience in overcoming the fear of public speaking.

Objectives:

- Identify advanced methods and techniques for captivating an audience's attention (The Great Beginning).
- Discuss creative methods and techniques for conveying the central idea (Tell Them What You are Going to Tell).
- Define creative methods and techniques for inspiring the audience to action (Making Them March).
- Build further confidence in one's ability to speak in impromptu and informal situations.
- Practice advanced presentation skills by preparing, delivering, and critiquing oral presentations.

Target Audience: All Staff responsible for delivering presentations

Credit: 6 Hours CPM Elective Credit; 6 Hours (Required for ESCP Level 5)

Advanced Writing for CPM

The success of the most important things you do every day depends upon your ability to communicate. With effective writing skills, you are able to get the right message across to achieve the results you want.

Objectives:

- Improve productivity by writing quickly and easily and increase credibility with quality writing that reflects your best ideas and abilities.
- Become a confident writer using proven communication standards.
- Build skills to prepare you to achieve a successful CPM project.

Target Audience: Supervisors/Management

Credit: 7 Hours CPM Elective Credit (Required for the CPM Program)

Building Your Network

Designed for professionals who wish to sharpen their networking skills, this half-day class allows participants to practice real-world skills such as greetings and introductions, handshakes, and remembering names.

Objectives:

- Define networking.
- Examine networking myths.
- Practice networking skills such as introductions, remembering names, handshakes, and circulating business cards.

Target Audience: All Staff

Credit: 3 Hours (Required for ESCP Level 4)

Communicating to Build Relationships

Description:

A recent study by Spherion found that workers have some dissatisfaction with elements of their job; however, the relationship with the immediate supervisor was one of the highest elements of satisfaction. Good communication is the key to developing and maintaining a relationship with a supervisor. In this half-day class, participants learn about topics that are important to the work relationship and are encouraged to develop their communication skills.

Objectives:

- Practice active listening.
- Understand the importance of being flexible.
- Define trust and appreciation.
- Realize the need for mentoring.

Target Audience: All Staff

Credit: 3 Hours (Required for ASCP Level 3)

Critical Supervisory Skills (3-Day Clusters for Supervisors)

Description:

Supervisors often face common dilemmas, from hiring the right people to holding employees accountable. This series of classes is designed to equip supervisors with critical skills to address some of these challenges. The classes are presented in three-day clusters centered around common areas of expertise needed to become an effective manager.

Cluster 1:

- Interviewing Skills
- Crucial Accountability®
- Performance Development System Best Practices

Cluster 2:

- Delegation/Negotiation Skills
- Situational Leadership
- Strengths Finder 2.0

Cluster 3:

- Generation-driven Workplace Dynamics
- Speed-Reading Others Using Myers-Briggs Personality Type Indicator
- Accomplishing Goals During Stressful Times

Target Audience: Supervisors/Management

Credit: 15 Hours CPM Elective Credit

Crucial Accountability

A culture with weak accountability is one where those who see problems say nothing because they assume they don't have the authority or skills to raise a concern. Research shows that when people see accountability as "someone else's job," they waste time, resources, and morale. This course teaches a straightforward, step-by-step process for identifying and resolving performance gaps, strengthening accountability, eliminating inconsistency, and reducing resentment. Anyone who relies on the efforts of others to get things done will benefit from this course.

Objectives:

- Hold anyone accountable, regardless of the person's power, position, or temperament.
- Motivate others and permanently resolve problems, without using power, by clearly and concisely explaining specific, natural consequences.
- Manage projects without taking over by creatively helping others avoid excuses.
- Keep projects on track, and resolve performance barriers.
- Move to action by agreeing on a plan, following up, engaging in good reporting practices, and managing new expectations.

