

**American Management Association's
AMA Certified Professional in Management™ (AMA-CPM™)
Exam Prep Crash Course**

AMA's Standards in Management

Professional Effectiveness

- Communication
- Emotional Intelligence
- Presentation Skills

Relationship Management

- Coaching for Performance
- Collaboration and Team Development
- Conflict Management
- Delegation
- Influence
- Managing Change
- Motivation

Business Acumen

- Customer Focus
- Financial Acumen
- Project Management
- Talent Management

Analytical Intelligence

- Critical Thinking
- Managing and Mastering Data