

€ TRAINING

Certified Professional Manager (CPM)

A group of four smiling business professionals (two men and two women) are seated at a table in a meeting room. They are all wearing white shirts. The woman in the foreground is wearing a black top and a multi-strand necklace. The background is blurred, showing a modern office environment with large windows.

13 - 17 October 2019
Muscat (Oman)



Certified Professional Manager (CPM)

REF: E6109 DATE: 13 - 17 October 2019 Venue: Muscat (Oman) - Fee: 2500 Euro

Why Attend:

This certified course develops general and foundational management skills and prepares participants for the MPC assessment and certification. Participants will gain insight into the competencies necessary to lead and manage in today's dynamic workplace. They will explore core management functions critical to perform day to day activities, and learn about the different management styles they need to develop and apply. The course also lends participants the opportunity to recognize coaching as an important management asset to motivate others, overcome barriers and solve business challenges. Finally, participants will explore leadership, and understand why they need to lead as well as manage if they intend to maintain a healthy work environment and achieve desired results.

Course Methodology:

This course relies on active participation as a core activity when working on business scenarios and case studies to impart critical knowledge and skills about the management function and its core activities. It also utilizes assessment and group debriefs to help participants explore their preferred management and leadership styles.

Course Objectives:

By the end of the course, participants will be able to:

- Recognize the various management functions and the skills associated with each one of them.
- Develop key managerial competencies essential in conducting related tasks and activities.
- Apply a coaching approach to improve performance and maximize results.
- Distinguish between types of motivational approaches and when to utilize each.
- Employ a variety of analytical and problem-solving tools and methods when dealing with business challenges.
- Improve essential leadership habits critical to the success of a professional manager.

Target Audience:

Department heads, senior supervisors, managers and others who need to develop or sharpen their managerial skills.

Target Competencies:

- Planning and organizing.
- Coordinating and controlling.
- Managing and motivating employees.
- Coaching employees.
- Decision making.
- Creative thinking and problem solving.
- Defining mutual expectations and accountabilities.

Course Outline:

- Management:
 - Defining the organization.
 - Defining management:
 - Identifying the professional manager.
 - What do professional managers do?
 - Professional managers and business ethics.
 - Management: art or science?
 - Factors which impact the management function.
 - Essential managerial functions.
 - The 6 steps in planning.
- Managerial competencies and styles.
- Defining a competency.
- Key competencies for a professional manager.
- A review of different management styles.
- Factors that influence management styles.
- Reasons why some managers fail.
- Coaching versus management.
- Coaching and the competency iceberg.
- Impact of coaching on workplace environment.
- 5 powerful words in coaching.
- Effective coaching for professional managers.
- Management and motivation:
 - Defining motivation.
 - Key motivational theories professional managers should be aware of.
 - Leading towards a motivated work environment:
 - Job design.
 - Goal setting.
 - Performance feedback.
 - Reward systems.
 - Motivating a multi-cultural workforce.
- Managing business challenges.
- 10 challenges facing professional managers.
- A rational approach to managing problems and finding solutions.
- Business tools for professional managers.
- Defining leadership.
- Differences between leaders and managers.
- The 6 levels of leadership.
- Leadership characteristics and habits of professional managers.
- Personal Action Plan.
- Management and leadership.