Participant materials include:

- Participant workbook
- Contract cards for each lesson in a desktop display case
- The *Crucial Accountability* Model card
- A copy of the New York Times bestselling book, *Crucial Accountability*
- The *Crucial Accountability* Audio Companion
- A course completion certificate

Target Audience: All Staff/Supervisors/Management

Credit: 12 Hours CPM Elective Credit

HRCP participants should not take this class since it is part of the HRCP curriculum. The class is also part of the first cluster of the Critical Supervisory Skills series.

Crucial Conversations

When you're experiencing strained relationships and undesirable results, it's likely that a "crucial conversation" is needed to get things on track. This highly interactive course teaches skills for creating alignment and agreement by fostering open dialogue around high-stakes, emotional or sensitive topics – at all levels of your organization. By learning how to speak and be heard (and encouraging others to do the same), you'll surface the best ideas and make high-quality decisions.

Objectives:

- Speak persuasively, not abrasively
- Foster teamwork and better decision making
- Build acceptance rather than resistance
- Resolve individual and group disagreements

Participant materials include:

- Participant workbook
- Cue cards for each lesson, in a desktop display case
- The *Crucial Conversations* Model card
- A copy of the NY Times bestselling book, *Crucial Conversations*
- The *Crucial Conversations* Audio Companion
- A course completion certificate

Target Audience: All Staff/Supervisors/Management

Credit: 12 Hours CPM Elective Credit

HRCP participants should not take this class since it is part of the HRCP curriculum.

Cultural Diversity Part 1

This half-day class helps participants explore basic definitions and concepts of diversity. Specifically, participants will examine diversity issues in the workplace.

Objectives:

- Examine demographic changes that have increased the importance of understanding diversity in the workplace.
- Explore definitions and concepts related to diversity issues.
- Develop a deeper appreciation for the ways in which people differ and for the things that they have in common.
- Explore the concept of culture and how our culture shapes our values and views.
- Examine and discuss case studies involving diversity-related problem solving opportunities.

Target Audience: All Staff

Credit: 3 Hours (Required for ASCP Level 1)

Cultural Diversity Part 2

This class helps participants develop a greater sensitivity to differences and recognize the impact of those differences concerning age, culture, race, gender, lifestyle, and physical abilities in the workplace.

Objectives:

- Formulate greater sensitivity and ability to relate to people differing in age, culture, race, gender, lifestyle, and/or physical ability.
- Recognize bias and prejudice and its impact on others.
- Examine both opportunities and challenges presented by the diversity in our organizations.
- Examine how cultural and diversity-related variables impact our ability to relate to coworkers.
- Understand how our backgrounds, perspectives, and experiences can impact our decisions about others.

Target Audience: All Staff/HR Professionals

Credit: 6 Hours (Required for ASCP Level 2)

Cultural Intelligence

The world is rapidly changing. One component of this change involves the demographic shifts taking place in this country, while another involves the increasing diversity in our population. This class will provide participants with an understanding of the many aspects of diversity in our workforce today and in the coming years and of the critical necessity for organizations and managers to utilize this diversity in hiring, promotions, and the creation of high-performing teams. The emphasis will be on the concept of “cultural intelligence” as a critical competency for managers who must embrace and successfully utilize diversity in order to have a productive and engaged workforce.

Objectives:

- Explore the concept of cultural intelligence and its importance in a successful organization.
- Discuss the many types of diversity in our country.
- Examine the potential impact of diversity on our organizations.
- Recognize the importance of embracing and leveraging diversity to maintain a productive and engaged workplace.

Target Audience: All Staff

Credit: 6 Hours CPM Elective Credit

Customer Service for Industry Professionals

Customer service skills are essential for any position in state government. In this half-day class, participants will learn the importance of customer service skills and how they affect all aspects of an agency's operations.

Objectives:

- Learn why outstanding customer service is every state employee's responsibility.
- Learn how customer service can affect the agency's image and funding.
- Develop the skills to deal with internal and external customers.
- Learn how effective customer service skills can make your job easier and more enjoyable.

Target Audience: All Staff

Credit: 3 Hours CPM Elective Credit

Decisions, Decisions

This is an interactive session about consensus decision making, problem solving, teamwork, and influencing others.

