



International Federation of Professional Managers



Certified Professional Manager (CPM) Program



□ **LIVE ONLINE TRAINING**

Program Overview

Management and leadership skills are critical to the success of an organization. Senior leaders are critical to the success of the organization through the culture they create and the expectations they set of others. They require exceptional communication skills and the ability to drive performance through their management team, empowering others whilst maintaining high levels of accountability.

Learning Objectives

- ◆ To **provide leading insights; thought leadership and research** in the field of leadership
- ◆ To **communicate these through relevant illustrations and stories** that will resonate with delegates
- ◆ To **integrate learning points** into the delegates' professional experience through engaging interactive and challenging exercises
- ◆ To **support application learning, post-workshop**, through clearly defined action points and ongoing reflective practice

Program Overview

Management and leadership skills are critical to the success of an organization. **Senior leaders are critical to the success of the organization** through the culture they create and the expectations they set of others. They require exceptional communication skills and the ability to drive performance through their management team, empowering others whilst maintaining high levels of accountability.

Designed to help managers build on their strategic management and leadership skills and to focus on the requirements of implementing the organization's strategy.

What is CPM®

The program focuses on the practical application of management theory and principles in the context of developing the senior manager. This qualification builds on current management skills and knowledge obtained in the workplace and / or previous studies.

It provides participants with a greater understanding of the various **roles and responsibilities involved in strategic management environment**. Furthermore, the program will introduce many tools, frameworks and methodologies that a strategic manager can implement to support the strategic planning process and the performance of staff in pursuit of the organizational goals.

It is designed for those managers working in a wide range of organizations that have, or soon will have, some senior management responsibility. Course members may be managers with considerable work experience but who have not completed any formal management qualifications.

There will be others who are on the threshold of higher level management responsibilities who require vital management skills and a qualification that verifies their competence.

Training Objectives

- ◆ To provide leading insights; thought leadership and research in the field of leadership
- ◆ To communicate these through relevant illustrations and stories that will resonate with delegates
- ◆ To integrate learning points into the delegates' professional experience through engaging interactive and challenging exercises
- ◆ To support application learning, post workshop, through clearly defined action points and ongoing reflective practice.



Program Outline

Module 1

Self-Management

This course is concerned with personal development and skills and enables students to build on existing skills to enhance current performance and develop new skills for future personal and career development.

Learning Outcomes

- ◆ Carry out a personal skills audit and self-appraisal.
- ◆ Prepare and agree a personal development plan with the line manager.
- ◆ Review and monitor progress in achieving learning objectives and personal targets.
- ◆ Evaluate progress and achievement of personal development and learning targets and reset objectives.

Topics

- ◆ Skills Audit
- ◆ Development Plan
- ◆ Review and Monitor Progress
- ◆ Evaluate Progress

Module 2

Management of Human Resources

This course develops the skills and knowledge that are needed to manage people within an organization. It recognizes that the management of people operates within the internal framework of organizational values, culture, and practices, and that externally, it should meet the requirements of current legislation and

ensure ethical and environmentally friendly behavior.

Learning Outcomes

- ◆ Select personnel against specified requirements
- ◆ Analyze the development needs of teams and individuals
- ◆ Allocate work to teams and individuals, agreeing objectives and plans.
- ◆ Evaluate performance of teams and individuals.
- ◆ Contribute to the implementation of disciplinary and grievance procedures.

Topics

- ◆ **Personal Selection**
 - ◇ Job Definition
 - ◇ Job Analysis
 - ◇ Specifying the Person
 - ◇ The Application Form
 - ◇ The Selection Interview
- ◆ Development Needs
 - ◇ Motivation
 - ◇ Other Needs Theories
 - ◇ Groups
 - ◇ Leadership
- ◆ Allocation of Work
 - ◇ Planning and Decision Making
 - ◇ Management by Objectives
 - ◇ Graphic Planning, Scheduling and Control Tools
 - ◇ Industry Analyses
- ◆ Performance Evaluation
 - ◇ Overview of Performance Management
 - ◇ Managing Team Performance
 - ◇ Performance Evaluation

