

# Certification: Modern Manager (MMC)

Code: C5090SP

\$899

**CFTEA**  
Center for Financial Training  
& Education Alliance  
*Unlock your potential.*

**NEW**

## Overview:

Managers face new challenges in today's business world. The Modern Manager (MMC) covers new material from Harvard and M.I.T. educators that allows managers to provide a measurement of their knowledge and skill to enhance their career development. These courses are delivered online in a self-paced format. For additional information for new managers, see [The Effective Manager's Toolbox](#) through the CFTEA office.



## Course Requirements:

### Managing a Modern Organization (2019)

Consider the fundamentals of management and how managers can be effective in organizational settings and seeks to help you identify your management style..

### Body Language for Leaders (2019)

Many leaders focus on their words, ignoring the impact of their nonverbal cues, facial expressions and movements. By understanding the impact, leaders can learn how to communicate in a way that builds and sustains positive relationships with employees, clients and business partners

### A Manager's Guide to Information Technology (2019)

Develop a solid understanding of the basic concepts and technologies that are encountered in the information technology field, such as big data cloud implementations and mobile computing with real-world cases.

### Security Awareness (2019)

Identify and prevent security breaches before they happen. This security refresher from Harvard has the latest information to empower employees to recognize and respond to attempted security attacks.

### A Manager's Guide to Superior Customer Service (2019)

Explore the art and science of developing a superior customer experience culture.

### Business Ethics in the 21st Century (2019)

Ethical decisions in business are everywhere in today's world. Daily, managers and leaders are faced with choices that could negatively impact their brand image and reputation as well as have legal implications. Managers can establish and encourage an ethical culture while monitor compliance.

### A Manager's Guide to Time Management (2019)

One of the more precious resources a manager has is time. Examine effective structures to help managers reach their goals and reveal any weaknesses in your time management habits.

## Course Requirements (continued):

### Emotional Intelligence for Managers (2019)

Review underlying concepts of emotional intelligence and explore how managers can improve to make use of their Emotional Intelligence (EI) for effective outcomes with subordinates, colleagues and company executives.

### Leading and Managing Change (2019)

Whether adopting a new technology or adapting to a drastic shift in an organization's core focus, change is a constant in any successful business. Managers play a fundamental role in successful, effective changes across an organization. Learn how to overcome resistance and successfully lead change at various levels of an organization.

### Introduction to Negotiations (2019)

Negotiations are an integral part of our lives, techniques for managing these situations are not instinctive, they must be learned. Experienced negotiators make a conscious decision about what type of negotiation strategy to use based on a number of factors to find the greatest success in our modern world.

## Free e-book *Managing Remote Teams* (2019)

## Application, Exam and Status:

Application completed and sent to [info@cftea.org](mailto:info@cftea.org) for processing.

A certification application may be submitted for \$100. The exam will be a timed, online test. Additionally, applicants will complete a reflective 3-5 minute scenario-based video final project.

Shortly after passing the assessment, students will receive a digital badge that you can use to share your status. Certification will last for 5 years and require an exam retake of \$25 or taking another CFTEA Leadership, Managerial or Supervisory course within that timeframe to maintain certification.

# Certification Application (2019) Modern Manager

C5090SP



Name of Candidate: \_\_\_\_\_

(As It Should Appear On Certification)

Date of Birth: \_\_\_\_\_ Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Organization Name and Address:

\_\_\_\_\_  
\_\_\_\_\_

Why Seeking Certification?

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Student Signature: \_\_\_\_\_

Signature of Approval: \_\_\_\_\_

Print Name of Approver: \_\_\_\_\_