Earn Your Public Administration Certificate

Core workshops and electives enhance analytic capabilities and skills in managing a range of public and nonprofit services, including elected office, public works, social services, health, and public safety.

See web for core and elective details at sce-PublicAdmin.uwm.edu.

Questions
Shirley Buford, Program Director, at 414-227-3157 or sbufford@uwm.edu.

Register for Workshops Today!

Certificate in Public Administration
SPRING 2013

Customer Service
Multi-Generational Workplace
Employment Law
Problem Solving
Workplace Resolution
Information Management
Ethics and Values
Public Sector Collaboration

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 and nonprofit services, including elected office, public works, social services, health and public safety.

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Spring 2013 Courses: (Note: All workshops are from 8:30am-3pm)

Lead Your Employees to Award Winning Customer Service
Allow this workshop to introduce skills to build an award-winning customer service team for both your internal and external clientele.

Wed., Jan. 16, 2013 | CEUs: 0.6
Instructor: Jeff Russell
Fee: $165 | $150 (register by Dec. 28)
Program No. 7310-4310

Effectively Managing Within a Multi-Generational Workplace
We are currently in a very unique position in time where we could very well have as many as four generations actively working in the same workplace at the same time. This workshop will assist you in identifying the unique factors of each generation to help build successful teams.

Wed., Jan. 30, 2013 | CEUs: 0.6
Instructor: Shirley J. Bufford
Fee: $165 | $150 (register by Jan. 18)
Program No. 7310-4340

Employment Law
Learn not only what workplace rights employees have, but also the limitations of those rights. The class will learn about current issues regarding workplace violence, including 'workplace bullying.'

Wed., Feb. 13, 2013 | CEUs: 0.6
Instructor: Jerry Scott
Fee: $165 | $150 (register by Feb. 1)
Program No. 7310-4350

Problem Analysis & Problem Solving
Learn the systematic process of recognition and analysis necessary in problem solving, including communication processes to improve creativity, roles, defining problems in different ways and the limitations of your present style.

Wed., Feb. 27, 2013 | CEUs: 0.6
Instructor: Gladis Benavides
Fee: $165 | $150 (register by Feb. 15)
Program No. 7310-4360

Workplace Dispute Resolution
Learn how to use 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.

Wed., Mar. 13, 2013 | CEUs: 0.6
Instructor: Patricia Clason
Fee: $330 | $300 (register by Mar. 1)
Program No. 7310-4370

Information Management
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.

Wed., Apr. 10, 2013 | CEUs: 0.6
Instructor: Tracy Loken Weber
Fee: $165 | $150 (register by Mar. 29)
Program No. 7310-4390

Ethics, Values and the Public Manager
Explore key approaches to promoting ethical conduct among public employees. Learn how to promote proper conduct, manage ethically and handle potential problems in enforcing rules on behavior.

Wed., Apr. 24, 2013 | CEUs: 0.6
Instructor: Al Guyant
Fee: $165 | $150 (register by Apr. 12)
Program No. 7310-4400

Collaboration within the Public Sector
Learn best practices for developing collaborative relationships, how to address cultural clashes that may arise between the various sectors, and develop inclusive strategies to promote a successful project team to achieve joint goals.

Wed., May 8, 2013 | CEUs: 0.6
Instructor: Gladis Benavides
Fee: $165 | $150 (register by Apr. 26)
Program No. 7310-4410

Electives Now Available ONLINE
• Stress, Health and Productivity
• Strategies to Defuse Explosive Situations
Visit sce-PublicAdmin.uwm.edu for details

"I am really beginning to assess the styles of my managers and then focusing on better ways to communicate with them, in order to better empower them to greatness."

Himle S.
Public Administration Certificate participant

General Information

In-Transfer of CEUs of Non-UWM Workshops
A maximum of 1.2 CEUs earned from non-affiliated training workshops may be transferred.

Expiration of CEUs within the Certificate
CEUs earned prior to a seven-year absence will no longer count towards completion of the Certificate. The Program Director will consider any appeals or exceptions only on a case-by-case basis.

To Register
Online: sce-registration.uwm.edu
Phone: 8am-5pm (Central) M-F • 414-227-3200 - Direct • 800-222-3623 - Toll Free