

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 32 year history of educating managers to enhance managerial performance and set standards for quality management in today's workplace.

WHAT: Through a comprehensive, 3-module program of management training and assessment, ICPM certifies a level of management competency which is recognized worldwide by the *CM™* or *Certified Manager™* credential. CM certification is appropriate for managers at all levels and 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 • types of managers • entrepreneurship • organizational culture • ethical behavior • social responsibility • managing diversity • managing globally • communication • mgmt info systems • innovation • learning organizations • economics 	<ul style="list-style-type: none"> • mission + goals • formulating strategy • operations mgmt • project management • decision making • learning/creativity • empowerment • delegation • org structure • groups + teams • effective meetings • HR management • coaching + feedback 	<ul style="list-style-type: none"> • styles & skills • motivation • managing conflict • managing change • self-empowerment • time management • stress management • mgmt control • operations control • quality mgmt • fin statements/ratios • budgeting • managing risk

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. Training and study alternatives include self-directed, group classes, and elearning. Program duration is 15 months.

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

- It enhances management and leadership skills, knowledge and ethics that
- contribute to improved performance
- It verifies a level of managerial expertise and sets quality standards
- It demonstrates a manager's commitment to professional development
- It demonstrates an organization's commitment to quality management
- It offers a competitive edge for employee selection and advancement

HOW: Individuals and groups can get started today by completing the CM Application Form (online or downloadable) at www.icpm.biz. CM Program fees for US applicants are payable to ICPM in 1-payment of \$610 or 3-payments of \$225 each. Program fees for international applicants are payable in 1-payment of \$690 + shipping/handling in US dollars. Additional information can be obtained via web at www.icpm.biz or by phone at: 1-800-568-4120.