



WSCPM News

Volume 13, Issue 2

May 2010



FROM THE PRESIDENT Lutfi Shahrani, CPM

What's On Your List?

Dear Colleagues:

Spring is finally here with abundant sunshine, flower gardens, lots of bikers and, in Madison, the farmers' market. It is the time of year when many of us do spring cleaning, yard work, remodeling, or travel. We perform most of these activities without stringent planning, formalized timelines, or external support because we believe we're able to mitigate the risks attached thereto.

For larger and costlier projects, we make more formidable plans, do detailed cost estimates, perform market research, set timelines, and in many instances, hire a professional to help get the job done right.

A good place to begin, regardless of the size of your project, is to make a check list. Think of all the things you need to do, or should do, before you start a project. Enumerate your options and required resources. Seek the advice of friends, neighbors or experts and outline the steps you need to take to get started. Remember to allow for one or more "oops" moments when you realize you have forgotten an item or skipped a step.

Checklists are prolific and vary from the very short and simplistic that serves as a reminder to the elaborate and complex that serve as a protocol for carrying out essential and critical functions. The higher the complexity or importance of a process, the more valuable the checklist becomes.

We use checklists habitually in many of our daily business and personal lives. Grocery shopping lists, agendas, protocols, balanced score cards, user guides, and recipes are but a few examples.

Atul Gawande, an acclaimed writer, bestseller and surgeon offers a simple yet compelling reason for using checklists. He argues that in a world of ever-increasing knowledge and complexity, avoidable failures continue to frustrate us in government, business, finance, and medicine. In his bestseller; [The Checklist Manifesto, How to Get Things Right](#), Gawande explains how checklists made it possible for people to perform some of the most difficult things like flying airplanes and building skyscrapers. He showed how a ninety second checklist reduced deaths and complications by more than one-third in eight hospitals around the world.

Rather than tell you more about Mr. Gawande's great book or the value of checklists, I'll let you enjoy the amazing stories he cites in the book. But to get you started, here is some help:

1. Read the WSCPM Newsletter
2. Attend the 20th Anniversary celebration of the CPM Program at the Inn on the Park Hotel-Madison June 4th
3. Attend the graduation ceremony at the State Capitol June 4th at 1:00 p.m.
4. Make a list of summer projects.

Have a great summer and I look forward to seeing you soon!

Oops, one more thing I forgot to put on this list; Read:

5. [The checklist Manifesto. How to Get Things Right.](#)



Lutfi Shahrani, President
Director, Benefits Operations Bureau
Unemployment Insurance Division
State of Wisconsin
lutfi.shahrani@dwd.wisconsin.gov

Upcoming Activities

FRIDAY, JUNE 4, 2010 - MADISON

- **CPM Program 20th Anniversary** - 9:00 – 11:00 a.m., Inn on the Park , Top of the Park, 22 S. Carroll St., (on the Capitol Square). Continental breakfast 8:30 a.m.
- **WSCPM Board Meeting** - 11:15 a.m. - 12:45 p.m. Inn on the Park, Top of the Park (lunch provided).
- **CPM Graduation** - 1:00 p.m. Assembly Chamber Wisconsin State Capitol, reception in the Assembly Parlor to follow immediately after ceremony.



Lutfi Shahrani presents the WSCPM President's Award to Mark Evans, at the February 24, 2010 Board Meeting, in recognition of Mark's service as WSCPM president for the years 2008-2009.

Wisconsin CPM Program Policy Board

Greetings from the Wisconsin CPM Program Policy Board. I am enjoying the experience of representing the Wisconsin Society on this Board. The following is a summary of a few recent activities:

The Wisconsin Certified Public Manager Program is celebrating its 20th anniversary this year. The Board has been discussing ideas to celebrate this milestone. Mark your calendars for **Friday, June 4, 9-11 am**. The event will feature a light continental breakfast at the Inn on the Park followed by a graduation ceremony for this year's students at the Capitol at 1 pm. The celebration will focus on program alumni and will feature a display of outstanding projects. It will also include a few brief words from folks with close ties to the Program including our Society President, Lutfi Shahrani. Please plan to attend and show your continued support of the CPM Program and stay for the spring graduation too!

