



Certified Professional Manager [CPM]

The Institute of Certified Business Consultants -USA accredited Professional Certification in Managerial Positions

World Academy for Research & Development [WARD] in partnering with ICBC-USA has gladly launched this Certification Program to enhance the credibility of Professionals comparing with global standard

Certified Professional Manager [CPM]

[After passing the exam, printed Certificate will be issued from ICBC-USA]

Basic Information:

Workshop Date: 3-4 June 2019/ Online Version [Self Paced]

Venue: Gulshan, Dhaka

Resource Person: For Class Room based: MR LIM CHENG TIONG , TOM from Singapore; For online: Self paced Learning Material

Contact: 01753881177, training.ward@wardbd.net , training.ward@gmail.com www.wardbd.com

Overview of the Program:

Nothing is more heartbreaking than seeing smart, hardworking, and well-meaning managers fail. But in today's ever-changing and competitive work environment, it happens all too often. Success is most difficult for middle managers, because their role is more complicated and challenging than the roles of either frontline supervisors or senior executives. Even so, middle managers can experience peak performance with the right guidance, development, and support. To do so, they need to learn the craft of middle management and overcome several challenges that can wreck their capacity to perform.

The High-Impact Middle Management System is a very important contribution to the study of organizational effectiveness because it focuses on the people who are the key to any organization's performance— the people in the middle. These are the people whose efforts determine the success of any endeavor. Leaders can design wonderful strategies, but the success of the organization resides in the understanding & execution of those strategies. The people in the middle are the ones who make it work. This is the group who run the business, ensure the performance of the People & the Organization.

Objective: After being Certified Middle Management Professional every individual is capable to

- Understand the Role of Middle Manager
- Contribute in Business Strategy Fixation
- Design Functional Strategy aligning with Business Strategy
- Execute Business & Talent Strategy in line with Organizational Goal

- Draw Result Oriented Goals
- To plan, monitor & guide team members for Functional & Business Operations
- Ensure Business Performance for the Company
- Make perfect bridge between execution and senior level management for smooth operations of Business

Target participants:

- Function Head
- Entrepreneur of SMEs
- Branch Manager/ Unit Manager/ Departmental Manager
- Anyone who has responsible for leading people
- Those who are responsible for strategic planning and execution
- Anyone interested in or responsible for succession planning and leadership Development
- Anyone who is involved in Consultancy for HR, Organization Development
- Anyone who is leading other functional department

Competency Framework:

This certification program has been designed based on Middle Management Competency Framework. The 7 Pillars of this Framework are:

- Personal Competency
- Inter-personal Competency
- Functional Competency
- Managerial Competency
- Organization Development Competency
- Leadership Competency
- Business Competency

Contents:

Pillar-1: Personal Competency:

- Self Awareness& Assessment
- Self-Mastery
- Emotional Intelligence

Pillar-2: Inter-personal Competency:

- Inter personal Communication for Organizational Excellence
- People Psychology
- Interpersonal Dependency & Behavior

Pillar-3: Functional Competency

- Professional Code & Ethics
- Functional Process understanding and re-engineering
- Functional Dependency
- Functional Reporting Modalities
- Challenges of Functional Excellence

Pillar-4: Managerial Competency

- Self management
- People Management
- Situation Management
- Crisis Management

Pillar-5: Organizational Development Competency:

- OD Concept
- Scope of work for OD
- OD Model
- OD Process

Pillar-6: Leadership Competency

- Corporate Leadership
- Leadership Model
- Competencies for Corporate Leader

Pillar-7: Business Competency

- Financial Intelligence
- Business management
- Functional Integration
- Role of Manager in Business Management

Program Administration:

Total Hours: 60

Contact Hours: 16

Assessment Areas:

1. Clarity about Concept: Clear understanding about Talent Management
2. Understanding Method/ Process: Different method and process of Talent Management
3. Capability to implement the learning: Capacity to apply Talent management Program in the organization
4. Capability to transfer the learning: To make other people understand about Talent management

