



Heartland Certified Public Manager® (CPM)



Connect. Engage. Lead.

The Heartland Certified Public Manager® (CPM) program is a nationally accredited management and certification course committed to developing exceptional public managers. This flagship program of the KU Public Management Center provides professional development for public service professionals in Kansas and Missouri.

Heartland CPM graduates are organizational leaders who promote and establish effective management practices. They foster the capacity and potential of their staff, improve the organizational culture, and inspire future leaders. Groups led by CPM graduates are professional, high performing, and efficient, and they aspire to improve the quality of life for residents in their communities.

❖ **Curriculum**

This 300-hour course is the only national credentialing program for professionals in federal, state, or local government, nonprofits, and other public service organizations. The program culminates with each participant completing a capstone project that focuses on an innovative solution to an issue they've identified within their organization.

The program's curriculum is based on research in leadership and management theory. In the classroom, we provide the practical application, hands-on approaches, and tools to bring the theory to life. Heartland CPM participants are challenged to apply the skills and knowledge learned each month to the day-to-day operations of their organizations.

❖ **How to apply**

We ask that you meet the following criteria for eligibility in the Heartland CPM program:

Complete the online registration process.

- Complete a letter of intent form. You will receive this by email after you register.
- Complete a supervisor recommendation form. You will receive this by email after you register.
- Have at least one year of experience as a public employee.
- Experience as a supervisor or manager is recommended. (Supervisors and managers will receive preference in the selection process.)

❖ **Cost**

- Early registration — \$4,000 | ends October 31, 2026
- Full registration — \$4,200

The fee covers tuition, materials, annual conference registration, and the end-of-the-year graduation ceremony. Most commonly, agencies sponsor their employee's participation.

"This course has been nothing short of life-changing. It has really guided my thinking and changed many behaviors in myself in all aspects of my life. I will never forget what I have learned here to make me a better person, not just a better public servant."

— MASON RUDER, MAYOR, HAYS, KANSAS
ADVANCEMENT DIRECTOR, HAYS CATHOLIC SCHOOLS



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Questions?

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❖ Seven core competencies

The Heartland Certified Public Manager® curriculum is designed to reflect the management skills and competencies needed to successfully manage projects, people, policies, and programs in today's public sector workplace. This course is built around the seven core competencies:

PERSONAL AND ORGANIZATIONAL INTEGRITY

- Model and encourage high standards of honesty and integrity.
- Promote ethical practices in all organizational activities.
- Identify potential ethical problems and conflicts of interest.

MANAGING WORK

- Manage and improve work processes.
- Demonstrate technical competence.
- Set priorities and achieve results.
- Effectively use resources.

LEADING PEOPLE

- Demonstrate positive interpersonal skills like facilitating, motivating, and coaching.
- Manage conflict.
- Develop organizational capacity.
- Sponsor, develop, and lead teams.

DEVELOPING SELF

- Understand emotional intelligence.
- Demonstrate positive values like integrity, honesty, and respect.
- Make effective presentations.
- Understand the current political environment.

SYSTEMATIC INTEGRATION

- Approach planning, decision-making, and implementation from an enterprise perspective.
- Understand internal and external relationships that affect the organization.

PUBLIC SERVICE FOCUS

- Deliver superior services to the public and to internal and external recipients.
- Identify customers/clients and other stakeholders.
- Integrate customer/client needs and expectations into development and delivery of services.
- Improve the quality of services, products, and processes on an ongoing basis.

CHANGE LEADERSHIP

- Act as an agent of change with an emphasis on fostering creativity, innovation, and productivity.
- Support organizational modifications by implementing strategies to help others adapt to changes in the work environment.

❖ Locations

New sections of the Heartland Certified Public Manager® program are offered each January and July. In January 2027, sections will be offered in the following locations and formats:

Kansas City Cohort *hosted by Johnson County*
(begins Jan. 6, 2027)

Topeka Cohort *hosted by Kansas Department of Administration*
(begins Jan. 12, 2027)

Southwest Kansas Cohort *hosted by Finney County and Dodge City* (begins Jan. 14, 2027 and rotates each month)

St. Louis Rotating Cohort *hosted by St. Charles County Ambulance District, Clayton, and Wentzville*
(begins Jan. 20, 2027 and rotates cohorts every three months)

Online Cohort *hosted via Zoom*
(begins Jan. 27, 2027)

You will enroll in a “home” location that you attend most of the time. However, students are welcome and encouraged to attend one of the other locations as needed to make up a class.



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