

**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

