

A PROFILE OF EXCELLENCE IN PUBLIC SERVICE 2008



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Office of Training
Robert G. Clark, Jr. Building
301 N. Lamar Street, Suite 203
Jackson, MS 39201

ggggg 2008 ggggg

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Dr. Pamela Baker, CPM, *South MS Regional Center*
Dr. Bob Boothe, *Tabs Managerial Consultants*
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Ms. Lynda Hunsicker, CPM, *Aspire, Inc.*
Ms. Renee' Scales, CPM
Ms. Brenda Redfern, J.D., *Belhaven College*

FOREWORD



We are pleased to present this publication, *A Profile of Excellence in Public Service 2008*, which showcases the leadership of Mississippi and the exemplary work products of public service employees.

The projects highlighted in this publication were conducted by public service employees who are participants in the Mississippi Certified Public Manager Program (MCPM) offered by the State Personnel Board, Office of Management Training. The MCPM Program is built on the philosophy that the study of management can impact skills, attitudes and behaviors that demonstrate successful public management. MCPM recognizes the distinctive quality of managers in the public sector and translates state of the art theory (the academic portion) into practical training (the applied portion) for public managers. As shown by the employees in this Profile, public service managers are demonstrating competence, professionalism and tremendous pride while striving to enhance the overall quality and image of public service operations.

Ingrained in the objectives of the MCPM Program is that participants are required to develop and implement projects while directly involving the agencies, divisions or departments in which they work. Through the implementation of work related projects, processes, systems, programs and services are improved in their agencies. This Profile represents the present and future of public service in Mississippi and the projects contained in this publication have been identified as Model Projects in the 2008 MCPM Program. I commend the agencies' Executive Directors for their leadership and support in preparing these employees for the future of our government. Together we will strive to ensure the citizens of Mississippi receive the highest quality of services they so rightfully deserve.

Sincerely,

John Mulholland, CPM
Interim State Personnel Director
Mississippi State Personnel Board

INTRODUCTION

The Mississippi Certified Public Manager Program

The Mississippi Certified Public Manager (MCPM) Program is a nationally recognized leadership development program for public managers and supervisors. There are over 30 states and the federal government participating in the National CPM Consortium, which accredits and establishes the requirement for the Certified Public Manager designation. The MCPM program began in 1989 and is administered and delivered by the Mississippi State Personnel Board's Office of Management Training. The MCPM program incorporates systematic training to maintain and improve public service performance to achieve optimum levels of effectiveness, efficiency and service. Over 2,300 managers from state, county and local governments have participated in the program, representing over 100 public agencies. Many agencies have chosen MCPM as their primary method of training current leaders and developing future leaders for Mississippi with critical competence for public service success.

MCPM Program Requirements and Curriculum

Mississippi's CPM Curriculum consists of six "Managing Government in Mississippi" one week courses. This core training is augmented by two outside readings, three job-related projects, elective courses based on development of key management/leadership skill, an Executive Seminar and examinations on core courses.

The CPM 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 activities to successfully join "theory" with "practical application" benefiting the CPM participants, their sponsoring agencies and their customers.

Building Managerial Competencies

Developing core competencies is foundational to managerial excellence in government. Competencies developed by the MCPM program include:

- < Self-management and personal development
- < Leading individuals and groups
- < Understanding organizational systems and cultures
- < Knowledge of state government infrastructure and trends

Additional Benefits

- < *Improve* services through process improvement projects
- < *Build* a pool of internally developed leaders
- < *Retain* employees with leadership potential
- < *Implement* new approaches to agency challenges and opportunities, and
- < *Sharpen* skills through networking and continuing education through the MCPM Program and the MS CPM Society.

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