

Business Relationship Management Professional

Leading to the Business Relationship Management Professional Certificate

Duration: 3 Days
Pre-requisites: None
Delivery Methods: Classroom & Instructor Led Online

Course Overview

The BRMP training and certification program is intended as a comprehensive foundation for Business Relationship Managers (BRM) at every experience level, with the training and certification designed to provide a solid baseline level of knowledge regarding the BRM role and how well-cemented and effective BRM disciplines can positively impact overall business results.

Course Content

The course will cover the following:

- The characteristics of the BRM role
- What it means to perform as a strategic partner, contributing to business strategy formulation and shaping business demand for the provider's services
- The use of Portfolio Management disciplines and techniques to maximise realised business value
- Business Transition Management and conditions for successful change programs to minimise value leakage
- The BRM role in Service Management and alignment of services and service levels with business needs
- The principles of effective and persuasive communication
- The course has been segmented into several learning categories:
 - Course Overview
 - Key BRM concepts and the Business-Provider Maturity Model
 - Demand Shaping
 - Strategic Partnering
 - Business Capability and Value Management
 - Portfolio Management and Business – Governance
 - Business Transition Management
 - Relationship to Service Management

Knowledge Objectives

Holders of BRMI BRMP credentials will be able to demonstrate their understanding of:

- The characteristics of the BRM role
- What it means to perform as a strategic partner, contributing to business strategy formulation and shaping business demand for the service provider's services
- The use of Portfolio Management disciplines and techniques to maximise realised business value
- Business Transition Management and the conditions for successful change programs to minimise value leakage
- The BRM role in Service Management and alignment of services and service levels with business needs
- The principles of effective and persuasive communication

The Exam

The third day of the course includes a closed-book, 40 minute, 50 question multiple choice exam leading to the Business Relationship Management Professional Certification. This exam is administered by APMG International. You must attain a passing mark of 50% to be awarded the certificate

Who Should Attend?

- IT, HR, Finance AVPs VPs, Directors & Managers
- Business Relationship Managers or those in similar roles
- Quality Managers & Service Level Managers
- Portfolio Managers
- Project Managers
- Business Analysts
- Enterprise and Service Architects
- External Service Providers
- Representatives of shared services organisations
- Anyone interested in maximising business value

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