Objectives:

- Work together as a team in making decisions and solving problems.
- Practice balancing customer service needs and resource allotment.
- Recognize personality differences in team members.
- Practice using information on differences to improve decision making.

Target Audience: All Staff/Supervisors/Management

Credit: 6 Hours CPM Elective Credit

Prerequisite: Myers-Briggs (MBTI) Assessment

Empowering Yourself for Career Success

(Formerly "Recipe for Success: PIE")

This half-day class identifies and provides effective methods to assist participants to have a successful career.

Objectives:

- Learn the elements of a successful career.
- Understand the importance of involvement in professional activities, networking groups, etc.
- Apply learned techniques to reach career goals.

Target Audience: All Staff

Credit: 3 Hours (Required for ESCP Level 6)

Finding the "I" in Team

Knowing how to work with others is a vital component of efficiency. By understanding how to effectively build teams, employees can make teamwork productive. Participants will discover their roles in teams while examining how personality types interact in team settings.

Objectives:

- Examine the role that each individual plays in teamwork.
- Identify who should lead and who should follow.
- Assess the learning styles that can make or break a team.
- Determine how proper motive alignment can make teamwork productive.
- Create a road map for effective team building.

Target Audience: All Staff

Credit: 6 Hours CPM Elective Credit

Getting Your Message Across

In this class, participants will learn how to sharpen communication skills by examining why and how people communicate.

Objectives:

- Affirm that listening is a vital component of communication.
- Understand why people communicate.
- Understand the differences between constructive and destructive conflict.
- Understand how to communicate and obtain positive outcomes despite disagreements.
- Recognize reasons to promote and improve communication skills.
- Understand powerful words.
- Rethink how we respond to criticism.
- Increase awareness of the need to change how we respond.

Target Audience: All Staff/Supervisors/Management

Credit: 6 Hours CPM Elective Credit

Grant Writing

This class is ideal for employees who are new to obtaining grant funding. Participants will learn the fundamentals of grant writing and identifying funding sources.

Objectives:

- Explain the phases of grantsmanship (the art of obtaining grants).
- Define and explain the components of a proposal.
- Increase knowledge and skills required to write effective grants for government and private foundations.
- Identify sources for potential funding.

Target Audience: All Staff responsible for securing funding

Credit: 6 Hours CPM Elective Credit

Hot Buttons: Understanding How Personality Type Affects Conflict Management

This half-day class explores conflict in relation to the individual differences that are caused by personality type. Participants are introduced to conflict pairs that can sometimes make interactions stressful and nonproductive.

Objectives:

- Identify likely causes of conflict.
- Predict desired outcomes versus satisfactory outcomes.
- Understand the role of emotion.
- Evaluate others' impressions.
- Analyze blind spots and hot buttons.

Target Audience: All Staff/Supervisors/Management

Credit: 3 Hours CPM Elective Credit

Prerequisite: Myers-Briggs (MBTI) Assessment

How to Manage Multiple Priorities

Multi-tasking is a learned skill that can lead to increased productivity and greater confidence in one's job duties. This class teaches participants how to balance multiple tasks, even during high stress periods.

Objectives:

- Identify and develop methods to prioritize tasks.
- Recognize the importance of communication in achieving maximum productivity in a multi-tasking world.
- Develop strategies for maintaining positive relationships during high stress periods.

Target Audience: All Staff

Credit: 6 Hours (Required for ASCP Level 2)

Leadership at Every Level

Every employee in state government is presented with the opportunity to be a leader in his or her department, agency, or field of study. Through this half-day class, participants identify qualities of an effective leader and discuss the importance of leadership regardless of what positions one holds.

Objectives:

- Define leadership.
- Examine reasons why developing leadership skills is crucial regardless of what position one holds.
- Differentiate types of leadership power.
- Examine principles of leadership and how they can be applied.
- Learn critical team leadership skills.

