# CMP Preferred Provider Instructions for AHIA Members

**AHIA is now an approved provider of CMP education**.  Here is a brief outline of what you will need to do for the sessions you are offering:

1. You will need to determine which of the 10 domains your session(s) will align.  To make it easy for you, I've included below the areas that I think you'll probably use the most.  The full document is available here: http://www.conventionindustry.org/Libraries/CMP_Documents/CIC_CMP_International_Starndards-Web-REV_July3.sflb.ashx
2. You **MUST** submit the attached CMP PP CE Review Form to AHIA **6 weeks in advance of the program**!   AHIA then has to submit to CIC for approval.
3. Once the session is approved, you may use the logo on your promotional materials that AHIA will provide to you.
4. After the session is complete, you must upload an Excel file in either .csv or .txt format as follows:
   a. **File Format Requirements**
      - CSV or TXT format
      - One single column with a header row labeled "Email"
      - One email address per row
      - No other data fields

      Please note that only email addresses for **verified attendee** may be submitted.  If you have failed email address, that individual will be removed and will not have earned the continuing education credit.

Finally, someone wishing to claim these credits MUST have an account with the CMP program.  It does not cost anything to set up this account, which will track all your approved CMP credits.  Go to http://www.conventionindustry.org/ and click on Create Account at the top of the page.  Only individuals who have created an account will be able to track their credit.



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**From the FAQ:**
**How will my attendees receive credit for attending the CMP pre-approved sessions?**
At the conclusion of your session or event, your organization will submit a verified attendee list through the online CMP Portal. Attendees who have a CIC online profile associated with the same email address will automatically be uploaded in our database. The file requirements are detailed in your provider handbook and must include each verified attendee's email address.
**What if the attendee's email address on our list does not match the email in their CMP online profile?** It is the responsibility of the individual CMP, not CIC, to ensure that the email address provided to your organization matches the email CIC has on file in the individual's online profile.

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If the email does not match, the attendee will be required to self-report their attendance and provide attendance documentation in order to receive CMP credit.

Here are the domains AHIA members are are most likely to use:

## Skill 5: Manage Meeting or Event Project

Questions in Skill 5 . . . . . . . . 9-11

### COMMON KNOWLEDGE

- Mission statement, goals and objectives of meeting or event and organization
- Organizational policies and procedures
- Organizational structure

### SUB SKILL 5.02 – MANAGE CONTRACTS

**KNOWLEDGE**

- principles of negotiation, stages of negotiating process and different negotiation techniques
- components of legal contracts (note including contracts across borders)
- meeting or event and organization's requirements

**ABILITY (KNOW HOW TO)**

- identify requirements for contract, for example: prepare specifications
- communicate request for proposal process to potential suppliers of goods and services
- evaluate proposals against criteria
- negotiate contracts, for example: strive for beneficial outcomes for all parties involved, determine what is negotiable and non-negotiable, explain organization's position and viewpoint, listen to and validate other parties' positions and viewpoints, discuss options, agree on most viable options, e.g., service, timelines, decide on sources of information for evaluation
- consult legal opinion, if needed
- integrate contractual obligations into meeting or event's critical path
- maintain productive relationship with contractors: monitor progress on a regular basis to ensure organization and contractors are fulfilling obligations, agree on action to rectify non-compliance, deal with breaches of contract within acceptable time frame
- assess contractors' performance to identify strengths and weaknesses
- monitor contractors' expenditures against contract
- compare organization's performance against contract (evaluate own performance)

# DOMAIN C. RISK MANAGEMENT

**8%**
**OF EXAM**
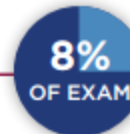
## Skill 6: Manage Risk Management Plan

**COMMON KNOWLEDGE**

Exam Questions in Domain C . . . . . . 12
Questions in Skill 6 . . . . . . . . . . . . . . 12

- Meeting or event plans, e.g., critical path
- Common risk factors
- Common risk management procedures
- Mission statement, goals and objectives of meeting or event and organization

