

## The No.1 Internationally recognized certification in Leadership and Management



INSTITUTE OF CERTIFIED PROFESSIONAL MANAGERS | JAMES MADISON UNIVERSITY  
HARRISONBURG, VA, USA



*Sun Learning Systems FZE*

[www.sunlearningsystems.biz](http://www.sunlearningsystems.biz)



## The Certified Manger (CM) Program

The Certified Manager Program is a professional training program sponsored by the Institute of Certified Professional Managers (ICPM). The CM Program develops and enhances general management skills and prepares individuals to take the CM Management Certification exams. Those who successfully complete the CM exams achieve the CM certification, a prestigious credential that recognizes competency and professionalism of managers worldwide in all fields.

### Why Certification?

Certification has long been a mark of competency and credibility. Project Management Professionals (PMPs), Chartered Financial Analysts (CFAs), and Microsoft Certified Professionals (MCPs) have all successfully used certification in their respective fields to distinguish them from their colleagues. Now managers can obtain professional recognition with the CM certification.

#### For individuals, CM certification:

- Builds management knowledge and skills
- Reflects professional achievement
- Enhances career opportunities and achievement

#### For employers, CM certification:

- Confirms management competence
- Demonstrates professional commitment
- Sets standards for quality management



*High quality &  
ethical standards  
for improved  
leadership &  
managerial  
performance*

**Earn CM certification in three easy steps:**

- 1. GET TRAINED**
- 2. GET CERTIFIED**
- 3. GET RECOGNIZED**

# 1. GET TRAINED

## Training for the exams:

Contact Sun Learning Systems FZE at:  
[cs@sunlearningsystems.biz](mailto:cs@sunlearningsystems.biz)

## Training materials for the CM Program include:

### Study Manuals:

Three manuals titled Management Skills I, II and III contain core content, integrated case examples, application-based exercises, and management glossaries.

### Online Learning Center:

This electronic program interface features chapter reviews, practise quizzes, Power Point slides and other study aids.

### Instructor's Manual:

Supporting materials include instructor's manuals, Power Point slides and practice quizzes.

Content of the CM Program integrates contemporary management theory with the more traditional management approach of planning, leading, organizing and controlling. The content is organized as follows:

### MANAGEMENT SKILLS I: FOUNDATIONS OF MANAGEMENT

1. Management Today
2. Manager or Leader?
3. Ethics and Social Responsibility
4. Managing in the Global Environment
5. Managing for Sustainability
6. Effective Communication
7. Decision Making
8. Using Information Technology to Improve Performance
9. Working in the Legal Environment and Managing Risk
10. Understanding how Economics Affects Business

### MANAGEMENT SKILLS II: PLANNING & ORGANIZING

1. The Manager as Planner and Strategist
2. Value-Chain Management: Functional Strategies
3. Project Management
4. Managing Organizational Structure and Culture
5. Building Teams and Work Groups
6. Human Resource Management
7. Managing a Diverse Workforce
8. Coaching and Providing Feedback for Improved Performance
9. Networking and Mentoring
10. Planning and Facilitating Effective Meetings

### MANAGEMENT SKILLS III: LEADING & CONTROLLING

1. Leadership
2. Motivation
3. Managing Change
4. Managing Conflict, Politics and Negotiation
5. Managing Misbehavior
6. Time and Stress Management
7. Organizational Control
8. Operations Control
9. Understanding Accounting and Financial Information
10. Financial Management



## 2. GET CERTIFIED

### **Application**

The application serves as an audit of the applicant's education and experience. It determines eligibility to take the CM certification exams based on a point system.

Education points are awarded for high school completion, college degree and non-degree programs and management training (including CM preparatory classes). Education points are verified by diploma, degree and/or certificates of completion.

Experience points are awarded for managerial, non-managerial, general business, leadership and teaching experience. Experience points are verified by reference statements signed by former employers.

Applicants that meet the education or experience requirement, but not both, may apply to the CM Program as an Associate CM. Associate CM's can earn full CM status by fulfilling the deficient requirement and providing documentation to the ICPM.

## Assessment

The three CM exams coincide with content covered in the CM study manuals. The exams are comprised of multiple-choice questions that test knowledge, decision-making and analytical skills. Both US and international versions of the exams are offered. The international exams do not include the US law.

## Scheduling

ICPM offers the ultimate in testing flexibility by making exams available 7-days a week, 365 days a year. Test Takers may choose times and dates for exams that fit their schedules and notify ICPM when they are ready to test.