Target Audience: All Staff

Credit: 3 Hours (Required for ESCP Level 6)

Legal Rights and Responsibilities of the Public Manager

Members of a public sector workforce have legal rights and responsibilities that differ from the rights of their private sector counterparts. This class provides attendees with the knowledge and skills needed to identify those legal rights and responsibilities.

Objectives:

- Discuss public managers' legal rights, obligations, and liabilities.
- Develop strategies to efficiently handle the threat of a lawsuit.
- Explore how to make sound and effective personnel decisions.
- Discuss how to recognize and avoid legal mistakes that could have damaging consequences.

Target Audience: All Staff/Supervisors/Management/HR Personnel

Credit: 6 Hours CPM Elective Credit

Managerial Courage

In this class, participants will learn how to communicate effectively as a supervisor and how to approach difficult conversations.

Objectives:

- Identify misconceptions about workplace communication.
- Discuss environmental barriers to courageous conversations.
- Learn how to appropriately respond to difficult situations.

Target Audience: All Staff/Supervisors/Management

Credit: 6 Hours CPM Elective Credit

Media Matters: Managing the Media and Your Message

When working with the media, it is important to understand how the media operates and how to present your message clearly and effectively. In this class, participants will examine the role of the media in state government and how to communicate with members of the media.

Objectives:

- Examine how the media works.
- Discuss the importance of working with the media.
- Explore methods of creating a newsworthy message and effectively delivering that message.

Target Audience: All Staff/Supervisors/Management

Credit: 6 Hours CPM Elective Credit

Navigating the Road to Success

Both conduct and attitude contribute to workplace success. In this half-day class, participants will discover how to take responsibility for themselves at work, be a team player, and contribute to the success of others.

Objectives:

- Review and discuss success killers at work.
- Review and discuss success guidelines.
- Determine what impact respect has on success.
- Understand what ethical questions should be asked regarding success.

Target Audience: All Staff

Credit: 3 Hours (Required for ASCP Level 3)

Overview of Government Part 1

This half-day class provides an introduction to state government, a summary of the structure of Mississippi government and state agencies, a demographic and historical overview of government in Mississippi, and a review of economics.

Objectives:

- Review the processes of state government.
- Discuss items of historical reference for employees.
- Identify state agencies and the services they provide.

Target Audience: All Staff

Credit: 3 Hours (Required for ASCP Level 1)

BSC participants should not take this class since these topics are covered in the BSC curriculum.

Overview of Government Part 2

This half-day class discusses current state laws and policies, how a bill becomes a law, and how laws apply to state employees. In addition, participants will review the three branches of government and how power is divided among them.

Objectives:

- Discuss the organization of government and responsibilities of each branch.
- Identify legislative policy updates that affect administrative support employees.

Target Audience: All Staff

Credit: 3 Hours (Required for ASCP Level 3)

Positive Work Environment

Ideal for all staff, this half-day class gives an overview of the Mississippi State Personnel Board's workplace harassment policy and federal and state laws pertaining to harassment and discrimination. Participants will also learn their rights and responsibilities as state employees.

Objectives:

- Identify laws that prohibit harassment and discrimination.
- Define the Mississippi State Personnel Board's Workplace Harassment Policy.
- Define the rights and responsibilities of a person being harassed.
- Identify retaliation and protection for whistleblowers.

Target Audience: All Staff

Credit: 3 Hours (Required for ASCP Level 3)

Powerful and Painless Presentations

This class offers beginner-level experience in overcoming the natural fear of public speaking.

Objectives:

- Learn how to overcome common fears related to making presentations.
- Learn how to develop, organize, and customize presentations for specific audiences.
- Learn how to avoid the "12 Deadly Presentation Sins."
- Learn how to use visual aids (including handouts, flip charts, and presentation software) effectively.
- Explore effective strategies for making technical presentations.
- Make a short presentation to be evaluated by other class participants.
- Learn how to evaluate the effectiveness of presentations made by one's self and others.

