

The Certified Manager (CM) Program

Course Outline

Management Skills I: Foundations of Management:

Provides fundamental leadership and management skills and knowledge.

Content includes:

- Management Fundamentals
- Manager vs. Leader
- Ethics and Social Responsibility
- The Global Environment
- Managing for Sustainability
- Effective Communication
- Decision Making
- Using Information Technology
- The Legal Environment and Risk Management
- Economics and Business

Management Skills II: Planning and Organizing:

Provides skills and knowledge for improved Planning and Organizing.

Content includes:

- Planning and Strategy
- Value-Chain Management
- Project Management
- Organizational Structure and Culture
- Building Teams and Work Groups
- Human Resource Management
- Workforce Diversity
- Coaching and Feedback
- Networking and Mentoring
- Facilitating Effective Meetings

Management Skills III: Leading and Controlling:

Provides skills and knowledge for improved Leading and Controlling.

Content includes:

- Leadership
- Motivation
- Managing Change
- Conflict, Politics, and Negotiation
- Managing Misbehavior
- Time and Stress Management
- Organizational Control
- Operations Control
- Accounting and Financial Information
- Financial Management