

## **ACAPP Certified Accounts Payable Manager (CAPM)**

### **1. Welcome to your course**

1.1. Study Guide

### **2. Leading and Motivating the Accounts Payable team**

2.1. Module 1 Focus and Objectives

2.2. Leadership - Purpose, Styles and Skills

2.3. Motivation and motivators

2.4. Change and change process

2.5. Coaching as a leader

2.6. End of module assessment

### **3. Managing for High Performance in the AP team**

3.1. Module 2 Focus and Objectives

3.2. Management and delegation

3.3. SMART management

3.4. Challenging actions

3.5. Managing for high performance

3.6. End of module assessment

### **4. Developing staff maximising performance**

4.1. Module 3 Focus and Objectives

4.2. Develop your staff

4.3. Coaching and learning

4.4. Staff appraisals

4.5. Team development mind-set

4.6. End of module assessment

### **5. Presenting with impact**

5.1. Module 4 Focus and Objectives

5.2. An introduction to presentations

5.3. Preparing your presentation

5.4. Delivery of your presentation

5.5. The power of your voice

5.6. End of module assessment

### **6. KPI's for business performance**

6.1. Focus and Objectives

6.2. KPI's an overview

6.3. KPI's for Accounts Payable

6.4. KPI's for motivation

6.5. End of module assessment

### **7. Complaints handling in Accounts Payable**

7.1. Module 6 Focus and Objectives

7.2. Complaints handling process

7.3. Complaints guide

7.4. Understanding and resolving complaints

7.5. End of module assessment

### **8. FINAL EXAM – 50 MULTIPLE CHOICE QUESTIONS**