

**American Management Association's  
Certified Professional in Management (CPM®)  
Exam Prep Course**

***Learning Objectives***

- Describe the 16 Competencies Covered in the Areas of Professional Effectiveness, Relationship Management, Business Acumen, and Analytical Intelligence
- Explain How Managers Lead Employees to Support Organizational Goals
- Recognize Best Practices for Successful Management
- Demonstrate Understanding and Application of the Standard of Management Competencies

***Professional Effectiveness Domain***

- Explore Professional Effectiveness, Including the Competencies of:
  - Emotional Intelligence
  - Communication
  - Presentation Skills

***Relationship Management Domain***

- Explore Relationship Management, Including the Competencies of:
  - Motivation
  - Delegation
  - Coaching for Performance
  - Influence
  - Managing Change
  - Conflict Management
  - Collaboration

***Business Acumen Domain***

- Explore Business Acumen, Including the Competencies of:
  - Managing Projects
  - Financial Acumen
  - Customer Focus
  - Talent Management

***Analytical Intelligence Domain***

- Explore Analytical Intelligence, Including the Competencies of:
  - Critical Thinking
  - Managing and Mastering Data