5. Capability to analyze the challenges & overcome those: Analyze and overcome the challenges for implementing Talent Management in the organization

Pre-requisite: At least 2 years experience in HR

Pre course Activity:

1. Self Assessment
2. Self study of article and materials to clear the concept

Course Activity:

Duration: 16 hours

Method: Class Room session with group work, activity, case etc/ Online discussion

Post Course Activity:

Assignment, Awareness Presentation, Application Action Plan

Assessment Method:

- Post Course Examination
- Post Course Assignment & Presentation

Resource Person



MR LIM CHENG TIONG , TOM

Lim Cheng Tiong, Tom is a USA Certified Career and Performance Coach (GCDF), an experienced Regional Human Resource Practitioner/Consultant and a Trainer/Facilitator who specializes in process facilitation, experiential, action-learning and behavioral-based training.

He has travelled extensively in the Asia region to conduct training and development programs providing a range of junior, middle and senior Management and Human Resources workshops.

A resourceful and results-oriented professional with successful track record of over 20 years HR experience in full-spectrum Regional HR Management and Leadership from working in various MNCs and International global organizations. He possesses strong expertise in corporate re-engineering through rightsizing and talent maximization.

He currently holds the appointment as the Human Resources Assessor for the IHRP-SP (Institute of Human Resources Professionals), in which he provides assessment of companies' state of Human Capital Maturity to identify gaps and provide recommendations and intervention for improvement.

A well-rounded and good-humoured person who functions effectively at engaging all level of business leaders, cross-functional colleagues and employees.

He is recognized by senior business Leaders and corporations for consistently achieving excellent results. These proven track records of developing partnerships, driving employees engagement, facilitating performance initiatives have led employees to succeed with integrity.

He holds the below training qualifications and accreditations :

- Master of Business Administration, Lancaster University
- Bachelor in Marketing (Equiv), United Kingdom
- Post Graduate Diploma in Human Resource Management,(SIM)
- SMU Executive Development Program – Winning Business Performance in Asia
- Certified USA Career Coach - Global Career Development Facilitator (GCDF)
- Accredited BELBIN Team Roles Facilitator (United Kingdom)
- Certified Trainer in DDI-Targeted Selection Interviewing Techniques (USA)
- Certified HAY Job Analyst in Grading & Evaluation and writing Job Description
- Certified DISC Practitioner. Behavioural and Career Consultant, CBCC (USA)
- Certified in using People Analytics (University of Pennsylvania)/ Forecasting and HR Optimization Model-HRIS (Hewlett-Packard)

- WSQ Certifications :-
 - ✓ Advanced Certificate in Training and Assessment (ACTA)
 - ✓ Diploma in Adult Continuing Education (DACE)
 - ✓ Specialist Diploma in Advanced Facilitation (SDAF)
 - ✓ Specialist Diploma in Leadership and Management
 - ✓ Diploma in Service Leadership
 - ✓ Data Protection Officer (DPO)

- Award winning writer- “Excellence in Public Suggestion” 2003 – State’s Award granted by Prime Minister of the Republic of Singapore

As a **Global Career Development Facilitator (USA)** credential holder, he is trained to help employees, both individually and in a group setting, make informed decisions when considering their own career development. Through the use of best practices, various assessment tools,

and career development models and equip each individual with the knowledge and skills to embark on their professional journey.

Effectively bilingual in English and Mandarin, he has extensive years of experience in providing executive coaching to line managers and Executives in enhancing career development and improving people and work management skills, within the complexity of a dynamic global organization. He also provides career transition coaching to help displaced workers improved their re-employment prospects.

As an **Adult Educator/Corporate Trainer**, his passion in employees ongoing education and development started during his numerous Corporate HR and Learning and Development roles - providing in-house stand-up trainings to both HR team and business leaders/employees. He currently conducts talk, academic lecture, teambuilding/HR workshop, provides HR consultancy to private and public organizations including Government-Linked Companies; both local and overseas including the Kingdom of Bhutan, Maldives, Vietnam, India, Singapore, China, etc.