

Chartered Professional Manager [CPM]

[After passing the exam, printed Certificate will be issued from CABA-USA]

Basic Information:

Overview of the Program:

Nothing is more heartbreaking than seeing smart, hardworking, and well-meaning managers fail. But in today's ever-changing and competitive work environment, it happens all too often. Success is most difficult for middle managers, because their role is more complicated and challenging than the roles of either frontline supervisors or senior executives. Even so, middle managers can experience peak performance with the right guidance, development, and support. To do so, they need to learn the craft of middle management and overcome several challenges that can wreck their capacity to perform.

The High-Impact Middle Management System is a very important contribution to the study of organizational effectiveness because it focuses on the people who are the key to any organization's performance— the people in the middle. These are the people whose efforts determine the success of any endeavor. Leaders can design wonderful strategies, but the success of the organization resides in the understanding & execution of those strategies. The people in the middle are the ones who make it work. This is the group who run the business, ensure the performance of the People & the Organization.

Objective: After becoming Chartered Professional Manager every individual will be capable to

- Understand the Role of Middle Manager
- Contribute in Business Strategy Fixation
- Design Functional Strategy aligning with Business Strategy
- Execute Business & Talent Strategy in line with Organizational Goal
- Draw Result Oriented Goals
- To plan, monitor & guide team members for Functional & Business Operations
- Ensure Business Performance for the Company
- Make perfect bridge between execution and senior level management for smooth operations of Business

Target participants:

- Function Head
- Entrepreneur of SMEs
- Branch Manager/ Unit Manager/ Departmental Manager
- Anyone who has responsible for leading people
- Those who are responsible for strategic planning and execution
- Anyone interested in or responsible for succession planning and leadership Development
- Anyone who is involved in Consultancy for HR, Organization Development
- Anyone who is leading other functional department

Competency Framework:

This certification program has been designed based on Middle Management Competency Framework. The 7 Pillars of this Framework are:

- Personal & Inter-personal Competency
- Functional Competency
- Managerial Competency
- Financial Competency
- Organization Development Competency
- Corporate Leadership Competency
- Business Management Competency

Contents:**Module-1: Self Mastery: Source of SUCCESS POWER**

- Behavior and RESULT: The relation
- The IMPACT Model
- Managing Behavior: Know your ABC
- NLP for Self Management and Self Control
- Emotional Intelligence: Key to SUCCESS
- Personality & People Behavior

Module-2: Interpersonal Skill for Organizational Excellence

- Better Human Relation through personal chemistry
- DIARR Model for interpersonal Relation
- Communication Challenges at Workplace
- Feedback and its Chemistry
- Persuasion, Influence & Negotiation: Tools for Relationship Mastery

Module-3: Manager: A Powerful Force for Executing Results

- Introduction: Middle Management—Magic or Mayhem?
- The MARS formula
- Result Chain
- RACI Matrix for Role Clarification
- Types of Middle Manager: TMM & HIMM
- The High-Impact Middle Management System
- Stayer's Leadership Mantra

- Belief-action-Result Cycle

Module 4: Managerial Competencies [MC] for 21st Century

- Harvard Business Review for Managerial Mindset
- Area of Contribution for Managers
- Developing MC Matrix
- Multi-dimensional holistic Model for MC
- Holistic Domain Model for MC
- The Lancaster Model for MC
- ATD's model for Managerial Skill
- Self-Assessment: Managerial Competencies

Module-5: Managerial Role in Day-to-Day Execution

- Organizational Alignment: Ensuring That the Department Delivers Results
- High-Impact Leaders Are Unstoppable! Wiping Out Limitations to Results
- Problems that reduce throughput
- Solutions to solve throughput problem
- Using High-Impact Middle Management to Make the Most of Your Busy Day

Module-6: Performance Leadership: Ensuring That Team Members Excel in Execution

- Performance Management Myths: What Not to Do
- 5 Performance Principle
- Competencies for Performance Leadership
- Manager as Performance Catalyst

