

The Certified Manager® Program Fact Sheet

. . . validating essential skills to lead and manage effectively



WHO: The Institute of Certified Professional Managers (ICPM) is an educational institute and business center of James Madison University located in Harrisonburg, Virginia, USA. ICPM has a 37 year history of developing managers, supervisors, and leaders to enhance performance and set standards for quality in today's workplace.

WHAT: Through a comprehensive, 3-module program of training and assessment, ICPM certifies a level of management competency and leadership potential which is recognized worldwide by the *Certified Manager® (CM)* credential. CM certification is appropriate for managers and supervisors working in all industries. The CM body of knowledge covers the following essential skills and content areas:

Management Fundamentals	Planning + Organizing	Leading + Controlling
<ul style="list-style-type: none"> • roles, skills, functions • managers v. leaders • ethics/social responsibility • managing globally • managing sustainability • communication • decision making • information technology • risk management • economics 	<ul style="list-style-type: none"> • org structure + culture • formulating strategy • operations management • project management • high performance teams • HR management • managing diversity • coaching + feedback • networking + mentoring • running effective meetings 	<ul style="list-style-type: none"> • leading effectively • motivation • managing change • conflict + negotiation • managing misbehavior • time/stress management • operations control • quality management • financial statements/ratios • financial management

WHEN: Enrollment in the CM Program is continuous and CM exams are administered “*on demand*”. CM certification is attained by meeting eligibility requirements for education and experience, and by passing 3 challenging CM assessment exams. Three training alternatives include: (1) self-directed, (2) instructor facilitated online*, and (3) group classroom study*. CM applicants have 15 months to complete the 3 CM exams.

WHY: CM certification is highly sought after in today's workplace because:

- It enhances management and leadership knowledge, skills and ethics
- It develops confidence and improves on-the-job performance
- It verifies a level of management competency and leadership potential
- It demonstrates a commitment to continuing professional development
- It offers a competitive edge for employee selection and advancement
- It adds credibility to organization's that invest in quality management

HOW: Applicants can get started today by completing the CM Application at www.icpm.biz. CM Program fees for self study applicants are payable in 1-payment of \$745 + shipping/handling or 3-payments of \$265 + shipping/handling. *Online and classroom programs are an additional charge. Detailed information can be obtained at www.icpm.biz or by calling ICPM at 1-800-568-4120.