



# TRAINING CATALOG



# Resource Management Academy

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# Section 1

## About the RMI





# The Resource Management Institute (RMI)

## About the RMI:

The Resource Management Institute was founded in 2016 to elevate the discipline of resource and workforce management across services organizations. Born out of the need for greater focus, standardization, and education in this critical area, the RMI introduced the first industry-recognized certification—the Resource Management Certified Professional (RMCP)®—and quickly became the go-to source for thought leadership, training, and best practices. Since its inception, the RMI has supported thousands of professionals and organizations in building more effective, scalable, and strategic RM capabilities.

## Our Vision:

Our vision is a world where people are deployed with purpose, and organizations operate with greater agility and efficiency.

## Our Mission

At the heart of our vision lies a clear mission: to educate and empower organizations to plan and manage their workforce with greater consistency, predictability, and efficiency—through education, standards, and certification.

## What We Do:

The Resource Management Institute (RMI) is the leading authority on resource and workforce management best practices. We help services organizations build and mature their resource management capabilities through:

- **RM Best Practices and Standards**, leveraging the Just-in-Time Resourcing (JITR)® framework to enable efficient, scalable, and real-world implementation of best practices.
- **Industry collaboration events and forums** that connect resource and workforce management professionals, foster knowledge exchange, and inspire collective growth.
- **Market research, benchmarks, and thought leadership** that define industry standards and drive continuous improvement
- **Industry-leading training and certification**, including the Resource Management Certified Professional (RMCP)® program
- **Role-based learning paths** and targeted education through the Resource Management Academy
- **A global community of professionals** committed to advancing the resource and workforce management discipline

Our goal is to equip organizations with the knowledge, tools, and frameworks needed to optimize how work is planned, assigned, and delivered—improving efficiency, scalability, and employee engagement.



## Section 2

# The Resource Management Academy





# Resource Management Academy

The RMI's Resource Management Academy is the industry's premier training and certification platform built for professionals who plan, assign, and optimize work across services organizations. Whether you're just stepping into a resource management role or leading an RMO at scale, the Resource Management Academy is your partner in developing the capabilities that matter most.

Our programs are grounded in real-world application and backed by years of industry research and insights. From foundational skills to advanced practices, we offer RM-specific education to help individuals and organizations increase delivery efficiency, improve workforce utilization, and drive strategic value.

## Why the Resource Management Academy?

Resource and workforce management has become mission-critical to services organizations—but most professionals have had to learn on the job, with few formal development opportunities. The Resource Management Academy was created to change that.

### Our Mission

Our mission is to elevate the discipline of resource management by equipping professionals with the skills, strategies, and confidence they need to maximize value across the business.

### Practical Training and Certification Programs

Grounded in the industry-standard Just-in-Time Resourcing® framework, our programs provide the structure, tools, and real-world guidance Resource Managers need to succeed. Whether you're building foundational skills or advancing your career, the Resource Management Academy offers a clear path for professional growth and organizational impact.

## Highlights:

Whether you're seeking a comprehensive training curriculum or a targeted course, the Resource Management Academy equips your organization with the specialized resource and workforce management training your teams need to succeed. Our programs are designed to build the skills that drive efficiency, scalability, and strategic impact across services organizations.

- **Purpose-Built for RM:** Designed by industry leaders, our training curriculum is built specifically for Resource and Workforce Managers and delivered by seasoned RM practitioners.
- **Industry-Aligned Frameworks:** We teach practical tools and techniques based on the industry-standard Just-in-Time Resourcing® framework.
- **Experiential Learning Model:** We bring concepts to life through real-world examples, practical case studies, and continuous learning opportunities.
- **Flexible Delivery Options:** Access training in the way that works best for you—virtual, in-person, or on-demand.
- **Structured for Growth:** Our learning paths align to role responsibilities and organizational maturity, supporting individual career development and scalable team capability.
- **Proven Outcomes:** With over 1,400 RMCP® credential holders world-wide, our graduates report increased confidence, measurable improvements in RM and project performance, and expanded career opportunities.



