



cm
CERTIFIED
MANAGER

ICPM

Institute of Certified
Professional Managers



4th Edition

**CERTIFIED MANAGER
CERTIFICATION**



Institute of Certified Professional Managers

ICPM is the largest management certifying body in the United States doing business globally

ICPM has a successful track record of training and certifying managers that spans over four decades. With over 12,000 managers and leaders certified worldwide, the Institute of Certified Professional Managers is the largest management certifying body in the United States, doing business globally. Both managers and employers benefit from the CM certification which is recognized internationally as a valid indicator of managerial competency and leadership potential.

The Institute of Certified Professional Managers (ICPM) was founded in 1974 by two trade associations focused on developing managers and leaders, the National Management Association (NMA) and the International Management Council (IMC).



ICPM was created to provide a formal program of management training to first line supervisors and to enhance recognition of management as a profession. A grant from the George R. Brown Foundation funded the Institute which originated at Trinity University in San Antonio, Texas. In 1977, ICPM moved to the National Management Association's (NMA) headquarters in Dayton, Ohio. Several years later, at the bequest of ICPM board member and JMU management professor Lester Bittel, the Institute moved to Harrisonburg, Virginia where it resides today as a business center of the James Madison University College of Business (COB).



ICPM's Mission, Vision and Values

Mission

The Institute of Certified Professional Managers advances managerial excellence internationally by identifying and validating core competencies through professional development and certification.

Vision

For the Certified Manager® (CM®) certification to be the most valued and sought after management credential in the world.

Values

Ethics: The Institute models the ICPM Code of Ethics which underlies the CM® certification.

Credibility: The Institute's experience, professional affiliations, and high quality products and services deliver value to its clients.

Leadership: ICPM aspires to be internationally recognized as 'the' leader in management development and certification.

ICPM Key Contacts

ICPM Code of Ethics

Certified Managers agree to abide by the following:

- I. I will recognize that management is a call to service with responsibilities to my direct reports, associates, supervisors, employer, community, nation and the world.
- II. I will maintain honest relations with customers, suppliers, management and employees.
- III. I will recognize that, as a leader, my own pattern of work and life will exert more influence than what I say or write.
- IV. I will give the same consideration to the rights and interests of others that I ask for myself.
- V. I will consider and look for value in the ideas and opinions of others.
- VI. I will regard my role as a manager as an obligation to help others achieve personal and professional fulfillment.
- VII. I will set reasonable performance goals for myself and for my direct reports, and balance the interests of management and employees during challenging times.
- VIII. I will promote and practice the management principles and methods I have learned in achieving management certification.
- IX. I will report and encourage others to report unethical business practices to the appropriate authority.
- X. I will discourage and confront any inappropriate



Andrew S. (Drew) Koch, Eds, CM

Title: Senior Director

Profile: Drew joined the ICPM staff in May 1998, after earning Master of Arts and Educational Specialist degrees from James Madison University. Drew is responsible for new business development, financial operations, staffing and leadership of the Institute. He also supervises ICPM's day-to-day operations and is responsible for exam development, question writing and review, exam security, and statistical analysis.



Jonathan Lutz, MET

Title: Instructional Designer

Profile: Jonathan joined the ICPM staff in January 2012, after earning a Master of Educational Technology degree from Boise State University. Jonathan is responsible for the creation of learning content and online training materials for the Foundations of Management and Certified Manager programs, as well as development and maintenance of ICPM's learning management system (LMS) and website.



Trent Johnson

Title: Marketing Coordinator

Profile: Trent joined the ICPM staff in May 2016 after earning a Bachelor of Science in Corporate Communication & Integrated Advertising from James Madison University. Trent is responsible for developing and implementing ICPM's marketing strategy to foster brand awareness and increase sales.



Chelsea Thornton

Title: Account Manager

Profile: Chelsea joined the ICPM staff in May 2016. She holds a BS degree in Public Policy and Administration from James Madison University. She has an extensive customer service background. Chelsea serves as the primary customer contact for ICPM. She addresses phone and online inquiries, providing clear and accurate information on CM and FOM programs. She is also responsible for processing recertification and order fulfillment.



