ICPM | Institute of Certified Professional Managers

Prepare for a **management career** with the **Foundations of Management**

Institute of Certified Professional Managers

Foundations of Management Exam Blueprint

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FOUNDATIONS OF MANAGEMENT

The FoM exam is made up of six major content domains. A comprehensive Job Task Analysis was performed in 2012. The results of this analysis were used to rate the importance of each content domain to the profession of management. The relative importance of each domain is indicated by the percentage of questions it contains.

Domain I: The Business Environment – 13%

1. Understand how an organization can promote itself in the marketplace, plan for the future, and create economically sound and legally defensible policies and procedures.
2. Identify factors in the business environment such as consumer confidence and economic conditions, and understand how changes in those factors affect the organization.
3. Demonstrate knowledge of customer service skills & best practices.

Domain II: Information Technology (IT) & Communication – 14%

1. Understand IT system types that managers use, including e-commerce systems, and the appropriate selection and use of office software.
2. Apply knowledge of fundamental concepts and techniques for business communication and group decision making.

Domain III: Talent/Human Resource Management – 17%

1. Understand techniques for recruiting, interviewing and selecting employees, and managing labor relations issues.
2. Identify credible legal standards and guidelines related to interviewing and hiring, as well as the treatment of employees with disabilities.
3. Identify tools, techniques and appropriate criteria for evaluating and providing effective feedback to employees.
4. Identify staff training needs and understand specific training methods and when they are appropriate.

Domain IV: Planning & Organizing – 18%

1. Understand skills for planning and facilitating effective meetings and the characteristics and responsibilities of effective facilitators.
2. Show knowledge of processes and techniques for distributing power and authority.
3. Identify techniques for planning work schedules such as GANTT and PERT.
4. Show understanding of logistics, including procurement, lean manufacturing and inventory control systems.
5. Identify the various types of teams along with their benefits and limitations.

Domain V: Leading & Controlling – 23%

1. Understand sources and purposes of codes of conduct and ethical and legal standards and their effects on corporate social responsibility.
2. Identify and understand the use of leader powers and techniques for motivating and setting appropriate goals for individuals, teams and the organization.
3. Demonstrate knowledge of conflict management techniques and the situations in which they are appropriate.
4. Identify best practices and techniques for managing workplace diversity along with relevant laws and standards.
5. Understand the importance of maintaining the quality of products and services, and techniques for measuring quality and addressing problems.

Domain VI: Finance and Accounting – 15%

1. Identify and understand simple accounting documentation, such as the balance sheet and statement of cash flow, and understand basic concepts of cost accounting.
2. Understand basic concepts of financial ratios, metrics and methods for financing operations.
3. Understand the purposes of, reasons for, and process of conducting a cost/benefit analysis and the relationship between risk and return.
4. Demonstrate knowledge of the budgeting process and identify the purposes of commonly-used types of budgets.