

The ICPM logo consists of the letters 'ICPM' in white, bold, sans-serif font, set against a red rectangular background.

Institute of Certified
Professional Managers

The background of the top section is a photograph of an office environment. Several people are seated at desks with computers, working. The lighting is bright and professional.

Verify your management expertise with
the **Certified Manager Certification**

Institute of Certified Professional Managers

Certified Manager Exam Blueprint

The logo for the Certified Manager exam. It features the lowercase letters 'cm' in a large, bold, teal font. Below this, the words 'CERTIFIED' and 'MANAGER' are stacked in a smaller, teal, all-caps, sans-serif font.

cm
CERTIFIED
MANAGER

Certified Manager I: Management Essentials

Domain 1: The Profession of Management (14%)

- Key elements of the management profession, essential managerial tasks, and the skills needed for effective performance
- The role of managers in leading the organization

Domain 2: The Global Business Environment (40%)

- Assessing the company's competitive position and gaining competitive advantage through SWOT analysis and other techniques and tools
- The effects of internal, external, political and economic forces on the organization
- Interpreting and ensuring compliance with legal standards
- Sustainable business practices and operating in an environmentally responsible manner

Domain 3: Ethical Decision-Making (23%)

- Techniques for gathering input from others and assimilating diverse input
- Decision-making processes, techniques, and models
- Interpreting and applying ethical standards

Domain 4: Communication & Information Technology (23%)

- The qualities of data and information and choosing appropriate software to accomplish tasks
- The communication process and the skills managers need to establish and communicate clear expectations and concepts effectively

Exam 2: Planning and Organizing

Domain 1: Planning (29%)

- Planning techniques and strategies for setting and achieving organizational goals
- Project management techniques, strategies and tools
- Planning and facilitating effective meetings and the characteristics of effective facilitators

Domain 2: Organizing (25%)

- Choosing appropriate organizational structures to maximize performance and efficiency
- Techniques for building organizational value
- The importance of teamwork and building effective teams and work groups

Domain 3: Talent/Human Resource Management (46%)

- Staffing the organization by recruiting and selecting employees
- Training and evaluating employees and providing effective performance feedback
- Best practices for effectively managing a diverse workforce
- Coaching, mentoring, and networking

Exam 3: Leading & Controlling

Domain 1: Leading (30%)

- The nature of leadership, characteristics of effective leaders, and skills and techniques for leading and motivating individuals and groups
- The change process, the role of managers and required skills for in leading and managing organizational change
- Pros and cons of organizational conflict and techniques for conflict resolution

Domain 2: Controlling (30%)

- Measures for evaluating results and comparing them to organizational goals and standards
- Quality assurance and performance measurement processes, such as Total Quality Management
- Techniques for addressing employee misconduct and ensuring that employee behavior is consistent with organizational standards

Domain 3: Accounting (21%)

- Basic principles of accounting
- Key financial statements such as the balance sheet and income statement
- The budgeting process and how to recognize budget variance

Domain 4: Financial Management (19%)

- Processes for selecting appropriate sources of financing and establishing financial controls
- Techniques for measuring financial performance, such as the use of ratios, return on equity and cash-flow analysis