Kirsten Holley

Title: Certification Specialist

Profile: Kirsten joined the ICPM staff in June 2018. She holds a BA degree from Christopher Newport University in Sociology and graduated from the President's Leadership Program with a minor in Leadership. She has an extensive customer service background and serves as the Certification Specialist at ICPM. She serves as the main point of contact for customer inquiries and customer service. She is also responsible for processing recertification, order fulfillment, processing applications, and grading exams.



Kim Foreman, MS, CPA

Title: JMU/ICPM Liaison

Profile: Kim joined the ICPM staff in 2012 as the liaison between ICPM and James Madison University. She currently serves as the Associate Dean for Human Resources and Administration and as a Professor of Accounting for the IMU



Certified Manager Certification

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. 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

The Certified Manager Body of Knowledge (BOK)

The Certified Manager BOK is organized into 3 modules. The knowledge domains of each module are assessed by a corresponding CM certification exam (three exams in total). Eligibility requirements must be met and three CM certification exams passed to earn the CM Certification

Certification: Certificate issues by:

Institute of Certified Professional Managers (ICPM)
College of Business
JAMES MADISON UNIVERSITY – USA

4th Edition Certified Manager Body of Knowledge

Book/Module Titles

Certified Manager 1: Management Essentials
Certified Manager 2: Planning and Organizing
Certified Manager 3: Leading and Controlling





Program Topics

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Certified Manager 1: Management Essentials

Chapter 1: The Management Process Today

- Essential Managerial Tasks
- Levels and Skills of Managers
- Challenges for Management in a Global Environment

CHAPTER 2: Characteristics of Managers

- Enduring Characteristics: Personality Traits
- Values, Attitudes, Moods and Emotions
- Emotional Intelligence

CHAPTER 3: Ethics and Social Responsibility

- The Nature of Ethics
- Stakeholders and Ethics
- Approaches to Social Responsibility

CHAPTER 4: Managing in the Global Environment

- The Task Environment
- The Changing Global Environment
- The Role of National Culture

CHAPTER 5: Managing for Sustainability

- Introduction to Sustainability
- Business and the Environment
- Opportunities for Making a Business Sustainable

CHAPTER 6: Promoting Effective Communication

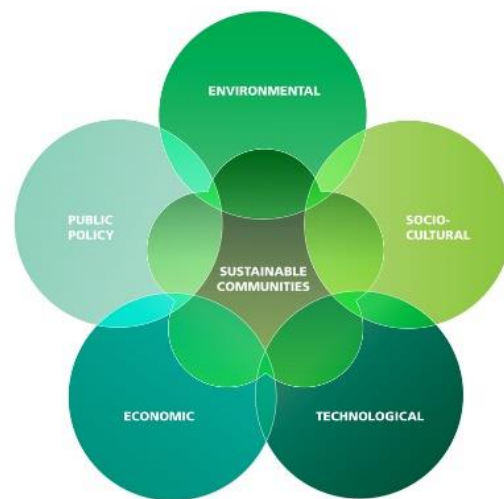
- Communication and Management
- Communication Networks
- Technology and Communication
- Communication Skills for Managers

CHAPTER 7: Decision Making

- Types of Decisions
- The Decision Making Process
- Individual versus Group Decision Making

CHAPTER 8: Using Information Technology

- Information and the Manager's Job
- The IT Revolution
- Types of Management Information Systems
- The Impact and Limitations of Information Technology





Program Topics



CHAPTER 9: The Legal Environment and Managing Risk

- The Case for Business Laws
- Business Laws that Impact Managing
- Promoting Competitive Business Practices
- Understanding Business Risks

CHAPTER 10: Understanding Economics

- How Economics Affects Business
- Economic Systems
- Key Economic Indicators
- Tools for Economic Stabilization



Certified Manager 2: Planning and Organizing

CHAPTER 1: Planning and Strategy

- The Planning Process
- Determining the Organization's Mission and Goals
- Formulating Strategy

CHAPTER 2: Value Chain Management

- Creating Competitive Advantage
- Improving Responsiveness to Customers
- Improving Efficiency
- Improving Innovation

CHAPTER 3: Organizational Structure and Culture

- Designing Organizational Structure
- Grouping Jobs into Functions and Divisions
- Coordinating Functions and Divisions
- Organizational Culture

CHAPTER 4: Managing a Diverse Workforce

- Workforce Diversity
- Perception
- Managing Diversity
- Harassment

CHAPTER 5: Building High-Performance Teams

- Purpose of Teams
- The Stages of Team Development
- Team Management





Program Topics



CHAPTER 6: Human Resource Management

- Strategic Human Resource Management
- Recruitment, Selection, Training and Development
- Performance Appraisal and Feedback
- Pay and Benefits

CHAPTER 7: Coaching and Performance Feedback

- What Is Coaching?
- Coaching Skills and Characteristics
- What is Performance Feedback?