# Role-Based Learner Paths

In our experience, resource managers need a well-rounded skill set that includes general company and business knowledge, RM process knowledge, interpersonal soft skills, and proficiency with RM tools and technology. Most organizations are good at training their RMs on internal policies, business practices, and systems. Likewise, PSA, PPM, and RPM technology providers typically offer training specific to their tools. Where the gap often exists—and where the Resource Management Institute (RMI) focuses—is in building deep expertise in resource management process discipline and the interpersonal soft skills that are essential to success in today's complex, fast-paced delivery environments. Our training, based on the Just-in-Time Resourcing® (JITR) framework, equips resource managers with the practical, repeatable processes and people skills needed to consistently and predictably get the right person in the right place at the right time to deliver business value.



The Resource Management Academy takes the guesswork out of building a focused training plan with our role-based learner paths, designed specifically for resource and workforce management roles commonly found in resource management in services organizations. These paths provide a structured, relevant curriculum that aligns with each role's development needs and supports long-term knowledge retention through intentional sequencing. Each learner path is flexible and can be adapted to reflect the unique structure, priorities, and maturity of your organization.

## RM Coordinator / Scheduler

- ⇒ **RM-202:** Introduction to Resource Management
- ⇒ **RM-225:** RM Soft Skills
- ⇒ **RM-350:** Resource Management Certified Professional (RMCP®)

## Resource Manager / Planner

- ⇒ **RM-202:** Introduction to Resource Management
- ⇒ **RM-225:** RM Soft Skills
- ⇒ **RM-350:** Resource Management Certified Professional (RMCP®)
- ⇒ **RM-420:** Advanced RM

## Senior RM / RM Lead

- ⇒ **RM-225:** RM Soft Skills
- ⇒ **RM-350:** Resource Management Certified Professional (RMCP®)
- ⇒ **RM-420:** Advanced RM
- ⇒ **RM-435:** Strategic RM

## RMO Leader

- ⇒ **RM-225:** RM Soft Skills
- ⇒ **RM-350:** Resource Management Certified Professional (RMCP®)
- ⇒ **RM-420:** Advanced RM
- ⇒ **RM-435:** Strategic RM

## Services Operations Analyst

- ⇒ **RM-202:** Introduction to Resource Management
- ⇒ **RM-350:** Resource Management Certified Professional (RMCP®)

## Services Leadership

- ⇒ **RM-202:** Introduction to Resource Management
- ⇒ **RM-435:** Strategic RM

## Section 3

# Programs and Certifications







# PS-350: Resource Management Certified Professional (RMCP)<sup>®</sup> Program

Services organizations are under increasing pressure to get the right people in the right place at the right time—driving both margin improvement and project success. As the industry evolves, the ability to source and manage resources effectively and efficiently will become a defining competitive advantage. Yet, skilled resource management professionals who follow a consistent, proven methodology remain in short supply. The Resource Management Certified Professional (RMCP)<sup>®</sup> program is the first of its kind—purpose-built to develop and validate the critical competencies needed to lead and support world-class resource management functions.



## Program Objectives:

- **Master the Fundamentals of RM:**  
Gain a strong foundation in the principles, terminology, and disciplines that define effective global resource management practices.
- **Understand the Just-in-Time Resourcing<sup>®</sup> (JITR) Framework:**  
Learn how the RMI's JITR approach streamlines resource deployment, aligning supply and demand in real-time to improve responsiveness and reduce inefficiencies.
- **Improve Utilization and Productivity:**  
Explore strategies to increase billable utilization, reduce bench time, and ensure that resource capacity is aligned with business demand.
- **Enhance Project Delivery and Performance:**  
Understand how resource management directly influences project outcomes, including budget and schedule performance, quality of delivery, and customer satisfaction.
- **Advance Capacity Planning Capabilities:**  
Build skills to support short- and long-term capacity planning efforts, enabling better forecasting, scenario modeling, and proactive workforce scaling.
- **Earn Recognition as a Certified Resource Management Professional:**  
Demonstrate your knowledge and credibility through formal education, positioning yourself as a trusted expert in resource management.



## Logistics:



This is a comprehensive program including prerequisite study material, certification training via either a three (3) day onsite, six (6) session virtual instructor-led online program, or pre-recorded on-demand curriculum that includes practical exercises, and certification testing.



