



**British Training**

## **Achieving Operational Excellence Through People Training course**

**#LD9107**

# **Achieving Operational Excellence Through People Training course**

## **Introduction:**

At the British Training Center, we believe that achieving operational excellence is not merely about systems and processes but deeply rooted in the engagement and empowerment of people. This advanced-level course is designed to help leaders and managers unlock the potential of their teams, fostering an environment of continuous improvement and excellence.

## **Training Objectives and Impact:**

### **By the end of this program, participants will be able to:**

- Implement strategic frameworks to enhance operational excellence.
- Cultivate a culture of continuous improvement through people-centric practices.
- Develop leadership skills that drive team engagement and productivity.
- Apply effective change management techniques to achieve organizational goals.

## **Targeted Competencies and Skills:**

- Strategic Thinking and Decision-Making
- Leadership and Team Development
- Change Management and Innovation
- Performance Measurement and Optimization
- Communication and Influence

## **Target Audience:**

- This course is ideal for senior managers.
- Team leaders.
- HR professionals.
- and operational heads who aim to drive excellence through effective people management.

## **Course Content:**

### **Unit One - Foundations of Operational Excellence Through People:**

- Understanding Operational Excellence
- Definition, importance, and core principles.
- Role of People in Achieving Excellence
- Employee engagement, motivation, and contribution.
- Case Studies
- Examples of organizations that achieved excellence through people-centric approaches.

## **Unit Two - Leadership and Organizational Culture:**

- Leadership Styles for Operational Excellence
- Transformational, transactional, and situational leadership.
- Building a High-Performance Culture
- Core values, behaviors, and rituals.
- Developing Leaders Within the Organization
- Succession planning and leadership development programs.

## **Unit Three - Performance Management and Continuous Improvement:**

- Setting Clear Goals and Expectations
- SMART objectives and key performance indicators (KPIs).
- Feedback Mechanisms and Performance Appraisals
- Constructive feedback, 360-degree reviews.
- Continuous Improvement Processes
- Lean, Six Sigma, and Kaizen methodologies.

## **Unit Four - Change Management and Innovation:**

- Understanding Change Dynamics
- The change curve, resistance to change, and overcoming barriers.
- Strategies for Effective Change Implementation
- Communication plans, stakeholder engagement, and training.
- Fostering Innovation
- Creating a culture of innovation and continuous learning.

## **Unit Five - Communication and Team Dynamics:**

- Effective Communication Strategies
- Active listening, clarity, and persuasion.
- Team Building and Collaboration
- Creating cohesive teams, managing conflicts, and leveraging diversity.
- Empowering Teams for Success
- Delegation, empowerment, and recognition strategies.