



LEADERSHIP AND MANAGEMENT

Certified Professional Manager

Course code: LM-011



SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

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— Workshop 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? If these issues resonate with you, know that you're not alone. Forward-thinking organizations now recognize the complexity of modern management and acknowledge the need for a more sophisticated approach to defining and practicing managerial roles. However, they often lack internal support systems to facilitate this development. The Certified Professional Manager training course addresses these challenges head-on. Specifically tailored, the Certified Professional Manager training course aims to cultivate a mature response that directly enhances an individual's ability to lead teams, manage change, prioritize effectively, and navigate interpersonal dynamics. Through self-study, educational modules, and reflective exercises, participants are encouraged to broaden their perspectives and formulate actionable agendas for the future. The course curriculum and interactive discussions are grounded in solid psychological theory, expanding and refining your understanding of managerial leadership not only within your business but also within the broader context of community, society, and the global socio-economic landscape. If effective people management is crucial to you, consider this esteemed training course an essential learning opportunity. It will elevate your capabilities by providing strategic insights, introducing new skills, and equipping you with practical techniques that yield immediate impact in your management approach.

Why Attend

This course uses instructor-led sessions, guided discussion, and practical exercises built around Day One: Management in an Age of Uncertainty, Day Two: Managing Workplace Conflict for Productive Outcomes, Day Three: Managing for Continuous Improvement, and day four: managerial leadership for high performing teams.

Who Should Attend

Professionals responsible for leadership and management decisions and reporting.
Managers and specialists who need practical capability in day one: management in an age of uncertainty.
Team members involved in day two: managing workplace conflict for productive outcomes and

— Learning Objectives

- 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

— Course Outline

DAY 1

Day One: 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

Day Two: 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

DAY 3

Day Three: 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

Day Four: 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

DAY
5

Day Five: 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

— Upcoming Classroom Dates

DATE	LOCATION	FEE
19 - 23 October 2026	Barcelona - Spain	€1,925
2 - 6 November 2026	Paris - France	€2,250
21 - 25 December 2026	Frankfurt - Germany	€1,625
18 - 22 January 2027	Munich - Germany	€2,125
15 - 19 February 2027	Amsterdam - Netherlands	€2,125
15 - 19 March 2027	Geneva - Switzerland	€2,625
19 - 23 April 2027	Istanbul - Türkiye	€1,425
17 - 21 May 2027	Vienna - Austria	€2,125

— Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact info@sparktraining.eu or +31 85 115 0004.