



SPARTAN
Allied Services

Deliver Results - Create Value

OPERATIONAL LEADERSHIP TRAINING

Training Course Outline

Program Overview

In spite the ongoing shift of the global market's focus to automation and Artificial Intelligence, the life blood of all companies, regardless of sector or industry, remains its workforce. We understand the fundamental truth that the cogs drive the machine and will continue to do so for the foreseeable future. In line with this, we also learn to value the role that our employees, particularly our production and frontline staff, play in our organization's drive to achieve its organizational goals. These precious resources require effective leadership and management in order to continue functioning at a high level. To achieve this, organizations invest heavily in leadership figures to provide a guiding hand to align employee output with their goals.

SAS Management, Inc. has developed this Operational Leadership Training Course to hone the core skills and develop the knowledge of the leaders in your organization tasked with managing your frontline and production staff. In our never-ending quest to bring value to our clients, the training syllabus we've constructed aims to properly equip your operational leadership team with the know-how and ability to drive the performance of your workforce in line with your organization's goals and inspire them to achieve results aligned with the best interests of your stakeholders.

Duration

Two days, preferably consecutive

Learning Objectives

At the end of this course, the participants will be able to understand:

- Their duties and responsibilities as operational leaders in the organization
- The difference between leadership and management
- Various leadership styles and functions
- The fundamentals of communication, including types and barriers
- The importance of perception management and steps to change perception
- The principles of influence and how to apply them in their work
- The benefits of synergy in the workplace and how to leverage its potential
- The foundations of performance management and its tools
- The concept of coaching and mentoring, including goal-setting, benchmarking, continuous improvement and other techniques
- Fundamental tools for problem solving

Target Audience

This training is specifically constructed for any and all employees tasked with the supervision of staff, at any organizational level:

- Team Leaders and Supervisors
- Tactical and Strategic Leaders
- Department Heads
- Project Managers

Program Structure and Outline

The training course will follow the outline as indicated below:

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- Organizational leadership
 - Defining leadership in the organization
 - The Leadership Wheel
- Fundamentals of Leadership
 - Leadership Styles
 - Leadership vs. Management
- Duties and Responsibilities of a Manager
 - Fayol's 5 Functions of Management
 - Katz' Managerial Skills Diagram
- Fundamentals of Communication
 - Berlo's Communication Model
 - Communication Types
 - Barriers to Effective Communication
 - 5 C's in Communicating
- Perception Management
 - Importance of Perception Management
 - The Four Step Process to Changing Perception
- Influence in Operational Leadership
 - The 6 Influence Principles
 - Authority
 - Commitment and Consistency
 - Liking
 - Reciprocity
 - Scarcity
 - Social Proof
 - Utilizing influence in common scenarios
- Synergy in the Workplace
 - Definition of Synergy
 - Positive and Negative Synergy
 - Synergy in the Global Market and the Workplace
 - The Foundation of Effective Teamwork
 - The Benefits of Teamwork
 - The Chemistry of Teamwork
 - Building Intra-Organizational Relationships
 - Evolving into a Synergetic Team
- Organizational Awareness
 - The Foundations of your Organization
 - Mission Statement
 - Company Vision
 - Core Values
- Introduction to Performance Management
 - GSOT
 - Performance Management Tools
 - KRAs and KPIs
 - Scorecard
 - Reporting
- Coaching and Mentoring
 - Coaching vs. Mentoring
 - SMART Goals
 - Road Map vs. Route Map for Goal-Setting

- EE-PDCA for Continuous Improvement
- Developmental Mentoring
 - Performance Development Plan
- Corrective Coaching
 - Performance Improvement Plan
 - Disciplinary Action
- Coaching and Mentoring Workshop
- Conflict Management
- Problem Solving
 - Five Whys

WHY CHOOSE SAS MANAGEMENT?

WE DELIVER RESULTS

SAS Management, Inc. has consistently proven its capability to deliver and exceed our clients' expectations. We are the only AXELOS Consulting Partner in the Philippines. Our pool of consultants and trainers are seasoned industry veterans who have above-average qualifications and certifications such as Business Management, Process Improvement, and Organizational Development Programs.

WE CREATE VALUE

SAS Management, Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting, but rather ensuring that these are the things that our clients really need. This is why SAS Management, Inc. is probably the only training provider that does a thorough needs assessment prior to providing a proposal. Our goal for every proposal is to CREATE VALUE for your organization.

PARTNERS & AFFILIATES

