

OPERATIONS / DEPARTMENTAL MANAGER LEVEL 5



CLEAR QUALITY



WHO IS IT FOR?

This programme is aimed at practicing middle managers and people aspiring to become senior management who want to develop their core leadership and management skills.

This qualification aims to equip delegates with a wide range of professional and interpersonal skills and techniques necessary to perform effectively in middle and senior management roles, including:

- Interpersonal Excellence - managing people and developing relationships
- Organisational Performance - delivering results
- Personal Effectiveness



WHAT'S IN IT FOR ME?

Interpersonal excellence - managing people and developing relationships

- Different leadership styles, motivate and improve performance
- Organisational cultures and diversity
- Managing multiple teams and develop high performing teams
- Performance management techniques
- Building relationships and working collaboratively with others
- Communication, active listening, able to challenge and give constructive feedback
- Operational management approaches and models

Organisational performance - delivering results

- Business development tools and approaches to continuous improvement
- Operational business planning techniques
- Management systems, processes and contingency planning
- Initiate and manage change, project management
- Financial/ commercial awareness
- Identify and shape new business opportunities
- Setting KPIs and monitoring performance
- Producing reports and Communication



LINE MANAGERS - WHAT YOU NEED TO KNOW

- Develop your team through
- Enable succession planning for your team
- Improve enthusiasm and motivation
- Bring a fresh approach to quality assurance and processes within the department.

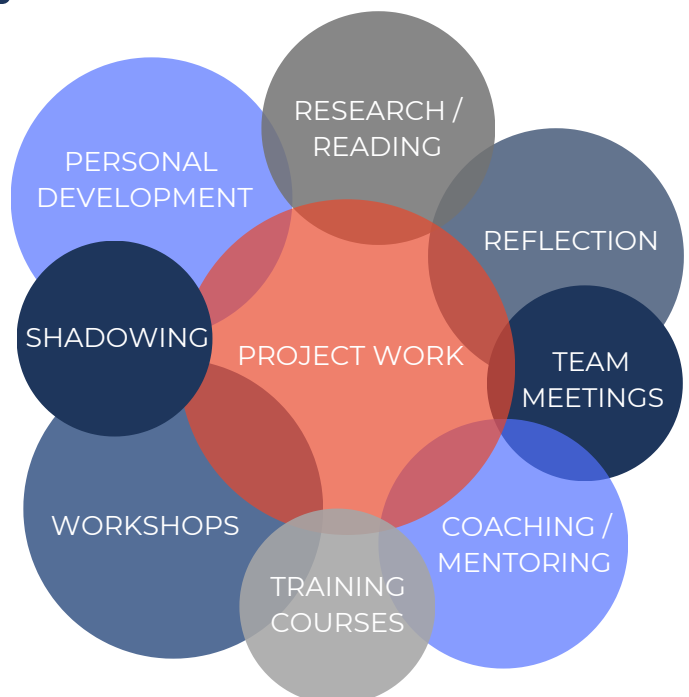


HOW CAN I SUPPORT MY EMPLOYEE?

- Provide support through regular 121's / performance reviews
- Allow time for your employee to attend planned appointments with their tutor
- Provide opportunities for them to build their portfolio - e.g. extra responsibilities / involvement in a project / utilising to develop & mentor other team members
- Allow time for off-the-job training



OFF THE JOB TRAINING INCLUDES:



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ACTIVITY TIME LINE



0-1 MONTHS

- Enrolment & Induction period
- Meet Trainer/Assessor
- Establish expectations, responsibilities & learning objectives
- Off-the-job training

9-12 MONTHS

- Business development tools and approaches to continuous improvement
- Operational business planning
- techniques Management systems, processes and contingency planning
- Initiate and manage change, project management
- Financial/ commercial awareness
- Identify and shape new business opportunities
- Setting KPIs and monitoring performance
- Producing reports and Communication

FINAL ASSESSMENTS (19-24 MONTHS)

- Professional discussion over portfolio of evidence
- Project proposal, presentation and questioning

PRE-SIGN UP

- Learning need identified through 121 /
- PDR Application for work-based learning form completed and signed by employee and line manager
- Submit application to Clear Quality

2-8 MONTHS

- Different leadership styles, motivate and improve performance
- Organisational cultures and diversity
- Managing multiple teams and develop high performing teams
- Performance management techniques
- Building relationships and working collaboratively with others
- Communication, active listening, able to challenge and give constructive feedback
- Operational management approaches and models

13-18 MONTHS

- Awareness of self and management of self
- Decision making and business development tools
- Operational management approaches and models



Please get in touch if you would like more information on the new Operations/Departmental Manager work-based learning. We run cohorts every quarter for the work-based learning so please register your interest now to ensure you have a place on the next available cohort.
Email: training@clearquality.co.uk Phone: 01709 918501