### SUB SKILL 6.01 – IDENTIFY RISKS

**KNOWLEDGE**

- research methods
- importance of risk management
- organizational resources

**ABILITY (KNOW HOW TO)**

- review meeting or event plan, e.g., type of meeting or event, location of meeting or event, time of year, time of day, duration of meeting or event, profile of attendees, number of attendees
- review any investigations of previous incidents
- determine scope and nature of legal, ethical and regulatory obligations: consider range of legal and regulatory issues, e.g., contracts, determine jurisdictions responsible, e.g., national and local governments, identify legislation, codes, ordinances, mandates and regulations, applicable to meeting or event and its operations, identify authorities, agencies or governing bodies responsible, determine process for acquiring authorizations
- consult with other relevant individuals, e.g., colleagues, clients, contractors, performers, legal, security personnel, venues
- evaluate venue and geographic location for potential hazards, threats, vulnerabilities or other risks
- assess the need for specialist advice or assistance in addressing legal, regulatory and jurisdictional requirements
- conduct risk assessment

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## SUB SKILL 6.02 – ANALYZE RISKS

**KNOWLEDGE**

- authorities, agencies and governing bodies that preside over specific activities within a jurisdiction

**ABILITY (KNOW HOW TO)**

- determine:  what is exposed to damage, loss or liability, e.g., property, persons, cash, reputation, environment, what could cause damage, loss or liability, who could suffer damage, loss or liability, when damage, loss or liability might occur
- assess:  probability of occurrence, severity of consequences, e.g., extent of impact, financial consequences, maximum possible loss or liability
- prioritize risks, considering:  organization's tolerance for risk, jurisdiction's mandates regarding risk, mitigate or transferring risk
- consider effectiveness of risk management techniques

## SUB SKILL 6.03 – DEVELOP MANAGEMENT AND IMPLEMENTATION PLAN
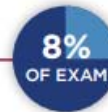
**KNOWLEDGE**

- authorities, agencies and governing bodies that preside over specific activities within a jurisdiction
- risk analysis
- organizational structure
- legislation, regulations and possible impacts on plan
- location situational analysis
- risk management options, for example:  loss prevention, e.g., security, incorporation, copyright, risk financing, e.g., insurance, payments, liens, financial reserves, risk control, e.g., safety precautions, safety training, maintenance programs

**ABILITY (KNOW HOW TO)**

- evaluate options to meet legal requirements and mitigate risks, for example:  seek advice from regulatory authorities and specialists, put supports in place to minimize risks
- identify health and safety requirements:  select available options to meet requirements
- prepare risk management plan, including:  chain of command, emergency and control procedures, spokesperson, implementation strategies, e.g., decision-making authority, resource requirements, coordination requirements
- implement plan to manage risks
- communicate plan and procedures, e.g., to emergency services, media, suppliers, senior management and staff
- assess risk management plan on ongoing basis
- comply with regulations, where applicable
- consult experts, where needed
- obtain insurance:  review insurance coverage needs and levels periodically, update insurance coverage as needed

# DOMAIN F. STAKEHOLDER MANAGEMENT

**8% OF EXAM**

## Skill 13: Manage Stakeholder Relationships

**COMMON KNOWLEDGE (None)**

Exam Questions in Domain F . . . . . .12
Questions in Skill 13 . . . . . . . . . . . . .12

### SUB SKILL 13.03 – MANAGE STAKEHOLDER RELATIONSHIPS

**KNOWLEDGE**

- codes of practice and ethics including customer and consumer rights
- legal and regulatory requirements
- meeting or event products and services
- meeting or event stakeholders
- stakeholder satisfaction survey methods

**ABILITY (KNOW HOW TO)**

- ensure staff understand expectations of stakeholders
- make sure staff understand their own roles and responsibilities for meeting stakeholder expectations
- empower staff and volunteers to deliver good stakeholder service
- confirm that clear and effective conflict resolution processes are in place

*—continued*

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- strengths and weaknesses of products and services
- competitors' activities, products and services

- investigate and resolve reoccurring problems
- communicate acceptable day-to-day behavior that matches organization's values
- recognize contribution of 'front line' staff who work with stakeholders
- establish system to evaluate/monitor stakeholder satisfaction
- make recommendations to improve service