CHAPTER 8: Networking and Mentoring

- Importance of Networking
- Strategies for Building a Network
- Importance and Benefits of Mentoring

CHAPTER 9: Project Management

- The Project Life Cycle
- Project Management Elements
- Managing Project Risk
- Project Management Methodologies

CHAPTER 10: Running Effective Meetings

- Structure of an Effective Meeting
- Types of Meetings
- Dysfunctional Meeting Behaviors





Program Topics

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Certified Manager 3: Leading and Controlling

CHAPTER 1: Leadership

- The Nature of Leadership
- Leadership Models
- Gender and Leadership
- Emotional Intelligence and Leadership

CHAPTER 2: Motivation and Engagement

- The Nature of Motivation and Engagement
- Theories of Motivation
- Pay and Motivation

CHAPTER 3: Managing Change

- The Basics of Change
- The Process of Change
- Managing Change

CHAPTER 4: Organizational Conflict and Politics

- The Nature of Organizational Conflict
- Forms of Conflict Resolution
- Organizational Politics

CHAPTER 5: Managing Misbehavior

- Misbehavior in the Workplace
- Management's Responsibility for Misbehavior

CHAPTER 6: Time and Stress Management

- What is Job Stress?
- Strategies for Time and Stress Management

CHAPTER 7: Organizational and Operational Control

- Output Control
- Behavior Control & Operations Control

CHAPTER 8: Accounting and Financial Information

- Key Financial Statements
- Analyzing Financial Performance

CHAPTER 9: Financial Management

- Financial Planning
- The Need for Operating Funds
- Obtaining Short-Term Financing
- Obtaining Long-Term Financing





Certificate Holders

More than 100 Certified Managers
Holding the Certificate in Oman....



سالم أحمد علي الزبيدي
سلطان احمد الرحبي
سلطان أحمد مبروك الرواحي
محمد مسلم العريمي
مريم الشيزاوي
ناصر حميد سعيد التوقي
ناصر عيسى الرحبي
ناصر عيسى سليمان الحبسي
نواف اقبال البلوشي
نوال الجمالي
هشام عبدالله الريامي
هند جمعان سعد حبيس

م. هلال سعيد سليمان الهادي
م. هلال سليم حامد الشكري
احمد سليمان البرام
احمد عبدالله الوهبي
إيمان الزدجالي
بدر علي حمد المعمرى
جمال صالح شيخ كرم البلوشي
حمدان حميد السكيتي
خالد احمد الزبيدي
خالد سعيد الوهبي
خالد عامر سالم المسلمي
خليل مسعود الشكيلي

د. أحمد حارب الحسني
د. أمجد رجا قسايمة
د. تغريد كامل
د. سلمى احمد عبد الكريم
د. عادل غالب خليفة البوسعيدي
م. أحمد الفارسي
م. أحمد شامس محمد السيابي
م. سليمان عبدالله يحيى الشعيلي
م. عادل سعيد علي البطاشي
م. محمد النعماني
م. محمود سعيد عبدالله الإسماعيلي

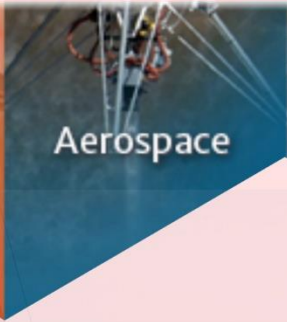




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Retail



Aerospace



Medical



Manufacturing



Education



Corrections

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Industries Served



Banking



Telecommunications



Education



Non-Profit Org



Oil and Gas



Military



Technology



Utilities



Consultants



Defense



Insurance



Manufacturing



Hospitality



Health Care



Government



Finance/Investment



Engineering



Biotech



Aerospace



Retail Services



Scott Gunderson, CM
Office: Chairman

Company: Dakota County Technical College

Title: Business Chair/Director of Business & Management Programs

Location: Rosemount, MN

Education: Master's in Public and Non-Profit Administration; Bachelor's Degree in Management; Senior Professional in Human Resources (SPHR)



