



# THE QUALITY MANAGER

The Newsletter for the Utah Society of  
Certified Public Managers

February 2008

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## THE COUNTDOWN HAS BEGUN!

By Happi Hansen  
CPM National Conference Chair

Four years ago, when the Utah Society of Certified Public Managers ([USCPM](#)) first prepared a bid to host the American Academy of Certified Public Managers ([AACPM](#)) Annual Conference here in Utah, the reality of our proposal was very vague. Bids had already been accepted to the year 2009, which seemed very far in the future. Little did we realize that AACPM uses the strategic approach by planning things 5 years into the future.

Now that we have started our preparations, September 2011 seems right around the corner. In fact, it is T-42 months and counting.

It has been just over 10 years since CPM's from around the country converged on Snowbird, Utah, for the 1997 AACPM annual conference. As I was introduced to the National Conference committee at our meeting in Madison, Wisconsin in September, many people around the table commented on how much they enjoyed the conference in Utah and are looking forward to their next visit.

In the years since that conference, many new states have started CPM programs, so we have a unique opportunity to welcome a few colleagues back to the state, but to welcome many more first-

time visitors. The 2011 AACPM National Conference planning started at a meeting at the State Office Building in October, where we agreed on a preliminary theme ("Public Management Elevated"), and brainstormed ideas about venues, speakers, activities, marketing and public relations. At our March 2008 monthly Education Luncheon meeting, we will kickoff the countdown and all of you are invited to participate.

As a national conference committee and USCPM Board, we are counting on you to help us blast off the most successful conference ever.

If you wish to become involved before our March Luncheon please visit our website and contact us directly, there's plenty to do and all we need is your help.

Happi Hansen works for Workforce Services and contributed this story.

## BECOME A MEMBER

By Keith Heaton  
CPM President

My Father liked to say, "You get what you pay for". Maybe he was simply justifying rare expensive purchases that were inconsistent with his frugal nature, but many times this old adage rings true; you do get what you pay for. I believe that membership in the Utah CPM Society is well worth paying for:

1) Monthly Lunch Lecture (The BIGGIE) comes with professional training, continuing education credits, a free lunch (a \$96 annual value), professional networking, and great door prizes. Members also receive significant discounts to training provided by the Society, including the annual manager's conference.

2) Free membership in the American Academy of Certified Public Managers along with your [Utah Society membership](#). USCPM pays \$15 per person per year. By joining The Utah Society you become a member of AACPM and can access tools and resources at the national level. That's right; you get membership in two professional organizations for the price of one. In fact, membership in most other professional organizations is generally at least twice as much.

3) Professional Development; let's not forget the importance of impressing your employer or future employer. Or how about polishing up that old performance measurement plan? We all know that being altruistic public managers is its own reward but sometimes you have to toot your own horn as well.

4) Networking with other public managers facing the same challenges or who perhaps have faced similar obstacles and can now be a point of contact to help you solve some of your current ones. Join us today!

### **A MESSAGE FROM DHRM**

By Sherry Saracino  
CPM Coordinator

In the last newsletter, I was excited to announce updates to our DHRM and CPM web sites, which made them more user-friendly and personal. Today I have news that I'm even more excited to share. Planning for Spring 2008 Courses became very exciting because

I was able to tour and then begin planning the use of a new DHRM Training room, which will be used for CPM classes!



DHRM Room at the Capitol designated for CPM Classes.

Located in the southeast corner of the newly re-dedicated State Capitol Building, the room is everything a CPM class could hope for! There is a large training room, breakout rooms, supply and coat closets, a kitchenette, and daylight windows. It is close to public parking and is easily accessible from an outdoor staircase.

I invite you to finish your CPM courses, or send an employee through CPM, in DHRM's new and fantastic training room. Registration is currently open for Spring 2008 Courses, which begin the week of April 7<sup>TH</sup>. Please visit [www.cpm.utah.gov](http://www.cpm.utah.gov)

Thanks to David Hart and the Capitol Preservation Board for making the CPM training room a dream come true!

## GOVERNOR'S AWARD FOR EXCELLENCE

In December 2007 the Manager of the Year Award and the Employee of the Year Award programs were merged and renamed the Governor's Award for Excellence. This merger offers an award that is not distinguished as a group, manager or employee award, but as an award for individual or team excellence. Nominees will be rated against a set of criteria instead of each other. Any employee, manager or team in the Executive Branch of Utah State Government may be nominated. Awards will be given for the following categories where the nominee demonstrates excellence in:

- Heroism
- Integrity
- Humanitarianism
- Leadership
- Innovation and Efficiency
- Outstanding Public Service

Every day, state employees, ordinary people, come to work and produce amazing results through their dedication and commitment to the citizens of our great state. Nominating someone for the Governor's Award for Excellence is a wonderful way to recognize an individual who embodies the essence of excellence in all that they do.

Nominations are now being accepted from agencies, departments and individuals for this prestigious award.

Guidelines and nomination forms, instructions for submitting the award nominations, and additional information about the Governor's Award for Excellence program, can be found at [www.dhrm.utah.gov](http://www.dhrm.utah.gov). Nominations must be submitted to their agency Human Resource office or HR representative by close of business on March 31, 2008. A

list of contacts for each department can be found on the DHRM website as well.

The 2008 Governor's Award for Excellence is co-sponsored by the Department of Human Resource Management, the Governor's Office of Planning and Budget, the Utah Society of Certified Public Managers, and the Utah Public Employees Association.

### \*\*\* WANTED\*\*\* Creative and Willing

Do you have the right connections? Do you like to give gifts? How about just a little of your time? The Prizes/Gifts Committee for the Annual Governor's Manager Conference is looking for a few more committee members. It's a task you can perform from home. It won't take too much time. If you are interested e-mail Trisha Anderson, Chairman of the prizes/gifts committee to the following address: [trishanderson@utah.gov](mailto:trishanderson@utah.gov)

### 2008 MANAGERS CONFERENCE By Adan Carrillo

It's time to mark your calendars for this year's Managers conference to be held on May 13<sup>th</sup> at the Utah Cultural Celebration Center. We are excited for this year's conference, as two prominent speakers have expressed interest in addressing our audience about ways in which we can all make a positive difference in our organizations.

Last year we had about 400 public employees attend and this year we are expecting to have even more. So make sure you register before it's too late.

If you have stories for or comments about the newsletter please share them with us! Email: [acarrillo@utah.gov](mailto:acarrillo@utah.gov)