

# **Business Management Professional (BMP)**

**Duration: 5 days (40 Hours)**

**Training Objectives:**

## **Day 1: Business Management Fundamentals**

### **Module 1 – Business Management Fundamentals**

#### **1. Understanding Your Business Identity**

- Who are you and what are you about?
- Vision, mission, and values

#### **2. Designing Your Organizational Structure**

- Structure aligned to strategy
- Roles, accountability, and governance

#### **3. Introduction to Operations Management**

- Core operational processes
- Efficiency and effectiveness

#### **4. Understanding Financial Terms and Budgeting**

- Key financial statements
- Budgeting basics for managers

#### **5. Getting the Right People in Place**

- Talent alignment
- Right role, right capability

#### **6. Getting Your Product Together**

- Product/service readiness
- Value proposition

#### **7. Building a Corporate Brand**

- Brand identity and positioning

#### **8. Marketing and Selling Your Product**

- Go-to-market fundamentals

- Sales and customer acquisition basics

## **9. Planning for the Future**

- Strategic thinking
- Short- and long-term planning

## **10. Ethics 101 and Leadership Essentials**


- Ethical decision-making
- Responsible leadership

## **11. Building a Strong Customer Care Team**

- Customer experience mindset

## **12. Training Employees for Success**

- Capability building
- Performance enablement

 *Activities:* Business self-assessment, strategy mapping

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## **Day 2: Business Leadership**

### **Module 2 – Business Leadership**

#### **1. Learning Organizations**

- What makes organizations learn and adapt

#### **2. Peter Senge’s Learning Disciplines**

- Systems thinking
- Personal mastery
- Mental models
- Shared vision
- Team learning

#### **3. What Leadership Is and Is Not**

- Myths of leadership
- Servant leadership principles

#### **4. Kouzes and Posner’s Five Leadership Practices**

- Model the way
- Inspire a shared vision
- Challenge the process
- Enable others to act
- Encourage the heart

## **5. Core Leadership Skills**

- Decision-making
- Communication
- Influence

## **6. Understanding the Trust Cycle**

- Building and sustaining trust

## **7. Managing Change**

- Leading people through change

## **8. SWOT Analysis and Problem Solving**

- Strategic problem-solving tools

## **9. Giving Effective, Constructive Feedback**

- Feedback models
- Difficult conversations

## **10. Building Good Relationships**

- Emotional intelligence in leadership



*Activities:* Leadership self-assessment, feedback role-play

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## **Day 3: Core Negotiation Skills**

### **Module 3 – Core Negotiation Skills**

#### **1. Understanding Negotiation**

- What negotiation is and isn't

#### **2. Key Success Strategies in Negotiation**

- Win-win vs win-lose thinking

### **3. Negotiation Approaches**

- Competitive
- Collaborative
- Compromising

### **4. Rules for Effective Negotiation**

- Ethics and fairness

### **5. Negotiation Preparation**

- Research and planning
- BATNA, WATNA, WAP, ZOPA

### **6. Setting Limits and Boundaries**

- Knowing when to walk away

### **7. Managing Emotions and Pressure**

- Staying composed
- Handling aggressive tactics

### **8. Collaboration and Cooperation**

- Creating joint value

### **9. Focus and Open-mindedness**

- Avoiding distractions and bias

### **10. Relationship Management**

- Choosing the relationship you want to build

### **11. Using Additional Resources**


- Experts, data, and advisors

### **12. Creating Sustainable Agreements**

- Long-term thinking

### **13. Incorporating Perspectives & Gaining Consensus**

- Multi-party negotiations

 *Activities:* Negotiation simulations, BATNA exercise

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## **Day 4: Business Succession Planning**

### **Module 4 – Business Succession Planning**

#### **1. The Need for Succession Planning**

- Risks of not planning

#### **2. Defining Succession Planning**

- Leadership continuity

#### **3. Identifying Resources and Analyzing Risks**

- People, skills, and vulnerabilities

#### **4. Defining Roles, Responsibilities, and Functions**

- Clarity and accountability

#### **5. Gathering Information and Forecasting Needs**

- Future leadership requirements

#### **6. Putting the Succession Plan Together**

- Framework and documentation

#### **7. Putting the Plan into Action**

- Development and transition

#### **8. Evaluating and Reviewing the Plan**

- Monitoring and updating

 *Activities:* Succession risk mapping, role readiness assessment

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## **Day 5: Conflict Resolution & Dealing with Difficult People**

### **Module 5 – Conflict Resolution**

## **1. Understanding Conflict**

- Definition and types

## **2. Benefits and Costs of Conflict**

- Constructive vs destructive conflict

## **3. Role of Anger in Conflict**

- Emotional triggers

## **4. Five Stages of Conflict**

- Escalation patterns

## **5. LECSR Tool**

- Structured conflict resolution

## **6. Norms, Rules, and Resolution Steps**

- Seven steps to ironing things out

## **7. Mediation and Facilitation**

- Collaborative problem-solving
- Confrontational facilitation

## **8. Communication Skills**

- Asking powerful questions
- Listening skills
- Non-verbal communication

## **9. Problem Solving Tools**

- Structured resolution techniques

## **10. Managing Anger and Stress**

- Stress management techniques
- Positive self-talk

## **1. Conflict as Communication**

- What difficult behavior signals

## **2. Benefits of Confrontation**

- Healthy assertiveness

## **3. Preventing Problems**

- Early intervention

## **4. Getting Focused**

- Separating people from problems

## **5. Dealing with Anger (Yours and Others')**

- Emotional regulation

## **6. Dealing with Problems Effectively**

- Solution-focused responses

## **7. Three-Step Conflict Resolution Model**

- Practical application

## **8. Changing Yourself First**


- Personal responsibility

## **9. Why People Don't Do What They Should**

- Motivation and accountability gaps

## **10. De-stress Options When Things Get Ugly**

- Practical calming techniques

 *Activities:* Difficult conversation role-plays, stress reset techniques