

aractech

Global Learning for Operational Leaders



LEADERSHIP AND MANAGEMENT | LM-011

Certified Professional Manager

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Course content

Why Attend

Training Course Overview

Is your management approach affected by today's turbulent organizational environment? Are you experiencing stress while navigating the challenges of leading through disruptive changes, information overload, chaos, and ambiguity?

Course Methodology

Course Objectives

- Reappraise their current practice and redefine their management role
- Recognise their managerial and leadership strengths and establish an agenda for development
- Employ interpersonal skills to build collaborative practice, engagement and raise performance
- Diagnose team performance and identify strategies for improvement
- Manage potential conflict and deliver constructive feedback that motivates future performance
- Select and apply innovative problem-solving techniques to harness "collective wisdom"

Target Audience

- This training course is suitable to a wide range of professionals but will greatly benefit:
- All employees about to undertake a line management or supervisory role
- Technical professionals tasked with supervision of others, seeking interpersonal skills
- Existing Managers who seek to rejuvenate, redefine and energise their practice

Course outline

Detailed course outline

Day-by-day outline for Certified Professional Manager.

Day 1 - Management in an Age of Uncertainty

- The Challenge of Management in the New Normal
- The management role: from macro to micro
- Adaptive Management for situational change.
- “Managerial Leadership”; embracing wider responsibilities
- Changing paradigms and perceptions of managerial performance
- Achieving results through others: empowering delegation

Day 2 - Managing Workplace Conflict for Productive Outcomes

- Relationship Awareness Theory; exploring motivational values
- Organisational disagreement and conflict: positive outcomes
- Analysing my response to conflict: Thomas Kilmann
- Appreciating and managing individual differences
- Creative benefits of productive disagreement
- Reciprocity: managing without confrontation

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Day 3 - Managing for Continuous Improvement

- The Age of “digital transformation” and Business Model Regeneration
- A focus on Kaizen: philosophy to practice
- Organisational development and diagnostic tools that raise performance
- Organisational culture, dynamic tension and change management issues
- Leading change initiatives” “solution focused change”
- The Paradox of the change process and the managers response

Day 4 - Managerial Leadership for High Performing Teams

- Managing virtual and High Performing Teams
- Dysfunctional teams: raising performance through trust
- How well does my team perform? Assessment, reflection and action
- Understanding the team’s contribution to the organisation’s profit
- Creating alignment and functional commitment: empowering the team
- Communication and coaching to motivate and restore focus

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Day 5 - Decision Making and Problem Solving

- Thinking slow and thinking fast
- Managing creativity and innovation
- Harnessing the collective wisdom of the team
- Breaking self-imposed mental blocks that limit expansive thinking
- Managing crisis: resilience, prioritisation, delegation and empowerment
- Review of key learning: Action planning for sustained improvement

Seminar dates

Available seminar dates

Live dates and pricing for Certified Professional Manager generated from the course details page.

Date	Location	Format	Fee
18 - 22 May 2026	Munich	Classroom	€2,415
22 - 26 June 2026	Amsterdam	Classroom	€2,975
13 - 17 July 2026	London	Classroom	€2,940
17 - 21 August 2026	Istanbul	Classroom	€1,995
21 - 25 September 2026	Vienna	Classroom	€2,975
19 - 23 October 2026	Barcelona	Classroom	€2,695
2 - 6 November 2026	Paris	Classroom	€3,150

Live online option

Online delivery is available at €1,250.