



## Operational Management for Supervisors and Team Leaders

### ► Upcoming Sessions

|                |                |         |
|----------------|----------------|---------|
| 16-20 Sep 2024 | Paris - France | \$5,950 |
| 02-06 Dec 2024 | Paris - France | \$5,950 |
| 17-21 Feb 2025 | London - UK    | \$5,950 |

### ► Training Details

#### TRAINING COURSE OVERVIEW

The Operational Management for Supervisors and Team Leaders training course is a comprehensive five-day program designed to equip supervisors and team leaders with the essential knowledge, skills, and tools to effectively manage operational processes and lead high-performing teams. Participants will gain a deep understanding of operational management principles and best practices, learn practical techniques for optimizing productivity and efficiency, and develop leadership skills to inspire and motivate their teams towards operational excellence.

#### TRAINING COURSE OBJECTIVES

Upon completion of this Anderson course, participants will be able to:

- Understand the role of operational management in achieving organizational goals and objectives.
- Gain a comprehensive understanding of key operational management concepts and principles.
- Develop skills to analyze and improve operational processes for enhanced productivity and efficiency.
- Learn techniques for effective resource allocation and workforce planning.
- Enhance leadership capabilities to inspire and motivate teams towards operational excellence.
- Develop effective communication and collaboration skills to foster teamwork and alignment.
- Acquire problem-solving and decision-making skills to address operational challenges.
- Apply performance measurement and monitoring techniques to track operational success.
- Learn change management strategies to drive operational improvements.

#### DESIGNED FOR

This Anderson course is suitable for supervisors, team leaders, and individuals in similar roles, including:

- Supervisors and team leaders responsible for managing operational processes and teams.
- Aspiring supervisors and team leaders seeking to enhance their operational management skills.
- Managers transitioning into supervisory roles with operational responsibilities.
- Professionals involved in process improvement and operational efficiency initiatives.

- ▶ Individuals interested in advancing their knowledge and skills in operational management.

## ▶ Training Details

### Day One: Introduction to Operational Management

- ▶ Understanding the importance of operational management in organizational success.
- ▶ Key principles and concepts in operational management.
- ▶ Identifying operational goals and aligning them with organizational objectives.
- ▶ Overview of operational management frameworks and methodologies.

### Day Two: Analyzing and Improving Operational Processes

- ▶ Analyzing operational processes for bottlenecks and inefficiencies.
- ▶ Techniques for process mapping and identifying areas for improvement.
- ▶ Lean management principles and tools for operational optimization.
- ▶ Implementing process improvement initiatives.
- ▶ Case studies and exercises on analyzing and improving operational processes.

### Day Three: Resource Allocation and Workforce Planning

- ▶ Effective resource allocation strategies for optimal operational performance.
- ▶ Workforce planning techniques to ensure adequate staffing and skill alignment.
- ▶ Developing schedules and work plans to maximize productivity.
- ▶ Performance management and coaching to enhance individual and team performance.
- ▶ Strategies for managing and optimizing resources.

### Day Four: Leadership and Team Development

- ▶ Understanding the role of leadership in operational management.
- ▶ Motivating and inspiring teams towards operational excellence.
- ▶ Building and nurturing high-performing teams.
- ▶ Effective communication and collaboration techniques for team alignment.
- ▶ Conflict resolution and problem-solving within teams.

### Day Five: Performance Measurement and Change Management

- ▶ Performance measurement and monitoring techniques for operational success.
- ▶ Key performance indicators (KPIs) and dashboards for tracking progress.
- ▶ Implementing change management strategies for operational improvements.
- ▶ Addressing resistance to change and managing the transition process.
- ▶ Developing a roadmap for continuous operational improvement.

## ▶ The Certificate

Anderson Certificate of Completion will be provided to delegates who attend and complete the course

## ▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: [info@anderson.ae](mailto:info@anderson.ae)

Request for a Tailor-made training and educational experience for your organization now:

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