Target Audience: All Staff/Employees interested in improving presentation skills

Credit: 6 Hours CPM Elective Credit

Professional Grammar

This interactive class is designed for employees who need to sharpen their grammar skills. Participants will focus on grammar in business and professional documents.

Objectives:

- Identify and practice correct grammar, punctuation, and sentence structure.
- Construct and critique professional letters, emails, bulleted information, and other documents.

Target Audience: All Staff/Supervisors/Management

Credit: 6 Hours CPM Elective Credit

Professionalism in the Workplace

Day-to-day employee interaction sets the tone for workplace environment. In this half-day class, participants will identify professional behavior and how the lack of professionalism can lead to a hostile work environment.

Objectives:

- Define professionalism.
- Define the most common causes of workplace conflict.
- Learn how conflict, if not stopped, can escalate to unacceptable behaviors or a hostile work environment.

Target Audience: All Staff

Credit: 3 Hours CPM Elective Credit

Qualities of a Successful Mentor

In order to have an effective mentor, mentees must be able to identify the desired outcomes of a mentoring relationship. In this class, participants will discuss their roles in mentor/mentee relationships and how to manage their expectations.

Objectives:

- Differentiate types of mentors.
- Learn traits of an effective mentor.
- Recognize when to seek out a mentor.
- Manage expectations of mentor/mentee relationship.

Target Audience: All Staff

Credit: 6 hours (Required for ESCP Level 6)

Responding to a Charge of Discrimination

In this half-day class, participants will discuss EEOC regulations and federal statutes related to investigating and responding to discrimination charges.

Objectives:

- Understand how to investigate and respond to both informal and formal charges of discrimination concerning hiring, promotion, and disciplinary decisions.
- Identify how to properly document a response and affectively present one's position to the Equal Employment Opportunity Commission.

Target Audience: All Staff/Management/HR Professionals

Credit: 3 Hours CPM Elective Credit

Rights and Responsibilities

This half-day class gives an overview of the rights and responsibilities of state employees in regards to harassment and discrimination.

Objectives:

- Identify the legal rights and responsibilities of members of the public sector workforce.
- Discuss and interpret anti-discrimination and ethics laws including the Americans with Disabilities Act and the Family Medical Leave Act.

Target Audience: All Staff

Credit: 3 Hours (Required for ASCP Level 2)

BSC participants should not take this class since these topics are covered in the BSC curriculum.

Speak Big! Speak Up!

Finding the courage to speak up when needed is the first step in learning to speak with confidence and clarity. This class will teach participants how to present their message confidently and purposefully.

Objectives:

- Transform fear into laughter, confidence, and the uncanny ability to communicate.
- Learn to speak with purpose, power, and respect.
- Speak Up, Speak Out, and Speak Often-Speak BIG!

Target Audience: All Staff

Credit: 6 hours CPM Elective Credit

Strategic Planning and Goal Management 101

This class provides an overview of the framework of project management and the principles of strategic planning.

Objectives:

- Understand the elements of project management.
- Understand the importance of the strategic planning process.
- Develop organizational mission statements consistent with foundational principles.
- Learn how to perform S.W.O.T. analysis for an organization prior to development of specific goals.
- Develop organizational goals consistent with foundational principles.
- Understand the various approaches to strategic planning and the tools that are available.

Target Audience: All Staff responsible for project management

Credit: 6 Hours CPM Elective Credit

Techniques for Managing Stressful Situations

(Formerly "Stress Management")

Stress can negatively affect one's professional and personal life. In this half-day class, participants will learn how to identify the causes of stress and how to cope with stress based on their personality types.

Objectives:

- Identify individual stressors and develop techniques to relieve stress.
- Discuss how personality types (MBTI) respond to stress.
- Discuss how stress affects the body.

Target Audience: All Staff/Supervisors/Management

Credit: 3 Hours (Required for ASCP Level 2)

The 5 Choices to Extraordinary Productivity

This FranklinCovey class offers five critical techniques for avoiding distractions and paying focused attention to the most important goals and tasks.