## What We Teach:

### Just-in-Time Resourcing<sup>®</sup> (JITR): Getting the Right Person in the Right Place at the Right Time

- ⇒ Characterizing Resource Supply and Demand
  - Role definition and skills management
  - Processing staffing requests
  - Forecasting future needs
- ⇒ Sourcing and Developing Talent
- ⇒ Enabling / Automating RM Processes
- ⇒ Ensuring Process Governance and Compliance



## Who Should Attend:

- Resource Managers or people who perform resource management related tasks
- Resource Management Office (RMO) leaders
- Operations or people managers who need a stronger knowledge of resource management
- People who wish to update their current resource management knowledge with industry leading practices
- People wanting to break into the competitive and growing resource management profession



## RM-202: Introduction to Resource Management

Resource Management sits at the heart of a dynamic process that connects people, information, and planning to ensure the right talent is aligned with current and future project needs. When executed effectively, it drives better project outcomes, maximizes workforce utilization, improves customer satisfaction, reduces employee turnover, and minimizes the time leaders spend resolving staffing issues.

This course is designed to build foundational skills for professionals who are new to resource management, particularly those working in project-based environments. Participants will gain a practical understanding of the core concepts, tools, and best practices that enable efficient and effective resource planning.



### Learning Objectives:

- Explore the core principles of resource management and its role in supporting project delivery and overall organizational success.
- Learn how to define and manage resource supply and demand through skills tracking, staffing request workflows, and demand forecasting.
- Understand how technology, process discipline, and governance frameworks enable scalable and consistent resource management practices.



### Who Should Attend:

- ⇒ People who work as resource managers or people who perform resource management related tasks
- ⇒ Operations or people managers who need a stronger knowledge of resource management
- ⇒ People wishing to update their current resource management knowledge with industry-leading practices
- ⇒ People wanting to break into the competitive and growing resource management profession



### Logistics:



This course is available in pre-recorded e-learning modules and can also be delivered by a qualified RMI instructor in a traditional classroom or virtual environment. Time commitment can range from approximately two (2) hours to a half day.



### What We Teach / How We Teach:

- ⇒ Just-in-Time Resourcing® is the RMI's brand of human capital management
- ⇒ Just-in-Time Resourcing® supports the capability to facilitate getting the right person in the right place at the right time
- ⇒ We teach what the right set of RM capabilities are and why they are important to accomplish the most efficient use of human capital



## RM-225: Resource Management Soft Skills

Mastering resource management requires more than knowing the right processes and tools—it also takes strong interpersonal skills to influence outcomes, build trust, and navigate complex stakeholder dynamics. While our RM process training builds the technical and operational foundation for effective resource management, this course focuses on the equally critical human side of the role.

In today's fast-paced, project-driven environments, Resource Managers must be able to communicate with clarity, manage expectations, influence decisions, and address difficult conversations with confidence. The Resource Management Soft Skills Development course is designed to enhance these essential capabilities—helping RMs become not just efficient planners, but trusted partners across the organization.



### Learning Objectives:

- Recognize the critical role interpersonal soft skills play in enhancing a Resource Manager's effectiveness and stakeholder engagement.
- Strengthen the ability to build and maintain trusted advisor relationships with stakeholders across all levels of the organization.
- Enhance communication skills, including how to deliver both good and bad news, tailor messaging to different audiences, use structured call plans, practice active listening, and apply effective questioning techniques.
- Develop strategies for responding to challenging situations with professionalism, confidence, and a solutions-oriented mindset.
- Improve facilitation skills to lead more productive and outcome-driven resource management meetings.



### Who Should Attend:

- Resource Managers or people who perform resource management related tasks
- Resource Management Office (RMO) leaders



### Logistics:



This course is available in pre-recorded e-learning modules and can also be delivered by a qualified RMI instructor in a traditional classroom or virtual environment. Time commitment can range from approximately four (4) hours to a full day when combined with an interactive case study.



### Course Highlights:

#### Soft Skills in the RM Lifecycle

- ⇒ What are soft skills and why are they important?
- ⇒ Identify where soft skills are needed throughout the RM lifecycle and how to apply them
- ⇒ Identify what can potentially go wrong and lead to difficult situations for a resource manager

#### Role and Dynamics of a Resource Manager

- ⇒ Define the role, responsibilities, and expectations of a resource manager
- ⇒ Review the characteristics of a successful RM
- ⇒ Learn the role that RMs play in employee engagement
- ⇒ Identify key behaviors of a resource manager
- ⇒ Discuss how to become a trusted advisor

#### Communication Strategy and Tactics

- ⇒ Why is effective communication important?
- ⇒ Learn communication development and delivery best practices and techniques
- ⇒ How to run more effective resource management meetings

#### Navigating Difficult Situations

- ⇒ Identify common RM risks and issues how to communicate them internally
- ⇒ Learn how to appropriately escalate
- ⇒ Understand the RM's role in change management
- ⇒ Learn techniques to push back on bad behavior, drive improvement, and handle objections



## RM-420: Advanced Resource Management

As service organizations continue to face mounting pressure to align the right resources with the right work at the right time, the demand for skilled, strategic Resource Managers has never been greater. Yet professionals with advanced expertise and a disciplined approach remain in short supply.

