

## **Chartered Professional Manager (CPM)**

**[The Chartered Association of Business Administrators (CABA) - USA accredited Professional Certification in Managerial Positions]**

### **Programme Overview**

Nothing is more heartbreaking than seeing smart, hardworking, and well-meaning managers fail. But in today's ever-changing and competitive work environment, it happens all too often. Success is most difficult for middle managers, because their role is more complicated and challenging than the roles of either frontline supervisors or senior executives. Even so, middle managers can experience peak performance with the right guidance, development, and support. To do so, they need to learn the craft of middle management and overcome several challenges that can wreck their capacity to perform.

The High-Impact Middle Management System is a very important contribution to the study of organizational effectiveness because it focuses on the people who are the key to any organization's performance—the people in the middle. These are the people whose efforts determine the success of any endeavor. Leaders can design wonderful strategies, but the success of the organization resides in the understanding & execution of those strategies. The people in the middle are the ones who make it work. This is the group who run the business, ensure the performance of the People & the Organization.

### **A Certified CPM-CABA is deemed to be competent in the following areas:**

- Understand the Role of Middle Manager
- Contribute in Business Strategy Fixation
- Design Functional Strategy aligning with Business Strategy
- Execute Business & Talent Strategy in line with Organizational Goal
- Draw Result Oriented Goals
- To plan, monitor & guide team members for Functional & Business Operations
- Ensure Business Performance for the Company
- Make perfect bridge between execution & senior level management for smooth operations of Business

### **This Programme is designed to meet professionals' needs of these responsibilities**

- Anyone who has responsible for leading people
- Anyone who is responsible for strategic planning & execution
- Anyone interested in or responsible for succession planning & leadership Development
- Anyone who is involved in Consultancy for HR, Organization Development
- Anyone who is leading other functional department

### **Program Administration**

Pre course - Self Assessment, Self study of article & materials

Post Course - Exam, Assignment, Awareness Presentation & Application Action Plan

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### **Programme Agenda**

#### 1) Self Mastery: Source of SUCCESS POWER

- Behavior & RESULT: The relation
- The IMPACT Model
- Managing Behavior: Know your ABC
- NLP for Self Management & Self Control
- Emotional Intelligence: Key to SUCCESS
- Personality & People Behavior

#### 2) Interpersonal Skill for Organizational Excellence

- Better Human Relation through personal chemistry
- DIARR Model for interpersonal Relation
- Communication Challenges at Workplace
- Feedback & its Chemistry
- Persuasion, Influence & Negotiation: Tools for Relationship Mastery

#### 3) Manager: A Powerful Force for Executing Results

- Introduction: Middle Management—Magic or Mayhem?
- The MARS formula
- Result Chain
- RACI Matrix for Role Clarification
- Types of Middle Manager: TMM & HIMM
- The High-Impact Middle Management System
- Stayer's Leadership Mantra
- Belief-action-Result Cycle

#### 4) Managerial Competencies [MC] for 21st Century

- Harvard Business Review for Managerial Mindset
- Area of Contribution for Managers
- Developing MC Matrix
- Multi-dimensional holistic Model for MC
- Holistic Domain Model for MC
- The Lancaster Model for MC
- ATD's model for Managerial Skill
- Self-Assessment: Managerial Competencies

#### 5) Managerial Role in Day-to-Day Execution

- Organizational Alignment: Ensuring That the Department Delivers Results
- High-Impact Leaders Are Unstoppable! Wiping Out Limitations to Results
- Problems that reduce throughput
- Solutions to solve throughput problem
- Using High-Impact Middle Management to Make the Most of Your Busy Day

- 6) Performance Leadership: Ensuring That Team Members Excel in Execution
  - Performance Management Myths: What Not to Do
  - 5 Performance Principle
  - Competencies for Performance Leadership
  - Manager as Performance Catalyst
- 7) Communication that Matters for Manager
  - How to Read / Write / Speak / Think / Listen Like a Manager
- 8) 7 Power Strategy for effective Managers
  - 1: Your Management A-B Boxes
  - 2: Mind Your Metrics!
  - 3: The Art of Planning
  - 4: Results-Oriented Responses
  - 5: Mastering Your Time
  - 6: Right Decision Making for business excellence
  - 7: Aligning Your Department for Success
- 9) Delegation & its Recipe
  - 4W of Delegation
  - Steps/Stages of Delegation Process
  - Design Delegation Matrix
  - Competencies for proper delegation
  - Impact of improper delegation
- 10) Organization Development: Concept, Competencies & Practice
  - Core theoretical bases that shape OD practices
  - Model & Theories of OD:
    - Action research Model
    - 7 Stage Model of planned change of Ronald Lippitt & Associates
    - Porras & Robertson Model of organizational change
    - The 6-Box Model
    - Grid Organization Development Model by Blake & Mouton
      - OD Consultancy Cycle: 6 Key Component
      - OD Consulting Competencies
- 11) Corporate Leadership & Its Application
  - Insight Thought of Corporate Leadership
  - Approaches of Corporate Leadership
  - Employing the POWER of engaging leadership
  - Creating a HIGH performing TEAM through Leadership
  - Coaching: One of the Best approaches to ensure Employee Performance

12) Business Planning & Strategy

- Business Planning: Concept, Steps & Tools
- Business Strategy Development tools & techniques
- Cost Benefit analysis for Business Strategy Fixation
- Organizational SWOT Analysis

13) Business Management

- 5 Steps Model to ensure Business Growth
- The pillars for organizational success
- 6 Fundamentals of Business Management
- Financial Intelligence for Managers & its scope to apply
- Tools for Sustainability & Business Growth
- Role of Manager in Proficiency, Productivity, Profitability
- Business Process Reengineering [BPR]: Concept & Impact
- Waste Management & Profitability
- Competency Framework for a Business Leader

14) Financial Intelligence

- Financial Terminology
- Financial ratio
- Profit Chain Analysis
- Financial Performance & Managers' Role
- Financial Analysis for Managers
- Cost Leadership Strategy & Manager's Role

15) Operational Excellence & Manager's Role

- Concept of Operational Excellence
- Operational Excellence Models
- Component of Operation Management
- Productivity, Profitability through Operational Excellence
- Managers' Contribution in Operational Excellence

**Assessment Areas**

- Clarity about Concept: Clear understanding about Middle Management Role & Its Competencies
- Understanding Method/Process: Different method & process of activity for every Middle Manager
- Capability to implement & apply the learning regarding Middle Management's Role in the organization
- Capability to transfer learning to others about Middle management capacity & Role
- Capability to analyze & overcome the challenges for implementing Middle Management Role in the organization