- ◇ Observation and Feedback
- ◆ Disciplinary and Grievance Procedures
 - ◇ Conflict
 - ◇ Contracts of Employment and Employer-Employee Obligations
 - ◇ The Trade Unions and Employment Conditions
 - ◇ Equal Opportunities
 - ◇ Examples of Litigation

Module 3

Management of Financial Resources

This course introduces you to the management of finance within a business. You will be able to identify sources of finance and use and interpret financial information for decision-making purposes. You will also learn the basic techniques to make decisions relating to costing, budgeting, pricing, and investments.

Learning Outcomes

- ◆ Identify the major sources of finance for a business.
- ◆ Select appropriate sources of finance for a business project.
- ◆ Assess the implications of different sources of finance.
- ◆ Assess the cost of different types of finance for a business.
- ◆ Explain the importance of the flow of financial resources.
- ◆ Explain the importance and use of financial information for decision-making purposes.
- ◆ Define the different types of assets and liabilities of a business.

Program Outline

Module 3

Management of Financial Resources

Topics

- ◆ Sources of Finance
 - ◇ Sources of Finance
 - ◇ Types of Finance
- ◆ Finance as a Resource
 - ◇ Cost of Finance
 - ◇ Flow of Finance
- ◆ Financial Performance
 - ◇ Financial Accounting Statements
 - ◇ Analyzing Performance
- ◆ Financial Decisions
 - ◇ Costing and Budgeting Decisions
 - ◇ Pricing Decisions
 - ◇ Investment and Project Appraisal in Context

Module 4

Management of Planning, Decisions Making and Strategy

The aim of this course is to focus on the effective and efficient planning and management of work activities. It provides you with the knowledge and skills to design, implement and change operational systems, to improve their effectiveness and efficiency.

Learning Outcomes

- ◆ Explain how functions inter-relate in the organizational structure.
- ◆ Plan work activities to meet the objectives of the organization and the needs of customers.
- ◆ Manage work activities to achieve organizational objectives.

- ◆ Design and monitor appropriate systems to ensure quality of products and services.
- ◆ Manage health and safety in the workplace.
- ◆ Make improvements to the organization's systems and activities.

Topics

- ◆ Organizational Structure
 - ◇ The Bureaucratic Model
 - ◇ Business Strategy and Organization Structures
 - ◇ Organizational Co-ordinating Mechanisms
- ◆ Plan Work Activities
 - ◇ Communication
 - ◇ Planning and Decision Making
 - ◇ Management by Objectives
 - ◇ Marketing and Business Strategy
- ◆ Manage Work Activities
 - ◇ Meeting Specifications and Standards
 - ◇ Systems to Meet Organizational Standards
- ◆ Quality of Products and Services
 - ◇ Quality Management Systems
 - ◇ Total Quality Management
- ◆ Health and Safety
 - ◇ Health and Safety at Work
 - ◇ Health and Safety Management
- ◆ Improvements
 - ◇ Organizational Change
 - ◇ Organizational Development
 - ◇ Business Process Re-Engineering
 - ◇ The Process Management Category

Module 5

Management of Information Resources

This course enables students to recognize the need for managers to be able to gather, analyse, record, store and disseminate information as part of the management function. The focus of the unit is not on information systems but on the processes. The unit develops the skills and techniques involved in managing information, and students will learn to manage information to inform decision-making.

Learning Outcomes

- ◆ Establish the type of information required to manage day-to-day and medium-term operations.
- ◆ Use sources of information to inform and aid decision-making.
- ◆ Gather information from different sources to meet information needs.
- ◆ Analyze information to inform decision-making.
- ◆ Record and store information to aid understanding and access.
- ◆ Use dissemination channels to distribute information throughout the organization.

Topics

- ◆ Type of Information
- ◆ Source and the Gathering of Information
- ◆ Analysis of Information
- ◆ Recording and Storing of Information
- ◆ Dissemination Channels