COURSE SYLLABUS

Certified Management & Program Analyst Level I Certificate Program

Lay the groundwork in program and management analysis with training in data collection, descriptive statistics, project fundamentals, and practical tool use.

> Group classes (Washington, DC) and onsite training are available for this course.
> For more information, email onsite@graduateschool.edu or visit: https://sdfm.graduateschool.edu/certificates/program-and-management-analysis-level-1-certificate-program-june-2024-requirements



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Course Outline

This package includes these courses

- Introduction to Management Analysis Course (24 Hours)
- Writing Essentials Course (16 Hours)
- Data Collection Methods Course (24 Hours)
- Clear Expression through Critical Thought Course (16 Hours)
- Descriptive Statistics for Data Analysis Course (16 Hours)

Introduction to Management Analysis Course

Learn the core tools and techniques used by management analysts to assess problems, analyze data, and make informed decisions. This course combines lectures, discussions, and hands-on exercises to build a solid foundation in management analysis.

- Understanding the role and function of management analysts.
- Applying analytical practices to assess problems and make decisions.
- Developing a plan for conducting an analytical study.
- Creating effective data presentations and performance measures.
- Exploring the value of statistical sampling in analysis.

Writing Essentials Course

Build core writing skills for government and public-sector work with a focus on purpose, audience, structure, and plain language. Learn a practical process to plan, draft, revise, and edit documents so they are clear, concise, and easy to act on.

- Apply the four-step writing process: plan, draft, revise, edit.

- Analyze audience and purpose to set the right tone and level of detail.
- Organize content with clear openings, logical middles, and actionable closings.
- Use Federal Plain Language guidelines to cut jargon and improve readability.
- Spot and correct common grammar, punctuation, and style errors.
- Edit for brevity, flow, and scannability with headings, lists, and strong verbs.

Data Collection Methods Course

Explore how data collection methods impact the reliability of management studies and audits. This course provides hands-on experience in designing tools and practicing data collection techniques for various scenarios.

- Developing tools for collecting primary data.
- Creating observational rating scales and interview guides.
- Designing effective questionnaire items.
- Practicing data collection through observations, interviews, and surveys.
- Techniques to increase questionnaire response rates.

Clear Expression through Critical Thought Course

- Use the seven traits and the writing process to improve written expression.
- Describe the process of critical thinking.
- Apply critical thinking in writing. Implement strategies for appealing to the reader.
- Identify opportunities to use logic in writing.
- Apply logic in creating persuasive arguments.
- Think critically to analyze problems.
- Create solutions to problems using a structured process

Descriptive Statistics for Data Analysis Course

This two-day introductory course equips participants with essential descriptive statistical techniques to describe and interpret data accurately. Emphasis is placed on understanding formula selection, interpreting results, and applying findings in decision-making contexts.

- Describe and develop frequency distributions.
- Calculate proportions and percentages.
- Calculate measures of the average and the variation in quantitative data.
- Use proportions and percents to describe variation in categorical data.
- Describe normal distribution.
- Calculate and use z-scores to identify probabilities under the normal distribution