

CERTIFIED MANAGER (CM) TRAINING COURSE



GENTEX[®]
TRAINING CENTER



Introduction

Management capability shows in how well an organisation plans, organises, and delivers through its people, and it can be built systematically rather than assumed. The Certified Manager (CM) Training Course develops that capability across the full range of management responsibility. Participants learn to plan departmental work, organise resources, manage people and performance, and control budgets and risk. Furthermore, the course covers decision-making, communication, and process improvement. In addition, it addresses governance, ethics, and performance measurement. As a result, participants return able to manage a function with consistency, defend their decisions, and improve results measurably.

Certified Manager (CM) Course Objectives

- Plan departmental work using objectives, milestones, and SMART criteria.
- Apply the Balanced Scorecard and SWOT and PESTLE to planning.
- Organise work and resources with RACI clarity and capacity planning.
- Delegate with defined authority, accountability, and follow-up discipline.
- Read financial statements, prepare budgets, and analyse variances.
- Apply costing, break-even, and investment appraisal to decisions.
- Use structured decision frameworks to make and defend choices.
- Manage performance through objective measures and improvement plans.
- Apply process mapping and Lean thinking to operational improvement.
- Manage risk, governance, and stakeholder relationships effectively.

Course Methodology

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

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 communication.
- Group workshops building operating plans, KPI sets, and risk registers.
- Continuous knowledge checks and a final assessed management project.

Who Should Take This Course

- Department managers and section heads.
- Supervisors preparing for wider management responsibility.
- Project and programme managers running operational work.
- Specialists moving from technical roles into management.
- Administrative and operations managers seeking structure.
- Professionals seeking a recognised management credential.

Certified Manager (CM) Course Outlines

Day 1: Management Foundations and Planning

- Management roles, responsibilities, and authority boundaries.
- Setting departmental objectives with SMART criteria.
- The Balanced Scorecard and strategy alignment.
- Environmental analysis using SWOT and PESTLE.
- Operating plans, milestones, and owner assignment.
- Governance, ethics, and professional conduct.
- 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



- Organisational structures and reporting relationships.
- Capacity planning and workload balancing.
- Role clarity using the RACI matrix.
- Process mapping and identifying bottlenecks.
- Lean thinking and waste reduction.
- Standard operating procedures and work instructions.
- Workshop: mapping and improving an internal process.

Day 3: Budgets, Costs, and Financial Control

- Reading income statements, balance sheets, 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 decisions.
- Workshop: analysing a budget variance report.

Day 4: Managing People and Performance

- Delegation levels with defined authority and accountability.
- Motivation, engagement, and recognition practice.
- Coaching with the GROW model and structured reviews.
- Feedback using the SBI model and improvement plans.
- Handling absence, conduct, and conflict fairly and early.
- Communication and stakeholder coordination.
- Workshop: running a performance and coaching conversation.





Day 5: Decisions, Risk, and Management Impact

- Structured decision-making frameworks and criteria.
- Decision matrices and cost-benefit analysis.
- Risk registers, assessment, and mitigation planning.
- Internal control and assurance awareness.
- Management KPIs and performance dashboard reporting.
- Continuous improvement and lessons learned routines.
- Workshop: presenting a departmental performance and improvement plan.

Conclusion

By successfully completing the Certified Manager (CM) Training Course, participants will have acquired the knowledge to plan departmental work, organise resources and roles, control budgets, manage people and performance, and make decisions that stand up to scrutiny. They will also gain the ability to manage risk, apply governance fundamentals, and measure departmental results with clear indicators. Furthermore, the course prepares managers to run a function with 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 "Certified Manager (CM)" course about?

It is a structured programme covering the full range of management responsibility. It addresses departmental planning with the Balanced Scorecard, work organisation and RACI clarity, budgeting and cost control, people and performance management, structured decision-making, risk and governance, and performance measurement.

Q2 What are the key benefits of the "Certified Manager (CM)" course?

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

Q3 What skills will I gain from the "Certified Manager (CM)" course?

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



Q4 What tools, methods, or standards are covered in the "Certified Manager (CM)" course?

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

Q5 How is the "Certified Manager (CM)" course applied in real-world practice?

Graduates apply it by converting objectives into operating plans with budgets and milestones, allocating work against capacity and clear roles, and reviewing financial and operational performance monthly. They also delegate with defined authority, coach and review their teams, make decisions using documented criteria, maintain risk registers, and report departmental results to senior management.