Ranessia Thomas Smith, CM

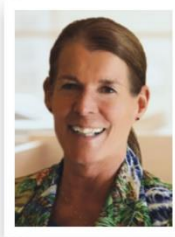
Office: Vice Chairman

Company: Lockheed Martin Corporation

Title: Systems Engineer/Project Manager

Location: Fredericksburg, VA

Education: Education: MS – Technical Management, Johns Hopkins University; BS – Mathematics, University of North Carolina at Greensboro



Brenda McAleer, PhD, CM

Office: Treasurer

Company: University of Maine at Augusta

Title: Associate Provost and Dean of the College of Professional Studies

Location: Augusta, ME

Education: PhD Walden University; MA Vermont College of Norwich University; BA St. Mary's College Notre Dame, IN; Project Management Professional (PMP)



K. Stephen Bailey, CM

Company: NMA... THE Leadership Development Organization

Title: Executive Director

Location: Dayton, OH

Education: Masters of Public Administration



Nancy Bennett, MAM

Company: Blue Cross Blue Shield of Michigan

Title: Manager, Operations Development and Learning Management

Location: Detroit, MI

Education: MA Management, Bellevue University; BS Business Management, University of Phoenix



John Consiglio, CM

Company: General Dynamics

Title: Engineering Specialist

Location: Groton, CT

Education: MBA University of Hartford; BS Mechanical Engineering, Worcester Polytechnic Institute; Lean-Six Sigma Black



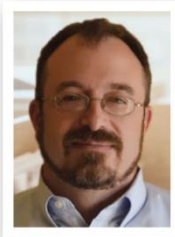
William G. Davis, CM

Company: Ashford University

Title: Core Faculty/Faculty Senator/Author, Forbes School of Business and Technology

Location: Rock Island, IL

Education: MA Organizational Leadership, St. Ambrose University; BA Business Administration, Lewis University



Kevin Hartford, CM

Company: Olgoonik Global Security

Title: Program Manager

Location: Arlington, VA

Education: MA Human Resource Management; BS Workforce Education and Development; Project Management Professional (PMP)



James Healey, CM

Company: Lockheed Martin Corporation

Title: Financial Analysis Manager

Location: Moorestown, NJ

Education: MBA, Management Information Systems, New York Institute of Technology; BS Accounting, Hunger College



Wanda L. King

Company: The Center for Professional Training and Development

Title: President

Location: Columbia, MD

Education: MS Johns Hopkins University; BS University of Maryland University College



Richard L. McElroy, PhD

Company: American Institute of Organizational Effectiveness

Title: Founder/President

Location: Raleigh, NC

Education: PhD Human & Organization Systems; MA Human & Organization Systems; MA Organizational Design & Effectiveness; B.S. in Nuclear Engineering Technology; B.S. in Organization Management



Joel Reyes, CM

Company: Science Applications International Corporation

Title: Training Analyst Team Lead

Location: Virginia Beach, VA

Education: MS Emergency Services Management, Columbia Southern University; BA Natural Science and Mathematics, Thomas Edison State University



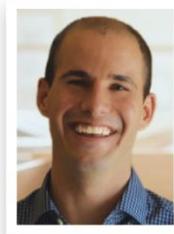
Enrique (Rick) Ruiz, CM

Company: PositivePsyche.Biz Corp.

Title: President

Location: Germantown, MD

Education: MBA Edinburgh Business School, Heriot-Watt University, United Kingdom; Program Management Professional (PMP), Certified Diversity Executive (CDE)



Michael Shockey

Company: CapTech

Title: Senior Consultant

Location: Richmond, VA

Education: MBA University of Richmond; BBA James Madison University; Associate in Risk Management (ARM)



Steve Van Oostenbrugge, PhD, CM

Company: Concordia University

Title: Marketing Professor

Location: Ann Arbor, MI

Education: PhD Philosophy, Capella University; MBA, Davenport University; BS Management, Davenport University



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CERTIFIED MANAGER CERTIFICATION

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MANAGER



AUTHORIZED
ICPM
INSTRUCTIONAL PARTNER

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