



OPERATIONS MANAGEMENT

"Plan the work and work the plan" - John C. Maxwell

Operations Management is an essential business process. It focuses on efficiently managing the day-to-day operations of a company, with the aim of maximizing efficiency and minimizing risk. This course will provide an in-depth look into the process and help you develop the skills needed to effectively manage a business's operational processes and demands. You will gain a better understanding of operational procedures, how they interact, and how they can and should be optimized. Additionally, we will explore how to effectively and efficiently manage processes, identify and eliminate bottlenecks, and ensure the quality of products and services. After completing this course, you will be able to ensure that operations within your business are running smoothly and efficiently.

Key Course Content:

- Understand how to manage and motivate a team
- Demonstrate concise and effective communication skills
- Explore necessary leadership qualities
- Discuss what controls and levers are available
- Learn to identify skills gaps within the organisation and how to compensate
- Develop presentation skills to present ideas across the business
- Establish effective planning and executive decision making
- Discuss when to micromanage and when to macromanage
- Predict and map costs
- Construct problem solving techniques to adapt to changing circumstances



Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



Duration:

This course is available as a 1-day course or a truncated half-day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.