

CAMP is a 3 year grant-funded cross sector training program targeting management



occupations on the Cape and Islands. Industries such as hospitality, retail, healthcare, real-estate, financial services, human services, public administration, construction and the arts can join the program.

The grant is funded through the Commonwealth Corporation's Workforce Competitiveness Trust Fund.



Management Training

- 4 module training cycle
- Peer to Peer Practicum
- 80 hour training includes lecture and practice
- This training cycle will be repeated 6 times over the course of the three years allowing us to provide instruction to more than 150 people.
- Employers agree to pay their employees while they are being trained but there is no additional cost to the employer for this training program.

Faculty from The National Graduate School of Quality Management (NGS), a Falmouth-based institution of higher learning, will lead four training modules.



Module 1:

First-Line Supervisor

- Principles of Practical Management
- Assessing Performance
- Active Listening
- Giving Feedback
- Developing Improvement Plans

Module 2:

Teams/Team Work

- Setting Group Goals
- Achieving Team Buy-In
- Reaching Consensus
- Measuring Success

Module 3:

Effective Project Management

- Principles of Project Management
- Linking Projects to Management and Organizational Goals
- Staying on Track
- Reporting Out Results

Module 4:

Continuous Quality Improvement

- Defining Quality for Each Organization
- Establishing Quality Baselines
- Identifying and Improving Processes That Count
- Adding Measurable "Value" to Every-Day Work

Peer to Peer Practicum Sessions led by Ernie Oliveira, Founder and President of DEO Associates



The goal is to have the attendees practice their newly learned skills in a safe environment while getting on-going support from a business consultant with proven expertise.

The Peer to Peer Practicum Sessions are designed to allow program attendees who have complete each module to:

- Practice skills learned in previous modules
- Share best practices with their peers
- Address and solve real time business problems
- Develop team building and team leadership skills



Career Coaching

Career coaching will be offered to all participants to assist them in thinking strategically about their career and continuing training needs. The coaching services will be provided by a staff member at Career Opportunities, our One Stop Career Center.

What can trainees expect?

Regardless of whether trainees work for a not for profit or for profit organization, they have discovered that the challenges they face as managers and supervisors is similar—they hope to build and develop skills in the areas of time management, giving feedback to subordinates, preparing and delivering performance reviews, conflict management, effective communication, delegating, leading teams, managing change, motivating staff, delivering quality service and products to their customer, and managing others to assist in attaining the goals of the organization.

Will employers see a difference in their managers?

Yes! Tom Gould, owner of Benchmark Dental said:

“The important part of the training for his manager was his ability to supervise others—it has really helped him define his relationship with his subordinates—he is better able to train and not micromanage employees and delegate responsibilities. He has come up with new ideas on how we can improve managing personnel and clerical stuff...”

Nancy Shane, Director of Ground Training at Cape Air, said:

“It’s been really fun to see bits and pieces of this program all around the company. There is a lot of work done by the participants in project organization, time management, and meeting structure. They are using their new found skills and knowledge in their day to day work and, in fact, it is rubbing off on others as well. All in all we are getting great feedback from supervisors, that the group really learned a lot and they are continuing to apply what they learned into their job and others who did not participate in this training were able to have a little bit of rub off on them.”

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Cape Area Management Program



Many Cape Cod employers promote good employees into management positions but do not have the resources to train them in management practices. The benefits of management training are: decreased employee turnover, increased efficiency, customer and employee satisfaction, and managers with effective leadership skills.

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