



# Certified Supervisor Exam Blueprint

## CS Exam

### The Supervisory Environment (38%)

- Understand the important roles supervisors play in the workplace and the knowledge and skills they need to perform efficiently and effectively. Understand key principles of management
- Demonstrate knowledge of the key elements of a service culture. Understand techniques for handling service breakdowns and preventing customer loss
- Apply knowledge of fundamental and communication processes

### Leading and Controlling (31%)

- Identify and understand the use of leadership skills and techniques to motivate individuals and groups
- Demonstrate knowledge of control processes and the importance of maintaining product and service quality
- Knowledge of basic accounting and financial concepts in today's modern workplace

### Planning & Organizing (31%)

- Demonstrate knowledge of processes for planning and setting goals for the organization and its employees
- Apply knowledge of common organizational structures. Understand the group development process and how to use work groups and teams effectively
- Demonstrate knowledge of techniques for staffing, training, and appraising the performance of employees. Understand best practices and guidelines for managing a diverse workforce