Objectives:

- Understand the key productivity problems of the 21st century.
- Articulate the language and methodology of discerning important from less important.
- Structure what extraordinary looks like in participants' current roles.
- Implement weekly and daily Q2 planning processes to identify, schedule, and execute priorities.
- Explore how to manage appointments, tasks, contacts, notes, and documents.
- Understand the impact of brain health and ways to increase energy for day-to-day performance.

Target Audience: All Staff

Credit: 6 Hours CPM Elective Credit

The 7 Habits of Highly Effective People

This FranklinCovey class presents a holistic, integrated, principle-centered approach for solving personal and professional problems. With penetrating insights and pointed anecdotes, this class reveals a step-by-step pathway for living with fairness, integrity, honesty and human dignity principles that give us the security to adapt to change, and the wisdom and power to take advantage of the opportunities that change creates.

Objectives:

- Identify your values and develop your mission statement.
- Develop skills to improve the way you manage your time and resources.
- Discover the key to effective problem solving communication at every level.
- Renew yourself emotionally, physically, and intellectually every day of your life.

Participants will receive:

- Official 182-page participant guidebook
- 7 Habits Assessment
- 7-week Contract
- *Living the 7 Habits* mobile app
- Reference, practice, and skills cards

Target Audience: All Staff/Supervisors/Management

Credit: 12 Hours CPM Elective Credit

The Professional Approach: Being Relevant in Today's Workplace

This class is designed to help managers and supervisors identify what constitutes professionalism in today's workplace. This includes projecting a professional attitude, dressing for success, recovering from mistakes, and using basic business etiquette skills to create a professional approach to internal and external customers.

Objectives:

- Identify characteristics of professionalism for today's environment.
- Recognize areas for personal improvement.
- Guide subordinates to increased levels of professionalism.

Target Audience: Supervisors/Managers

Credit: 6 Hours CPM Elective Credit

Understanding Others in the Workplace

(Formerly “Developing Empathy with Your Boss”)

By understanding others’ responsibilities, employees can learn to work more efficiently and develop stronger relationships. In this class, participants will discover how to relate to their supervisors, coworkers, and employees through empathy.

Objectives:

- Discuss empathy and its importance in the workplace.
- Review and discuss how supervisors must adapt to change, evaluate performance, and deal with performance issues.
- Understand other employees’ perceptions.
- Discuss how empathy affects relationships with internal and external customers.

Target Audience: All Staff

Credit: 6 Hours CPM Elective Credit

Working Smart: How to Get Along, Get Noticed, Get Ahead

This half-day class examines four strategies for getting along, getting noticed, and getting ahead in the workplace.

Objectives:

- Examine and discuss general strategies for getting along, getting noticed, and getting ahead at the workplace.
- Demonstrate the specific strategies in action:
 - Be Positive & Proactive
 - Be Flexible & Accountable
 - Be Cooperative & Respectful
 - Communicate & Listen Actively
- Perform a self-assessment of competencies that must be enhanced or maintained in order to maximize opportunities for advancement.

Target Audience: All Staff

Credit: 3 Hours (Required for ESCP Level 4)

Workplace Collaboration

(Formerly "Partnering with Your Boss")

This half-day class highlights the seven essential steps to creating a successful partnership between supervisors and employees.

Objectives:

- Define the seven steps to partnering with your supervisor.
- Identify the employee's role in creating a successful partnering relationship with the supervisor.
- Create an action plan for developing a partnering relationship with your supervisor.

Target Audience: All Staff

Credit: 3 Hours (Required for ESCP Level 4)

Workplace Violence: Minimizing the Risk

Recognizing warning signs of workplace violence is key to prevention. This class is designed for supervisors and HR professionals to help them identify risk factors, common warning signs, and triggers to acts of violence.

