

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

***Goals***

- Define and describe the 16 competencies that comprise the four domains: Professional Effectiveness, Relationship Management, Business Acumen, and Analytical Intelligence.
- Verbalize best practices for successful leadership.
- Demonstrate understanding and application of Professional in Management competencies.

***Professional Effectiveness Domain***

- Define Emotional Intelligence (EI)
- Develop Awareness of Emotional States for Self and Others
- Identify Non-verbal Cues That Express Emotional States
- Recognize the Benefits of EI to a Manager

***Relationship Management Domain***

- Define Motivation
- Understand the Needs and Motivators of Individuals
- Identify Practices Leading to Motivation and Demotivation in the Workplace.

***Business Acumen Domain***

- Define Project Management
- Understand and effectively interpret requirements for Project Planning
- Maintain Effective Collaboration with Stakeholders
- Understand How to Handle Change and Scope Creep Throughout the Project
- Effectively Plan and Monitor Your Projects

***Analytical Intelligence Domain***

- Define Critical Thinking
- Recognize the Importance of Self-Awareness for Critical Thinking
- Use Techniques Useful for Identifying Specific Biases