

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

LESSON ONE

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

LESSON TWO

Relationship Management Domain

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

LESSON THREE

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

LESSON FOUR

Analytical Intelligence Domain

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