

## Responsibilities for Training

### ORGANIZATIONS

Each organization must plan, set budgets and establish training programs that meet the unique needs of their environment. Schedules must be set that ensures employee participation. Inter-organizational training programs, allowing exchange of ideas, should be encouraged.

### MANAGERS

Managers at every level are responsible for training and developing their employees. Each manager should include in their work goals a plan for self-development for both themselves and each employee.

### EMPLOYEES

Ultimately all employees at all levels retain an obligation for their own development and education. Employees are expected and have the right to advance their own careers through appropriate self-evaluation, self-education and self-improvement via training and feedback.

# CERTIFIED COMMUNITY ACTION MANAGEMENT PROGRAM

Two certification programs are offered that allow each employee and every organization to achieve high educational and professional standards in the field of community involvement and management.

For additional information, contact:



Certified Community Action Management Program

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# CERTIFIED COMMUNITY ACTION MANAGEMENT PROGRAM

*Building a Better World  
Starting With  
Our Own Community  
Our Own People*



# CERTIFIED COMMUNITY ACTION MANAGEMENT PROGRAM

A comprehensive plan that encourages high educational and professional standards in the fields of community involvement and management.

## CERTIFIED COMMUNITY ACTION MANAGER

PROGRAM REQUIREMENTS

*Eight modules — 133 hours -- Test required per module*

<b>Module I</b>	History & Philosophy of Community Action: A Historical Review and Philosophical Focus
<b>Module II</b>	Fundamentals of Corporate and Financial Management: Maintaining Corporate Integrity
<b>Module III</b>	Managing Human Resources: Productivity Improvement Through People
<b>Module IV</b>	Organizational Leadership: Managing the Work Group
<b>Module V</b>	Managing Organizational Change: The Manager as a Change Agent
<b>Module VI</b>	Organizational Excellence: Building High Performance Teams
<b>Module VII</b>	Strategic Leadership: Creating the Future
<b>Module VIII</b>	Achieving Service Excellence: Focusing on the Customer

## CERTIFIED SERVICE PROVIDER/COMMUNITY ORGANIZER

PROGRAM REQUIREMENTS

*Eight modules — 128 hours -- Test required per module*

<b>Module I</b>	History & Philosophy of Community Action: A Historical Review and
<b>Module II</b>	Managing Change: Preparing for the Future
<b>Module III</b>	Managing Interpersonal Relationships
<b>Module IV</b>	Developing Skills & Resources for Direct Services
<b>Module V</b>	Community Services Delivery: Developing Family & Case
<b>Module VI</b>	Organizational Excellence: Building High Performance Teams
<b>Module VII</b>	Community Organization Skills
<b>Module VIII</b>	Achieving Service Excellence: Focusing on the Customer

## Value of Certification

### TO ORGANIZATIONS

- Specifically designed for CAAs
- Understanding changing paradigms
- Development of professional personnel
- Enhances Total Quality Management

### TO MANAGERS

- Increases understanding of Community Action history
- Provides feedback from current staff
- Enhances personal development
- Develops ability to work with diversity
- Makes planning an integral part of developing self and others

### TO EMPLOYEES

- Opportunity for professional growth
- Increases ability to work with others
- Creates new skills for program delivery
- Allows sharing across program areas