Objectives:

- Examine facts and statistics concerning violence in the workplace in order to develop a heightened awareness of the impact of violence on today's workplace.
- Become familiar with typical individual characteristics (attitudes and behaviors) that may be noticed in potentially violent employees before an act of violence occurs.
- Examine risk factors, common warning signs, and triggers to acts of violence in the workplace.
- Develop intervention, deescalation, and mediation strategies to defuse potentially violent situations.
- Understand the responsibilities of employees, managers, and organizations for reporting and investigating incidents of violence or threats.
- Examine the elements of effective policies regarding weapons in the workplace as well as telephone threats related to bombs and other dangers.
- Explore some common sense precautions for employee security and for making sure the work environment is physically secure.

Target Audience: All Staff/Supervisors/Management/HR Professionals

Credit: 6 Hours CPM Elective Credit

Writing Advantage

In today's workplace, employees use written communication more often than face-to-face communication. This class teaches participants how to use written communication confidently, productively, and effectively.

Objectives:

- Improve communication quality.
- Deliver desired results through effective writing.
- Improve productivity by writing quickly and easily.
- Increase credibility with quality writing.
- Become a confident writer using proven communication standards.

Target Audience: All Staff

Credit: 6 Hours (Required for ASCP Level 1)

Your Purpose Pathway: Five Steps Along the Way

This half-day class discusses five important steps for career development that must be recognized along the pathway of purpose. Participants will learn how to be purposeful in their position and make intentional decisions to meet career goals.

Objectives:

- Incorporate purpose into career goals.
- Discuss the relevancy of purpose in your life.
- Learn how to sharpen current skills into essential components for managerial positions.

Target Audience: All Staff

Credit: 3 Hours (Required for ESCP Level 4)

CERTIFICATION PROGRAMS

Mississippi Certified Public Manager® Program

What is MCPM?

The Mississippi Certified Public Manager® (MCPM) Program is a nationally recognized leadership development program for public managers and supervisors. The Federal government and 42 states participate in the National CPM Consortium, which accredits and establishes the requirements for the Certified Public Manager® designation.



Many federal, state and local governmental entities have chosen MCPM as their primary method for training current leaders and developing future leaders.

Who Should Attend?

MCPM is designed for managers, experienced supervisors, and project team leaders who work in a governmental organization and have direct or functional supervision of people, projects, or programs.

What Will Participants Learn from MCPM?

MCPM curriculum covers the full spectrum of management and leadership skill building, beginning with individual performance and expanding to broader organizational and public policy issues. The training style uses practical, hands-on learning activities to successfully join theory with practical application including six one-week levels of class room instruction, three job-related projects, elective courses based on development of key management and leadership skills, two readings, an Executive Seminar, and examinations on core courses. Participants will receive individual coaching to create a leadership development plan that documents competency skill development. In addition to earning credits toward a CPM designation, several colleges and universities accept the MCPM Program as credit for the upper division baccalaureate degree (15 semester hours) or for the graduate degree (9 semester hours) in Public Administration, Management, or HR.

The *CPM with Excellence* program is designed to encourage graduates of the Mississippi Certified Public Manager® program to continue their professional development and to renew their commitment to life-long learning.

Level 1 Topics	Level 2 Topics	Level 3 Topics
<ul style="list-style-type: none"> Personal Styles Interpersonal Communications Manager or Leader: Changing Behavior or Changing Minds Leadership in a Changing World Ethics in the Workplace 	<ul style="list-style-type: none"> Employee Engagement Coaching for Excellence Creating Effective Teams Conflict Management 	<ul style="list-style-type: none"> Organizational Excellence Effective Execution of Organizational and Project Plans Organizational Communication Change Management Legal Issues
Level 4 Topics	Level 5 Topics	Level 6 Topics
<ul style="list-style-type: none"> Organizational Climate Culture, Power, and Influence 	<ul style="list-style-type: none"> Strategic Planning Government Resources Government Performance 	<ul style="list-style-type: none"> The Public Policy Process Employee Law History of State Government Role of Advocacy Organizations Role of Public Relations The Legislative Process

Administrative and Executive Services Certification Programs

What is ASCP?

