



Institute of Certified
Professional Managers

Certified Supervisor Certification Exam Description

Knowledge Area

1: The Supervisory Environment – 38% of exam

1. Understand the important roles supervisors play in the workplace and the knowledge and skills they need to perform efficiently and effectively. Understand key principles of management.
2. Apply knowledge of fundamental communication processes, methods and media and how to use them to communicate with stakeholders.
3. Demonstrate knowledge of the key elements of a service culture. Understand techniques for handling service breakdowns and preventing customer loss.
4. Apply knowledge of ethical codes and behaviors to make to decision-making and problem solving processes and models.

2: Planning & Organizing – 31% of exam

1. Demonstrate knowledge of processes for planning and setting goals and objectives for the organization and its employees. Apply knowledge of project management tools.
2. Apply knowledge of common organizational structures and how they affect the distribution of power and authority throughout the organization. Understand the group development process and how to use work groups and teams effectively.
3. Demonstrate knowledge of techniques for staffing, training, and appraising the performance of employees. Understand best practices and guidelines for managing a diverse workforce.

3: Leading & Controlling – 31% of exam

1. Identify and understand the use of leadership skills and techniques to motivate individuals and groups.
2. Demonstrate knowledge of control processes and the importance of maintaining product and service quality. Understand basic accounting and financial statements and controls.