



## Operation Management Development Program

### Overview

This modular program focuses on equipping delegates with a range of techniques and strategies, crucial to the Operation management role. It is highly participative; combining theory based learning with supportive practical exercises.

It will provide Ops Managers with the skills necessary to enhance working relationships, deal confidently with difficult people and situations, learn assertive techniques, manage performance and deal with pressure, conflict and stress within the workplace

### Target Group

This program is designed for those who are either new to the role of Operations Manager, who current Ops managers who wish to refresh their skills.

### Objectives

By the end of the course, participants will be able to:

- ✗ Identify their role within the organisation
- ✗ Highlight effective skills to improve working relationships
- ✗ Understand the importance of effective people and performance management
- ✗ Identify the key skills required to enhance team effectiveness
- ✗ Understand the importance of effective communication
- ✗ Deal with difficult people and challenging situations with increased confidence
- ✗ Understand how assertive behaviour can be effective
- ✗ Demonstrate pressure/ stress management techniques
- ✗ Recognise the benefits from effective time and self management
- ✗ Develop a range of tools to aid in managing self and time use

### Course Content

This course is highly participative: combining theory based learning with supportive practical exercises. The following topics / areas will be covered;

- ✗ **Effective Working Relationships**
  - Roles of a Manager
  - The importance of building good working relationships
  - Key skills for building good relationships
- ✗ **Assertiveness**
  - What Is Assertive Behaviour?
  - Barriers to Assertiveness
- ✗ **Challenging poor performance**
  - Key principles of performance management
  - Understanding the essential of communications skills
  - How to manage underperformance
- ✗ **Dealing with difficult people**
  - Behaviour
  - Principles of Communication
  - Conflict
- ✗ **Managing Pressure**
  - Causes of stress & pressure
  - Pressure Management tactics
  - Setting Priorities
  - Planning
  - Delegation

### Outcomes

Each delegate will receive detailed developmental feedback on their performance from both colleagues and facilitator and will be asked to complete and review a personal action plan after each module to identify key changes to implement and skills to practice.