



Seminar: Certified Professional Manager
(CPM)



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Introduction:

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 Objectives:

At the end of this course the 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.

Course Outlines:

Unit 1: 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

Unit 2: Managing business challenges

- 10 challenges facing professional managers
- A rational approach to managing problems and finding solutions

- Business tools for professional managers

Unit 3: Management and leadership

- Defining leadership
- Differences between leaders and managers
- The 6 levels of leadership
- Leadership characteristics and habits of professional managers
- Personal Action Plan