Earn Your Public Administration Certificate

Complete five core workshops and 17 one-day electives within 2.5 years. All courses are taught by experienced UWM and ad hoc faculty who bridge the gap between practice and theory.

For more information:
- sce-PublicAdmin.uwm.edu
- Shirley J. Bufford at 414-227-3157 or sbufford@uwm.edu

To register by phone, call 414-227-3200.

Register for Workshops Today to Receive Early Bird Discounts!

sce-PublicAdmin.uwm.edu
Earn a Certificate in Public Administration

Students in the Certificate in Public Administration program are supervisors, managers and administrators as well as those seeking promotion to those positions. Core workshops and electives enhance analytic capabilities and skills in managing a range of public services, including elected office, public works, social services, health and public safety.

Visit sce-PublicAdmin.uwm.edu for full core and elective workshop details.

Summer 2014 Courses (Note: All workshops are from 8:30am-3pm)

**Workplace Dispute Resolution**
Recognize the positive aspects of workplace conflict and learn how to identify conflict styles and strategies. This class includes tools for re-framing conflict situations, identifying use and abuse of power, and constructive communication techniques, all designed for neutralizing and resolving disputes and conflict.

June 11
Instructor: Donna M. Shepard
Fee: $165 | $150 (register by May 30)
CEUs: 0.6
Program No. 7310-6658

**Supervision Practices**
Learn to walk the fine line between being a director and a comrade; between pleasing higher management and meeting the needs of your direct reports. Discover how to move from being technically competent to relying on human relation skills.

June 25-26
Instructor: Jay R. Blankenship
Fee: $330 | $300 (register by June 13)
CEUs: 1.2
Program No. 7310-6659

**Productivity & Quality Improvement**
Examine the steps, processes and procedures necessary to ensure quality assurance of the products and services your agency provides. Analyze each of the steps: definition, development, implementation and change management, monitoring and documentation using examples from your own agency.

July 16
Instructor: Nelson Soler
Fee: $165 | $150 (register by July 4)
CEUs: 0.6
Program No. 7310-7112

**Information Management Within the Public Sector**
Receive a basic foundation for effectively and efficiently managing information within an organization, including issues of hardware/software selection and purchase, networks and databases, and security and ethical issues. Includes discussion of both mainframe and microcomputer challenges.

Sept. 10
Instructor: Tracy Loken Weber
Fee: $165 | $150 (register by Aug. 29)
CEUs: 0.6
Program No. 7310-7220

**Employment Law for Public Managers**
The maze of current laws protecting employee rights in the workplace can be very confusing and intimidating to managers who aren’t lawyers. Learn state and federal employment laws that affect every day decision-making for managers and supervisors.

Aug. 13
Instructor: Jerry Scott
Fee: $165 | $150 (register by Aug. 1)
CEUs: 0.6
Program No. 7310-7109

**Ethics, Values and the Public Manager**
Develop your emotional intelligence proficiency in self-awareness and interpersonal communication. Explore key approaches to promoting ethical conduct among nonprofit employees. Learn how to promote proper conduct, manage ethically and handle potential problems in enforcing rules on behavior.

Sept. 24
Instructor: Al Guyant
Fee: $165 | $150 (register by Sept. 12)
CEUs: 0.6
Program No. 7310-7253

**Online Electives Now Available!**
- Stress, Health and Productivity
- Strategies to Defuse Explosive Situations

Visit sce-PublicAdmin.uwm.edu for details

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**General Information**

**Transfer of CEUs from Non-UWM Workshops**
You may transfer a maximum of 1.2 CEUs earned from affiliated training workshops. The program director makes decisions on a case-by-case basis for CEUs.

**Expiration of CEUs within the Certificate**
CEUs earned prior to a seven-year absence will no longer count toward completion of the certificate. The program director will consider any appeals or exceptions on a case-by-case basis.

**PROGRAM CANCELLATIONS/REFUNDS**
A full refund is issued to program participants if the School of Continuing Education cancels a program for any reason. Participant withdrawals made at least two weeks (14 days) prior to the start of a program can receive a 100% refund. When a participant withdraws less than two weeks prior to the program start, participants may have their fees transferred one time to any currently available program, otherwise participants will receive a refund minus a 20% administrative fee. For programs with a fee of $35 or less, no refund will be given if a participant withdraws within two weeks of the start date. *This policy does not apply to Travel programs or to College for Kids/Teens which have a no-refund policy.

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"Thoroughly enjoyed class. The knowledge I gained immediately benefited my position and I'll definitely be back to complete my certificate."

T. Singbeil

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