

# *Business Relationship Management Professional E-Learning*

## ***Leading to the Business Relationship Management Professional Certificate***

**Pre-requisites:** None  
**Delivery Methods:** 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 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

### **The Exam**

The Exam is 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