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?*