

CERTIFICATE IN MANAGEMENT



GENTEX[®]
TRAINING CENTER



Introduction

Management is a discipline with defined methods, and organisations depend on managers who can apply them consistently rather than by instinct. The Certificate in Management Training Course covers the core practices that make a manager effective across planning, people, resources, and results. Participants learn to translate objectives into operating plans, organise work and resources, and hold performance to clear standards. Furthermore, the course covers team leadership, delegation, budgeting, and process improvement. In addition, it addresses stakeholder coordination, risk awareness, and ethical governance. As a result, participants return able to run a function with discipline, clarity, and measurable outcomes.

Certificate in Management Course Objectives

- Translate organisational objectives into departmental operating plans.
- Apply the Balanced Scorecard and SMART objectives to planning.
- Organise work and resources using RACI role clarity and capacity planning.
- Read budgets, control costs, and interpret financial variance reports.
- Apply process mapping and Lean thinking to operational improvement.
- Manage teams through delegation, coaching, and structured feedback.
- Run performance management cycles with objective measures.
- Coordinate stakeholders using power-interest analysis and clear reporting.
- Apply risk registers, internal control, and governance fundamentals.
- Measure departmental performance with clear management KPIs.

Course Methodology

- Instructor-led sessions linking management theory to applied practice.
- Practical exercises in planning, budgeting, and process improvement.

LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Case studies from corporate, public, and industrial management settings.
- Role-play exercises on delegation, performance reviews, and difficult conversations.
- Group workshops building operating plans, KPI sets, and risk registers.
- Continuous knowledge checks and a final assessed management project.

Who Should Take This Course

- New and experienced department managers.
- Supervisors preparing for wider management responsibility.
- Project and programme managers running operational work.
- Specialists moving from technical roles into management.
- Business unit and section heads.
- Professionals seeking a structured management foundation.

Certificate in Management Course Outlines

Day 1: Management Foundations and Planning

- Management versus leadership in daily practice.
- Setting departmental objectives with SMART criteria and the Balanced Scorecard.
- Environmental analysis using SWOT and PESTLE.
- Operating plans, milestones, and owner assignment.
- Organisational structure, delegation limits, and authority boundaries.
- Professional conduct, ethics, and governance awareness.
- Workshop: building a departmental operating plan.

Day 2: Organising Work and Resources



LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Capacity planning and workload balancing.
- Role clarity using the RACI matrix.
- Process mapping and identifying bottlenecks.
- Lean thinking and waste reduction in daily operations.
- Standard operating procedures and work instructions.
- Resource allocation, scheduling, and prioritisation.
- Workshop: mapping and improving a slow internal process.

Day 3: Budgets, Costs, and Financial Control

- Reading the income statement, balance sheet, and cash flow.
- Budget preparation, forecasting, and variance analysis.
- Costing methods and break-even analysis.
- Investment appraisal using payback and net present value.
- Procurement, supplier management, and cost control.
- Financial reporting for management decision-making.
- Workshop: analysing a departmental budget variance report.

Day 4: Managing People and Performance

- Delegation levels with defined authority and accountability.
- Coaching with the GROW model and structured reviews.
- Feedback using the SBI model and performance improvement plans.
- Motivation, engagement, and recognition practices.
- Handling absence, conduct, and conflict fairly and early.
- Building teamwork and managing change at team level.
- Workshop: running a performance and coaching conversation.





Day 5: Risk, Governance, and Management Impact

- Risk registers, assessment, and mitigation planning.
- Internal control and assurance awareness.
- Governance, accountability, and ethical decision-making.
- Management KPIs and performance dashboard reporting.
- Continuous improvement and lessons learned routines.
- Building a personal management development plan.
- Workshop: presenting a departmental performance and improvement plan.

Conclusion

By successfully completing the Certificate in Management Training Course, participants will have acquired the knowledge to plan departmental work, organise resources, control budgets, manage people and performance, and improve processes. They will also gain the ability to manage risk, apply governance fundamentals, and measure departmental results through clear indicators. Furthermore, the course prepares managers to run a function with consistent discipline rather than reactive effort. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready management practice.

FAQs



Q1 What is the "Certificate in Management" course about?

It is a structured programme covering the core practices of effective management. It addresses departmental planning with the Balanced Scorecard, work organisation and RACI clarity, budgeting and cost control, process improvement with Lean thinking, people and performance management, risk and governance, and management performance measurement.

Q2 What are the key benefits of the "Certificate in Management" course?

Participants gain a complete management method that replaces improvisation with clear process. The course improves planning and resource control, strengthens budget discipline, raises team performance and clarity, lowers avoidable conflict and delay, and gives managers reliable measures for reporting departmental results.

Q3 What skills will I gain from the "Certificate in Management" course?

Departmental planning and objective setting; work organisation, RACI clarity and process improvement; budgeting, costing and financial control; and people and performance management, risk control and results measurement.



Q4 What tools, methods, or standards are covered in the "Certificate in Management" course?

The course covers the Balanced Scorecard, SMART objectives, SWOT and PESTLE, operating plan and milestone formats, the RACI matrix, capacity planning, process mapping, Lean thinking and waste reduction, standard operating procedures, budget and variance analysis, break-even and net present value appraisal, the GROW coaching model, the SBI feedback model, performance improvement plans, risk registers, internal control concepts, and management KPI dashboards.

Q5 How is the "Certificate in Management" course applied in real-world practice?

Graduates apply it by converting objectives into operating plans with budgets and milestones, organising work against capacity and role clarity, and reviewing financial and operational performance monthly. They also delegate with defined authority, coach and review their teams, improve slow processes, maintain risk registers, and report departmental results to senior management.