informatech

LEADERSHIP AND MANAGEMENT | LM-011

# Certified Professional Manager

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# Course content

## Why Attend

### Training Course Overview

Is your management approach affected by today's turbulent organizational environment? Are you experiencing stress while navigating the challenges of leading through disruptive changes, information overload, chaos, and ambiguity?

If these issues resonate with you, know that you're not alone. Forward-thinking organizations now recognize the complexity of modern management and acknowledge the need for a more sophisticated approach to defining and practicing managerial roles. However, they often lack internal support systems to facilitate this development.

The Certified Professional Manager training course addresses these challenges head-on. Specifically tailored, the Certified Professional Manager training course aims to cultivate a mature response that directly enhances an individual's ability to lead teams, manage change, prioritize effectively, and navigate interpersonal dynamics. Through self-study, educational modules, and reflective exercises, participants are encouraged to broaden their perspectives and formulate actionable agendas for the future.

The course curriculum and interactive discussions are grounded in solid psychological theory, expanding and refining your understanding of managerial leadership not only within your business but also within the broader context of community, society, and the global socio-economic landscape.

If effective people management is crucial to you, consider this esteemed training course an essential learning opportunity. It will elevate your capabilities by providing strategic insights, introducing new skills, and equipping you with practical techniques that yield immediate impact in your management approach.

## Course Objectives

### By attending this training course, delegates will be able to:

- Reappraise their current practice and redefine their management role
- Recognise their managerial and leadership strengths and stablish an agenda for development
- Employ interpersonal skills to build collaborative practice, engagement and raise performance

# Course content

## Course Objectives

• Diagnose team performance and identify strategies for improvement

• Manage potential conflict and deliver constructive feedback that motivates future performance

• Select and apply innovative problem-solving techniques to harness "collective wisdom"

### Designed for

### This training course is suitable to a wide range of professionals but will greatly benefit:

• All employees about to undertake a line management or supervisory role

• Technical professionals tasked with supervision of others, seeking interpersonal skills

• Existing Managers who seek to rejuvenate, redefine and energise their practice

• Career focused Managers seeking development for a future leadership role

• HR/OD Practitioners who support / coach Managers to improve their practice

## Course outline

### Day One: Management in an Age of Uncertainty

• The Challenge of Management in the New Normal

• The management role: from macro to micro

• Adaptive Management for situational change.

• "Managerial Leadership"; embracing wider responsibilities

• Changing paradigms and perceptions of managerial performance

• Achieving results through others: empowering delegation

### Day Two: Managing Workplace Conflict for Productive Outcomes

# Course content

## Course outline

- Relationship Awareness Theory; exploring motivational values
- Organisational disagreement and conflict: positive outcomes
- Analysing my response to conflict: Thomas Kilmann
- Appreciating and managing individual differences
- Creative benefits of productive disagreement
- Reciprocity: managing without confrontation

### Day Three: Managing for Continuous Improvement

- The Age of "digital transformation" and Business Model Regeneration
- A focus on Kaizen: philosophy to practice
- Organisational development and diagnostic tools that raise performance
- Organisational culture, dynamic tension and change management issues
- Leading change initiatives" "solution focused change"
- The Paradox of the change process and the managers response

### Day Four: Managerial Leadership for High Performing Teams

- Managing virtual and High Performing Teams
- Dysfunctional teams: raising performance through trust
- How well does my team perform? Assessment, reflection and action
- Understanding the team's contribution to the organisation's profit
- Creating alignment and functional commitment: empowering the team
- Communication and coaching to motivate and restore focus

### Day Five: Decision Making and Problem Solving

# Course content

## Course outline

- Thinking slow and thinking fast
- Managing creativity and innovation
- Harnessing the collective wisdom of the team
- Breaking self-imposed mental blocks that limit expansive thinking
- Managing crisis: resilience, prioritisation, delegation and empowerment
- Review of key learning: Action planning for sustained improvement

# Seminar dates

## Available seminar dates

Live dates and pricing for Certified Professional Manager generated from the course details page.

| Date | Location | Format | Fee |
|---|---|---|---|
| 19 - 23 October 2026 | Barcelona - Spain | Classroom | **€3,080.-** |
| 2 - 6 November 2026 | Paris - France | Classroom | **€3,600.-** |
| 21 - 25 December 2026 | Frankfurt - Germany | Classroom | **€2,600.-** |
| 18 - 22 January 2027 | Munich - Germany | Classroom | **€3,400.-** |
| 15 - 19 February 2027 | Amsterdam - Netherlands | Classroom | **€3,400.-** |
| 15 - 19 March 2027 | Geneva - Switzerland | Classroom | **€4,200.-** |
| 19 - 23 April 2027 | Istanbul - Turkey | Classroom | **€2,280.-** |
| 17 - 21 May 2027 | Vienna - Austria | Classroom | **€3,400.-** |
| 21 - 25 June 2027 | Barcelona - Spain | Classroom | **€3,080.-** |
| 19 - 23 July 2027 | Cape Town - South Africa | Classroom | **€2,272.-** |
| 16 - 20 August 2027 | Frankfurt - Germany | Classroom | **€2,600.-** |
| 20 - 24 September 2027 | Munich - Germany | Classroom | **€3,400.-** |
| 18 - 22 October 2027 | Amsterdam - Netherlands | Classroom | **€3,400.-** |
| 15 - 19 November 2027 | Geneva - Switzerland | Classroom | **€4,200.-** |
| 20 - 24 December 2027 | Istanbul - Turkey | Classroom | **€2,280.-** |

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|---|---|
| **Live online option** | Online delivery is available at €1,850.-. |