

Business Relationship Management Professional - BRMP®

Become BRMP® certified in 3 days

This course is given as an intensive three-day workshop covering the notions of Business Relationship Management as defined by BRM Institute for the BRMP® certifications. This workshop is intended for people who are in a business relationship role and engage with customers on a regular basis. At the end of the course, participants will take a one-hour exam containing a multiple-choice questionnaire to obtain the Business Relationship Management Professional certificate.

LANGUAGE

The course, course materials and exam are in English.

COURSE OBJECTIVES

- Understand the characteristics of the BRM role
- Act as a strategic partner, contributing to the formulation of the business strategy and to the demand shaping by the service provider
- Understand relationship maturity levels and how it affects BRM
- Use portfolio management disciplines and techniques to maximize realized business value
- Navigate business transition management and the conditions for successful change programs to minimize value leakage
- Understand the techniques available to manage relationships.
- Understand the role of the IT service provider and its relationship with BRM
- Understand the role of BRM in service management and the alignment of services and service levels with business needs
- Apply the principles of effective and persuasive communication.

TARGET AUDIENCE

This course is intended for the aspiring to intermediate-level Business Relationship Managers and designed to provide a solid foundation-level knowledge of Business Relationship Management

COURSE STRUCTURE

This course comprises a series of interactive readings supplemented by classroom and other exercises resembling exams

STUDY DAYS

3 days, including the final exam.

COURSE CONTENT

BRM Overview
Strategic Partnering
Business IQ
Portfolio Management
Business Transition Management
Provider Domain
Powerful Communications

TRAINING PLAN

Day 1:

- BRM Overview
- Strategic Partnering

Day 2:

- Business IQ
- Portfolio Management
- Business Transition Management

Day 3:

- Provider Domain
- Powerful Communications
- Exam preparation
- Exam

PREREQUISITE

None

EXAM

The BRM Institute – Business Relationship Management Professional (BRMP) exam is included.

Format: 50 multiple-choice questions.

Duration: 40 minutes.

It is recommended to follow the training with an Accredited Training Organization (ATO), using accredited training material.