



Operational Management for Supervisors and Team Leaders

► Upcoming Sessions

10-14 Jun 2024	Paris - France	\$5,950
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

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

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