## Reliability & Validity

The CM exams are highly valid and reliable, as proven by regular psychometric testing. Reliability measures the exam's consistency or ability to produce similar scores each time a test taker attempts the exam under similar conditions. Validity measures the quality of the exam in assessing competency. The CM exams are valid since a test taker who scores high on exams is also considered to be a good manager by others.

### CM Exam Facts

- US and international versions
- Two hour, timed, closed book exams
- Computer-based and paper formats
- Detailed grade reports within 30 days
- Proven reliability and validity

“We have already seen how the CM program has helped many of our managers in their leadership performance, “The CM Program has added value in the workplace, maximizing our return on investment. ”

*Ahmed Faraj Al Lardhi, CM, Training and Development Team Leader at ZADCO*

“Throughout the three month period, the students had all shown a strong commitment to the course and their achievements were outstanding. “Certification has long been a mark of competency and credibility,” she said, “and by encouraging our people in this way, we hope it will add to their overall skills set and motivate them further in their careers. ”

*Amna Al Mansouri, Vice President of Human Resources and Corporate Support, Royal Jet*

# 3. GET RECOGNIZED

After successfully passing the CM exams, your achievement will be recognized by friends, family and co-workers, clients, senior management and the business community. New CM's receive a congratulatory letter, CM certificate, CM lapel pin and a copy of the ICPM Code of Ethics. They are entitled to use the title 'Certified Manager' and the registered CM title designation, ie. John Smith, CM. ICPM recognizes CM's by sending press releases to local papers and announcement letters to designated parties. The names of the new CMs are also published in ICPM's bi-annual newsletter, The Certified Letter.



## Responsibilities

- Becoming a CM carries with it certain responsibilities which include:
- Maintaining high standards of management performance
- Exhibiting professionalism in all business interactions
- Upholding the ethical standards embodied in the ICPM Code of Ethics
- Fulfilling annual CM recertification requirements

## Recertification Benefits

Annual recertification keeps the CM certification active. CM recertify each January by paying \$50 professional fee and submitting a plan of 10 hours of continuing education to ICPM. In return, CMs receive the following benefits:

- Subscription to Management World (online journal)
- Subscription to the Certified Letter (online newsletter)
- Listing in the CM Electronic Directory
- Access to JobNet (electronic job board)
- Access to a network of thousands of CMs worldwide

## ABOUT ICPM

**The Institute of Certified Professional Managers (ICPM)** is the world's largest certifying organization for the management profession. Founded by the National Management Association (NMA), the International Management Council (IMC) and management educators. ICPM has been certifying managers for over 30 years. With over 10,000 managers certified worldwide, ICPM is committed to raising the competency and Professionalism of managers in all fields.

## WHO ARE CERTIFIED MANAGERS?

AVENTIS  
ALCATEL  
BAE SYSTEMS  
BAYER  
BOEING  
COCA-COLA  
COMPUTER SCIENCE CORP  
GENERAL DYNAMICS  
GASCO INDUSTRIES  
GOODYEAR  
LOCKHEED MARTIN  
PFIZER  
US MARINES  
ZAKUM DEVELOPMENT COMPANY (ZADCO)

NASA  
PEPSI  
ROYAL JET GROUP  
RAYTHEON  
ROCKEFELLER  
TOYOTA  
TEXAS A&M  
UNITED SPACE ALLIANCE  
US MARINES  
US NAVY  
VERIZON  
GULFSTREAM  
HEWLETT PACKARD

“We feel that the Certified Manager program is an integral part of GASCO's overall leadership program. It gives us great pleasure to partner with both Sun Learning Systems and ICPM for the CM certification program. ”

*Rashed Annoon, Organization Capability Division Manager, GASCO.*

“With the knowledge I received from the CM classes, I am closer to my goal of a career in We are one of the best oilfield development and hydrocarbon production companies in the world. However, as a part of our corporate mission and goals, we are continually striving to improve our management and leadership in the organization. To accomplish this, we are committed to the continuous development of our management team through programs such as the CM certification. ”

*Jumaa O. Al Mehairi, Assistant General Manager of ZADCO*





Get Trained. Get Certified. Get Recognized.



*Sun Learning Systems*

**Firas:** +971 55 977 6220  
**Farrah:** +971 50 594 6714  
**Duaa:** +971 55 661 4696  
**Nigel:** +971 50 656 6904

PO Box 73973  
Dubai, United Arab Emirates

[cs@sunlearningsystems.biz](mailto:cs@sunlearningsystems.biz)  
[www.sunlearningsystems.biz](http://www.sunlearningsystems.biz)