# CMI Recognized Certified Professional Manager Training Course

11 – 15 April 2027
Cape town

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**Ref:** 1565_215514 **Date:** 11 – 15 April 2027 **Location:** Cape town **Fees:** 4500 Euro

## Overview

CMI Recognized Certified Professional Manager Training Course is a one-week training course designed for operational heads, functional managers, and team leaders who seek a structured management toolkit. Many organizations struggle with fragmented operational planning, misaligned performance metrics, and siloed departmental communication. The course addresses these operational bottlenecks through structured management frameworks, data-driven operational decision tools, and stakeholder alignment techniques. Agile Leaders Training Center provides the CMI Recognized Certified Professional Manager Training Course to build repeatable operational and strategic management routines.

## Who Should Attend

- Professionals responsible for departmental performance targets and resource allocation
- Leaders accountable for cross-functional project execution and workflow coordination
- Managers overseeing operational risk management and quality standards compliance
- Supervisors directing multi-tier team productivity and daily workflow scheduling
- Operations leads guiding change transition plans and stakeholder communication

The course assumes participants already manage functional workflows or project teams, leaving out foundational supervisory onboarding and basic clerical coordination.

## Departments and Industries

The course delivers operational frameworks relevant across multiple functional disciplines and operating environments.

- Operations Management and Logistics in supply chain and freight forwarding
- Production and Process Engineering in industrial manufacturing
- Financial Planning and Budget Control in corporate financial services
- Service Delivery and Client Relations in commercial banking and hospitality
- Healthcare Operations and Clinical Administration in hospital networks

## Learning Objectives

By the end of this course, participants will be able to:

- Apply the Balanced Scorecard framework to align operational targets with organizational strategy.
- Build stakeholder engagement matrices to diagnose communication barriers and mitigate project risks.
- Analyze team performance variances using key performance indicator dashboards and Root Cause Analysis.
- Prioritize departmental resources using activity-based operational budgeting models.
- Evaluate workflow bottlenecks using Lean value stream mapping tools.

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## Course Agenda

## Day 1: Strategic Alignment and Operational Context

- Balanced Scorecard Strategy Mapping and Operational Cascade
- PESTLE Analysis Matrix for Environmental Scanning
- Porter's Five Forces Framework for Market Position Assessment
- RACI Responsibility Assignment Matrix for Operational Governance
- SMART Operational Target Formulation and KPI Dashboards

## Day 2: Resource Allocation and Performance Measurement

- Activity-Based Budgeting Templates and Cost Allocation Schedules
- Variance Analysis Models for Operational Budget Control
- Capacity Utilization Tracking Sheets and Workload Leveling
- Objectives and Key Results OKR Matrix for Functional Unit Alignment
- Root Cause Analysis using Ishikawa Diagrams and 5 Whys

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## Day 3: People Leadership and Stakeholder Management

- Hersey-Blanchard Situational Leadership Model Diagnostic
- Thomas-Kilmann Conflict Mode Instrument for Workplace Negotiations
- Stakeholder Salience Matrix for Cross-Functional Alignment
- Performance Appraisal Rubrics and Constructive Feedback Protocols
- Kotter Eight-Step Change Acceleration Process Roadmap

## Day 4: Process Efficiency and Risk Control

- Lean Value Stream Mapping for Workflow Bottleneck Identification
- Failure Mode and Effects Analysis FMEA for Operational Processes
- Enterprise Risk Register Templates and Risk Heat Maps
- ISO 9001:2015 Quality Management Audit Checklists
- Project Milestone Gantt Charts and Critical Path Method

## Day 5: Management Practice and Capstone Simulation

- Operational KPI Dashboard Calibration Exercise
- Cross-Functional Risk Mitigation Plan Simulation
- Value Stream Bottleneck Resolution and Workload Rebalancing Exercise
- Stakeholder Conflict Resolution Roleplay and Feedback Analysis
- Operational Management Plan Capstone Project

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## Practical Exercises

Suggested activities allow participants to test management techniques on simulated organizational scenarios.

- Strategic Cascading Exercise: Suggested activity applying Balanced Scorecard templates to translate organizational objectives into department-level operational metrics.
- Operational Risk Mapping: Suggested activity building an Enterprise Risk Register and heat map to quantify operational disruptions.
- Value Stream Optimization Exercise: Suggested activity mapping a manufacturing workflow to diagnose delays and eliminate non-value-adding steps.

## FAQs

### Who should attend the CMI Recognized Certified Professional Manager Training Course and what does it assume?

Operational managers, department heads, and team leaders responsible for performance outcomes suit this course. The course assumes active familiarity with functional workflows, project coordination, and basic budgeting, omitting entry-level supervisory coaching.

### How does the CMI Recognized Certified Professional Manager Training Course differ from general supervisory courses?

General supervisory training focuses on interpersonal communication, shift scheduling, and task assignment for first-line supervisors. The CMI Recognized Certified Professional Manager Training Course addresses mid-level management, emphasizing operational strategy alignment, risk management registers, resource budgeting models, and systematic process optimization frameworks.

### What strategic tools are covered in the CMI Recognized Certified Professional Manager Training Course?

Participants analyze organizational priorities using the Balanced Scorecard, PESTLE analysis, and RACI governance matrices. These tools help managers link departmental initiatives directly to organizational objectives while maintaining clear accountability across functional teams.

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## How does the CMI Recognized Certified Professional Manager Training Course address operational risk?

The course examines Failure Mode and Effects Analysis, enterprise risk registers, and risk heat maps. Participants evaluate potential points of operational failure, calculate risk severity, and establish mitigation protocols across routine departmental workflows.

## Conclusion

Participants complete the course with an Operational Management Plan that integrates strategic scorecards, risk registers, and resource allocation templates. This work product establishes clear operational controls across departmental workflows and reduces friction between functional teams. Managers use this structured framework to drive systematic performance tracking, predictable project execution, and sustainable organizational improvements.