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Course Name

CMI Recognized Management Mastery: Navigating Your Role and Relationships

Sector Name

Internationally Certified Training Programs

Document Type

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CMI Recognized Management Mastery: Navigating Your Role and Relationships

Course Introduction

Modern managers are expected to deliver results while effectively managing relationships across teams, departments, and stakeholders. Success in management depends not only on technical competence, but also on self-awareness, communication, influence, relationship management, and the ability to navigate workplace dynamics with confidence and professionalism. Managers must understand their role clearly, manage expectations, build trust, handle conflict, and lead with credibility.

To support managers in developing these essential capabilities, **BOOST Consulting & Training** has developed the CMI Recognized Management Mastery: Navigating Your Role and Relationships program. This course is designed to strengthen the managerial mindset and interpersonal skills required to succeed in complex organizational environments.

The program focuses on management identity and responsibilities, emotional intelligence, communication effectiveness, stakeholder engagement, influencing skills, managing difficult situations, and building collaborative working relationships. Participants will gain practical tools to navigate their managerial role, enhance

professional presence, build strong internal networks, and improve workplace relationships in ways that strengthen team performance and organizational outcomes.

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Target Audience

- ✓ Middle managers and department managers
- ✓ Newly promoted managers and supervisors
- ✓ Project and team leaders working across functions
- ✓ Professionals transitioning into management roles
- ✓ Managers responsible for stakeholder coordination
- ✓ Leaders seeking to improve influence and relationship management skills

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Learning Objectives

- ✓ Understand the responsibilities, expectations, and boundaries of the management role
- ✓ Build credibility and professional presence as a manager
- ✓ Apply emotional intelligence (EQ) and self-awareness to strengthen leadership effectiveness
- ✓ Communicate clearly and manage upward, downward, and lateral relationships professionally
- ✓ Influence stakeholders and manage expectations using structured influencing techniques
- ✓ Handle conflict, resistance, and difficult conversations with confidence and tact
- ✓ Build trust-based relationships and strengthen collaboration across teams
- ✓ Navigate workplace politics ethically and manage interpersonal challenges effectively
- ✓ Develop a practical personal management mastery plan to apply learning in the workplace

CMI Recognized Management Mastery: Navigating Your Role and Relationships

Course Outline

✓ DAY 01

Understanding the Manager Role, Leadership Identity, and Expectations

- ✓ The evolving role of managers in modern organizations
- ✓ Clarifying responsibilities, authority, and accountability
- ✓ Managing role boundaries and expectations
- ✓ Developing a strong management mindset
- ✓ Aligning personal leadership style with organizational values
- ✓ Building credibility and trust as a manager

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Course Outline

✓ Day 02

Emotional Intelligence (EQ), Self-Management, and Professional Presence

- ✓ Understanding emotional intelligence and its impact on leadership
- ✓ Self-awareness and recognizing personal triggers
- ✓ Managing emotions under pressure
- ✓ Demonstrating confidence and professional presence
- ✓ Managing stress and maintaining resilience
- ✓ Building authenticity and integrity in leadership

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Course Outline

✓ Day 03

Communication Mastery and Stakeholder Relationship Management

- ✓ Advanced communication skills for managers
- ✓ Adapting communication styles for different audiences
- ✓ Managing upward, downward, and peer relationships
- ✓ Active listening and empathy in workplace interactions
- ✓ Stakeholder mapping and engagement planning
- ✓ Strengthening cross-functional collaboration

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Course Outline

✓ Day 04

Influencing Skills, Conflict Resolution, and Difficult Conversations

- ✓ Principles of influence and persuasion
- ✓ Building win-win outcomes
- ✓ Managing resistance and objections
- ✓ Conflict resolution techniques
- ✓ Leading difficult conversations with professionalism
- ✓ Giving and receiving constructive feedback

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Course Outline

✓ Day 05

Building Collaboration, Managing Workplace Dynamics, and Action Planning Workshop

- ✓ Understanding workplace dynamics and informal networks
- ✓ Navigating organizational politics ethically
- ✓ Strengthening teamwork and collaboration
- ✓ Maintaining positive working relationships
- ✓ Personal reflection on management strengths and development areas
- ✓ Practical workshop: developing a personal management mastery action plan

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 6, 2026	April 10, 2026	5 days	4250.00 \$	UAE , Abu Dhabi

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