

## Business Management Professional (BMP)™

### Course Outline & Module Information



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#### What Modules are covered?

##### Module 1 – Business Management Fundamentals

- 1) Who are you and what are you about?
- 2) Designing your organizational structure
- 3) Introduction to operations management
- 4) Understanding financial terms and budgeting
- 5) Getting the right people in place
- 6) Getting your product together
- 7) Building a corporate brand
- 8) Marketing and selling your product
- 9) Planning for the future
- 10) Ethics 101 and leadership essentials
- 11) Building a strong customer care team
- 12) Training employees for success

##### Module 2 – Business Leadership

- 1) Learning organizations
- 2) Peter Senge's learning disciplines
- 3) What leadership is and is not (including servant leadership)
- 4) Kouzes and Posner's five leadership practices
- 5) Core skills
- 6) Understanding the trust cycle and building trust
- 7) Managing change
- 8) SWOT analysis and problem solving
- 9) Giving effective, constructive feedback
- 10) Building good relationships

##### Module 3 – Core Negotiation Skills

- 1) Define negotiation.
- 2) Use key success strategies.
- 3) Apply different negotiation approaches.
- 4) Establish rules that lead to effective negotiation.
- 5) Effectively prepare the research
- 6) Maintain composure when things get heated.
- 7) Collaborate and foster cooperation.
- 8) Remain focused.
- 9) Keep an open mind.
- 10) Decide what kind of relationship we wish to foster.
- 11) Use additional resources and expertise.
- 12) Keep an open mind.
- 13) Create a sustainable agreement.
- 14) Incorporate everyone's perspective
- 15) Gain consensus.

##### Module 4 – Business Succession Planning

- 1) A need for succession planning
- 2) Define a succession planning
- 3) Identifying resources and analyzing risks
- 4) Defining roles, responsibilities and functions
- 5) Gathering information and forecasting needs
- 6) Putting the plan together
- 7) Putting the plan into action
- 8) Evaluating and reviewing the plan

##### Module 5 – Conflict Resolution

- 1) Defining conflict
- 2) Types of conflict
- 3) Benefits of conflict
- 4) Costs of conflict
- 5) The role of anger in conflict
- 6) The five stages of conflict
- 7) The LECSR tool
- 8) Setting norms and rules
- 9) Seven steps to ironing things out
- 10) Using mediation and facilitation
- 11) Confrontational facilitation
- 12) Managing differences collaboratively
- 13) Asking questions
- 14) Listening skills
- 15) Non-verbal communication
- 16) Problem Solving Tools
- 17) Managing anger and stress
- 18) Stress management techniques
- 19) Stress management through Positive self talk

##### Module 6 – Dealing With Difficult People

- 1) Conflict as communication
- 2) Benefits of confrontation
- 3) Preventing problems
- 4) Getting focused
- 5) Dealing with anger (yours and others)
- 6) Dealing with problems
- 7) The three step conflict resolution model
- 8) Changing yourself
- 9) Why don't people do what they are supposed to?
- 10) De-stress options to use when things get ugly

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#### What will you learn from the E-Course?

- 1) How to apply the best methods for creating, leading, and managing their own business
- 2) Ways to establish an organizational framework through operations, finance, and leadership
- 3) Techniques for setting up an effective and efficient system for hiring, retaining, and succession planning
- 4) How to start researching and designing a strategic plan
- 5) How to describe the essential elements of marketing, sales, and their company brand
- 6) How to apply financial and accounting terms correctly
- 7) Demonstrate an understanding of the value of succession planning for successful businesses.
- 8) Demonstrate expertise with the key elements of a succession plan.
- 9) Create and discuss aspects of a succession plan.
- 10) Discuss the elements of a succession plan in terms of roles, responsibility, function, scope, and evaluation.
- 11) Understand the basic principles of negotiation
- 12) Prepare for negotiation
- 13) Respond to challenges
- 14) Create win-win situations
- 15) Develop sustainable agreements
- 16) Define your role as a manager and identify how that role differs from other roles you have had.
- 17) Understand the management challenge and the new functions of management.
- 18) Discover how you can prepare for and embrace the forces of change...
- 19) Identify ways to get you and your workspace organized and get a jump on the next crisis.
- 20) Identify your leadership profile and explore ways to use this knowledge to improve your success as a manager..
- 21) Enhance your ability to communicate with others in meetings and through presentations.
- 22) Create an action plan for managing your career success.
- 23) Understand conflict
- 24) Be able to identify the stages of conflict
- 25) Use LECSR to resolve conflict
- 26) Identify other ways to resolve conflict
- 27) Develop personal skills necessary to resolve conflict
- 28) Recognize how your own attitudes and actions impact others.
- 29) Find new and effective techniques for dealing with difficult people.
- 30) Learn some techniques for managing and dealing with anger.
- 31) Develop coping strategies for dealing with difficult people and difficult situations.

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