The Administrative Services Certification Program (ASCP) is a comprehensive training and certification program for support staff of governmental entities. The program combines classroom training and hands-on learning to develop teamwork, leadership, and customer service skills. Many agencies choose ASCP as their primary method for training support staff due to the results achieved by graduates. ASCP graduates are highly regarded team members in their agencies and the State of Mississippi.



To become certified, participants must successfully complete:

- three levels of course work;
- two job-related projects;
- one reading assignment;
- twelve elective courses; and
- three written exams.

Who Should Attend?

ASCP is designed for those who provide administrative support within government agencies. The training is very beneficial for administrators, clerks, receptionists, and those who support agency managers. All support staff of governmental entities are eligible for ASCP.

What Will Participants Learn?

ASCP uses practical job-related learning activities to join theory and real-world experience. Some of the topics covered in ASCP are:

- managing time effectively leading a team;
- interacting with various personality types;
- understanding how state government works;
- learning to resolve conflict;
- exceeding customer expectations; and
- embracing diversity.

What is ESCP?

MSPB developed the Executive Services Certification Program (ESCP) for administrative professionals to continue their professional development. Participants earning the ESCP designation have completed the three levels of ASCP curriculum as well as three additional levels of coursework. ESCP encourages administrative professionals to cultivate existing skills, contribute to the vision of their organization within their individual roles, and enhance leadership skills.



Human Resources Certification Program

What is HRCP?

The purpose of the Human Resources Certification Program (HRCP) is to develop well-trained human resources practitioners in Mississippi state government by providing a comprehensive training program specifically tailored to human resource professionals at both the technical and managerial levels. The Human Resources Certification Program focuses on the application of key HR rules, regulations, policies, procedures, and practices.



Who Should Attend?

Participants must either work in the field of human resources in state government or be selected by his or her agency to participate as part of the agency's succession, retention, and talent management efforts.

What Will Participants Learn?

HRCP focuses on the application of key human resources rules, regulations, policies, procedures, and practices.

HRCP consists of five levels:

- Level I: Human Resources Overview
- Level II: The Employee Life Cycle
- Level III: MSPB Processes
- Level IV: Budgets, Realignment, and Conversion
- Level V: Essential Tools for HR Success

To achieve HRCP Certification, the participant must:

- Attend the five levels of classroom instruction, each lasting three days;
- Receive a passing score on the written test at the completion of Levels 2 and 4;
- Submit two sections of the Competency Report after Level 3;
- Complete an HR-related project from one section of the Competency Report and present it to agency management between levels 4 and 5; and
- Submit the final two sections of the Competency Report after Level 5.

Basic Supervisory Course

What is BSC?

The Basic Supervisory Course (BSC) is designed to develop leadership and supervisory skills for frontline supervisors of governmental entities. The program includes discussion of a wide range of topics with an emphasis on practical application in state, local and district government. The program combines classroom training and hands-on learning to reinforce fundamentals of supervising people and managing programs. Many government employees have chosen BSC to gain the skills required to become a more effective supervisor and to develop the tools needed to advance within their organization. This one week intensive training session also encourages networking opportunities for participants through interactive, team-based learning activities.



Who Should Attend?

BSC is ideal training for all supervisors in state, local, or district government regardless of the number of individuals supervised. BSC is specifically designed for:

- Newly promoted supervisors;
- Supervisors new to state government; and
- Experienced supervisors who need to expand their skills.

BSC's thirty hours also fulfill the open elective credit requirement for public managers who are entering the Mississippi Certified Public Manager® (MCPM) Program.

What Will I Learn?

BSC provides an orientation to managing in government through classroom learning, group activities, and both individual and small group interactions. Some of the topics covered in the BSC include:

- Organizational & Communication Skills;
- Conflict Resolution;
- Organization of State Government;
- Legal Issues for Supervisors;
- Coaching;
- Competency Development;
- Performance Improvement Plans;
- Self Development;
- Delegation; and
- Self Management.



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