**Certified Public Manager Program**

**Florida Center For Public**

**Management**

**Florida State University**

**CPM LEVEL 1 EXAM**

Name

Submitted on (Date)

Email Address

Work Phone:

**2023**

**Exam Procedures**

This exam is a “double loop learning opportunity” that provides you a chance to drill deeper into what you learned in class and apply it to your work and personal life. Your response should demonstrate that you have integrated the material into your thinking.

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| **Suggested Approach** | |
| Gather your materials | *Use CPM notebooks, notes, books* |
| Review your materials | *Study material and class notes* |
| Choose your ONE question to answer | *Answer should reflect application of material* |
| Think about your response | *Organize your thoughts* |
| Write your response | *Submit a minimum of 1,200 words* |
| Use your own experiences | *Discussion with peers acceptable* |

**Upon completion, please submit your exam through our website:**

<https://students.fcpm.fsu.edu/fcpm_partlogin_000.cfm>

1. Log-on with the email address and password you gave us when you registered.
2. Click on “Submit Exam or Assignment” for the exam you want to submit.
3. Click “Browse” and locate the file on your hard drive, then click “Open.”
4. Once the file is listed in the menu, click “Submit File.”

Your submission will be automatically entered into the database. It will show on your transcript as “Submitted.” You will also receive an automated email notifying you that it has been added to your transcript.

**Once your exam is graded,** you will receive an automated email saying that it has been “Completed” or an email asking you to resubmit additional work to pass. Your work will be graded within 60 days or sooner. Exams are graded on a Pass-Fail basis.

You should keep a copy of your exam for future reference. Your work is considered confidential, and the CPM Program will not share or discuss it with anyone, other than you.

**If you encounter problems** submitting your exam, please contact Dan Vicker first, the CPM Student Liaison, at dvicker@fsu.edu, or the CPM office at CPM@admin.fsu.edu.

1. Level 1 is aimed at self-reflection through a review of:

1 Personal styles

2 Leadership styles

3 Managerial grid

4 McGregor’s Theory X/Theory Y

5 Delegation abilities

Think of everything you have learned about yourself from the activities, the instruments, the readings, and the discussions.

1. Describe your strengths and weaknesses as they relate to your preferences for all the above styles and perspectives (1-5.)
2. Describe how you use your strengths to help others and how you will encourage others to help you recognize and improve your weaknesses.
3. How have you put this learning to work?
4. What efforts have you taken to improve yourself?
5. What are your priorities of improvements in these areas?

1. In Level 1, you took the Personal Style Inventory (PSI).
2. What is your primary style? Provide a summary of how this style influences your personal and professional life.
3. Sometimes, the numbers for the pairs of letters are far apart or close together. Illustrate how strong or flexible your style appears based on how close or far apart your numbers are for each pair. Provide examples.
4. Do you find the instrument accurately captures your preferences, please explain.
5. What are your overall impressions of your style and give us some examples of how your style has contributed to your success or challenges, at work.
6. Now that you know your style, what insight does this instrument give you into others’ styles in your personal and professional life.
7. Level 1 provided you the context to consider how management in the public sector is evolving toward transformational leadership.
8. Using the Traditional Leadership versus Transformational Leadership handout in Module 1, evaluate the leadership culture of your agency. You might rate your agency on a scale of 1-5 for each item on that sheet (with 1 being Traditional and 5 being Transformational).
9. On which items is your agency still traditional? On which items is it more transformational? Discuss five of the lowest scored items and describe what needs to happen to move your agency towards transformational leadership.
10. In Level 1, a number of motivation models and theories are described, including those by Maslow, Herzberg, McClelland, Daniels, Brown and Pink.
11. Reflecting on everything you learned about motivation in Level 1, provide a detailed view of what motivates you.
12. Describe your approach to motivating others in the workplace. Identify overlaps and similarities between your approach and the models covered in Level 1.
13. Based on all you learned about motivation in this level, how will you change the way you approach motivation with your employees in the future?
14. Finally, address what you think the system, other leaders, and you should be doing to create a motivating environment in your organization. In your response, integrate all approaches to work your organization uses.
15. In Level 1, you discussed the integral role delegation serves in leading others. Effective delegation involves motivation, development, and coaching (amongst other management skills).
16. Describe a delegation you have made that follows the principles of effective delegation or the five steps of delegation discussed in Level 1.
17. Describe how you insured this delegation provided a challenge to your employee, and how you transferred authority to them.
18. Also, describe how you prepared for the delegation, how you communicated the delegation, and what expectations you set up along the way. Give a detailed account on the results/outcomes of your delegation.
19. Additionally, what would you have done differently?