Offered exclusively to Resource Management Certified Professionals (RMCP®s), this online course—part of the RMI's *Next Level Resource Management* curriculum—builds on the core Just-in-Time Resourcing® (JITR) framework. Through a combination of advanced instruction and a practical case study, participants will explore deeper, more strategic applications of JITR principles to help elevate resource management as a key business enabler.



### Learning Objectives:

- Further develop RMO best practices in support of improving business outcomes from resource management processes.
- Review and better understand the Just-in-Time Resourcing® (JITR) components from the RMCP® program.



### Who Should Attend:

- The Advanced Resource Management course is offered exclusively to Resource Management Certified Professionals (RMCP®s) who wish to further their knowledge of leading resource management practices.



### Logistics:



This on-demand course is comprised of 2.5 hours of pre-recorded learning modules that vary in length from 10 minutes to 50 minutes each. The course also includes a case study that takes participants approximately 90 minutes to complete. Participants who are RMCP® certified will receive 5 Professional Certification Units (PCUs) toward their RMCP® recertification for completing this course.



### Course Outline:

- ⇒ Taking the skills database to the next level
- ⇒ Operationalizing advanced forecasting capabilities
- ⇒ Utilizing third parties as part of your sourcing strategy
- ⇒ The RMO's impact on employee engagement
- ⇒ Strategic labor management - offshore, near shore, geo aggregation





## RM-435: Strategic Resource Management

As organizations increasingly recognize resource management as a key driver of project success and service excellence, RMOs are being called upon to operate at a more strategic level. Moving beyond tactical execution, today's Resource Managers must contribute to broader business goals—aligning talent with demand, enabling agility, and supporting scalable growth.

Part of the RMI's *Next Level Resource Management* curriculum, this focused two-hour course is designed to help participants understand the strategic value of resource management and how to elevate its role within the organization. Ideal for RM leaders and professionals ready to make a bigger impact, this session explores how resource management can shape service delivery outcomes and contribute to long-term organizational success.



### Learning Objectives:

- Educate company executives and senior leaders responsible for service delivery performance on the importance of resource management.
- Educate resource management leaders, as well as those who are aspiring leaders, on the strategic elements of resource management.
- Increasing strategic focus and improving business outcomes from the RMO and RM processes.
- Help your organization turn service capabilities into competitive advantage via excellence in resource management.



### Who Should Attend:

- Company executives and senior leaders responsible for service delivery performance who are looking to learn more about the importance of resource management.
- RM leaders, as well as those who are aspiring leaders, in search of deeper understanding of the strategic elements of resource management.
- RMCPs® who wish to further their knowledge of resource management and earn Professional Certification Units (PCUs).



### Logistics:



This two hour on-demand course is comprised of six sections that vary in length from a few minutes to approximately 30 minutes each. Participants who are RMCP® certified will receive 4 Professional Certification Units (PCUs) toward their RMCP® recertification for completing this course.



### Course Outline:

- ⇒ Introduction to resource management and Just-in-Time Resourcing®
- ⇒ Pushing past the plateau to become a more strategic RMO
- ⇒ Addressing technology challenges in support of effective resource management
- ⇒ Leading and developing the best possible RMO team

# Section 4

## Contact the RMI





## Contact the RMI

The Resource Management Institute (RMI) is the leading authority in training and development for resource and workforce management. As services organizations face growing pressure to deliver more with less, building effective resource management capabilities is essential for success. RMI provides the tools, training, and strategic guidance to assess your current state, define a roadmap for improvement, and rapidly develop the skills needed to drive measurable results.

### Contact the RMI Today:

Website: [www.https://resourcemanagementinstitute.com](https://resourcemanagementinstitute.com)

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