Module-7: Communication that Matters for Manager:

- How to Read Like a Manager
- How to Write Like a Manager
- How to Speak Like a Manager
- How to Think Like a Manager
- How to Listen Like a Manager

Module-8: 7 Power Strategy for effective Managers

- Power Strategy 1: Your Management A-B Boxes
- Power Strategy 2: Mind Your Metrics!
- Power Strategy 3: The Art of Planning
- Power Strategy 4: Results-Oriented Responses
- Power Strategy 5: Mastering Your Time
- Power Strategy 6: Right Decision Making for business excellence
- Power Strategy 7: Aligning Your Department for Success

Module-9: Delegation & its Recipe

- 4W of Delegation
- Steps/ Stages of Delegation Process
- Design Delegation Matrix
- Competencies for proper delegation
- Impact of improper delegation

Module-10: Organization Development: Concept, Competencies & Practice

- Core theoretical bases that shape OD practices
- Model & Theories of OD:
 - Action research Model
 - Seven Stage Model of planned change of Ronald Lippitt and Associates
 - Porras and Robertson Model of organizational change
 - The Six-Box Model
 - Grid Organization Development Model by Blake & Mouton]
- OD Consultancy Cycle: Six Key Component
- OD Consulting Competencies:

Module-11: Corporate Leadership & Its Application

- Insight Thought of Corporate Leadership
- Approaches of Corporate Leadership
- Employing the POWER of engaging leadership
- Creating a HIGH performing TEAM through Leadership
- Coaching: One of the Best approaches to ensure Employee Performance

Module-12: Business Planning & Strategy

- Business Planning: Concept, Steps and Tools
- Business Strategy Development tools and techniques
- Cost Benefit analysis for Business Strategy Fixation
- Organizational SWOT Analysis for Business Planning and Strategy Development

Module-13: Business Management

- 5 Steps Model to ensure Business Growth
- The pillars for organizational success
- 6 (Six) Fundamentals of Business Management
- Financial Intelligence for Managers & its scope to apply
- Tools for Sustainability & Business Growth
- Role of Manager in Proficiency, Productivity, Profitability
- Business Process Reengineering [BPR]: Concept & Impact
- Waste Management and Profitability
- Competency Framework for a Business Leader

Module-14: Financial Intelligence

- Financial Terminology
- Financial ratio
- Profit Chain Analysis
- Financial Performance & Managers' Role
- Financial Analysis for Managers
- Cost Leadership Strategy and Manager's Role

Module-15: Operational Excellence & Manager's Role

- Concept of Operational Excellence
- Operational Excellence Models
- Component of Operation Management
- Productivity, Profitability through Operational Excellence
- Managers' Contribution in Operational Excellence

Assessment Areas:

- Clarity about Concept: Clear understanding about Middle Management Role & Its Competencies
- Understanding Method/ Process: Different method and process of activity for every Middle Manager
- Capability to implement the learning: Capacity to apply the learning regarding Middle Management's Role in the organization
- Capability to transfer the learning: To make other people understand about Middle management capacity and Role
- Capability to analyze the challenges & overcome those: Analyze and overcome the challenges for implementing Middle Management Role in the organization

Pre course Activity:

- Self Assessment
- Self study of article and materials to clear the concept

Course Activity:

Duration : 4 Months

Total Qualification Time [TQT] : 120 hours

Method : Fully Online/ Class Room Workshop + Online Activity-Assessment

Learning Tools : Self-Paced Material, Exercise, Case Analysis, Assignment etc

Post Course Activity: Exam, Assignment, Awareness Presentation, Application Action Plan

Assessment Method:

- Post Course Examination
- Post Course Assignment & Presentation

Fees: Regular Fees: Bangladeshi National: Taka 35,000 , Foreign National: 400 USD

Special Limited Time Offer: **Bangladeshi National: Taka 26,000, Foreign National: USD 320**