A committee has been reviewing the selection process used for Askew/Anchor Award recognition of CPM Projects. Work has been done on creation of a template with narrative and brief guidelines, based on best practices of former rating panels, to assist future sub-committees in their rating of candidate projects. Also, there is value in sharing the projects, many of which are very well done, so that others could learn and benefit from them. To that end, staff developed a process for sharing projects via the web site. In addition, students are now required to include an abstract at the beginning of each paper, which eventually will be made available via links. As part of this discussion, it was noted that we might wish to encourage CPMers to work with either volunteer or assigned mentors who could counsel them through the process of writing their project summaries, perhaps serving as final reviewers, advising them on ways to improve their efforts, examining alternative strategies and solutions as well as identifying potential publishing outlets. This approach could fit in nicely with another topic currently being explored regarding how to extend and/or provide continuing education or other networking opportunities to CPM graduates.

A sub-committee has been discussing possible options for advanced training for CPM graduates and how the program might support those options. There is consensus that the Society could play a role at connecting or reconnecting with CPM graduates to achieve CEU's with mentoring and/or trainings/education pursued by program graduates. Given the Society's history of providing top-notch educational opportunities, this is a partnership that has great potential.

Looking forward to seeing many Society members at the anniversary celebration on June 4th.

Dianne Hughes, WSCPM
Eau Claire County Sheriff's Office
Administrative Services Division Manager



Cathy Lindsay Williquette, CPM, Publisher
Brown County Register of Deeds
P.O. Box 23600
Green Bay, WI 54305-3600

Phone: 920-448-4469
Fax: 920-448-4449
Email: Williquette_ca@co.brown.wi.us

Proofed by Dianne Hughes, CPM

**A Cadre of Management Professionals
Dedicated to Excellence in Government**

**We're on the Web
at
www.wscpm.org**

2010 WSCPM Officers

Board of Directors:

Lutfi Shahrani, PRESIDENT
Director, Benefits Operations Bureau
Unemployment Insurance Division
State of Wisconsin
lutfi.shahrani@dwd.wisconsin.gov

Kathy Skiera, PRESIDENT ELECT
Department of Administration
State of Wisconsin
kathy.skiera@yahoo.com

Rick Higgins, SECRETARY
Trust Fund Supervisor, Benefit Appraisal Sec
Department of Employee Trust Funds
rick.higgins@etf.state.wi.us

James Olson, TREASURER
Federal Program Advisor/Audit Liaison
Department of Health Services
James.Olson@wisconsin.gov

The purpose of WSCPM is to improve the quality of managers in the public sector through promotion of comprehensive training, professional growth and high ethical standards of behavior. We also provide service consistent with efficient and effective management practices, along with demonstrating vision and competence in professional management.

Membership Benefits:

- **Recognition of commitment to professional standards**
- **Association with other professional managers**
- **Awareness of new developments in theory and practice**
- **Opportunities to contribute to professional public management projects**
- **Career development through continuing education**
- **Membership in the American Academy of Certified Public Managers® (AACPM)**

Mark Evans, PAST PRESIDENT
Director, Division of Technical Services
Madison Metropolitan School District
morpho6@tds.net

Amy Banicki, MEMBER-AT-LARGE FINANCE
Adjudication Director
Unemployment Insurance Division
Department of Workforce Development
amy.banicki@dwd.wisconsin.gov

Cathy Lindsay Williquette, MEMBER-AT-LARGE COMM
Brown County Register of Deeds
williquette_ca@co.brown.wi.us

Ex-Officio:

Amy Banicki, Historian
amy.banicki@wisconsin.gov

Dr. Susan Paddock, State CPM Program Director
spaddock@facstaff.wisc.edu

Robbi Dreifuerst State CPM Program Assoc. Director
rdreifuerst@dcs.wisc.edu
