

> | In Professional[®]
Development

Operational Management

- CMI Level 5



CMI Awards

FINALIST

Outstanding Training
Provider of the Year 2022



Operational Management

- CMI Level 5

Duration

Three teaching days

Validating Body

CMI

Overview

The Operations Management Course – CMI Level 5 presents delegates with practical tools and techniques to develop their own operational strategy encompassing the broad and multifaceted nature of operations.

Operational excellence is vital for organisations in achieving their objectives, it's those long lists of interconnected tasks, responsibilities and initiatives that the operations manager co-ordinates to maximise efficiency and minimise waste, utilising and allocating resources effectively.

Operational managers have a vital role in our organisations, covering all key operational aspects of the business they work for influencing sales, marketing, purchasing, manufacturing, HR management, communications, financial planning and more. This is a privileged role and this course build upon this domain of knowledge.

Who is this course for

This course is for Operations Managers, Assistant Operations Managers. Senior Operations Managers, Service Managers or Aspiring Operational Managers who want to develop their key skills and attributes for the role of a successful operations manager.

This course will allow delegates to build their confidence together with expertise needed to drive operational excellence from operational strategy to execution, to help your organisation thrive now and in the future.

Learning Outcomes

On completion of this programme, delegates will:

- An understanding of the value of developing and interpreting good intelligence to inform decision making
- The ability to analyse performance data to maximise productivity
- Have the ability to make informed, evidence-based decisions
- Give an understanding of how to motivate staff who create and maintain a high-performance culture
- Develop an understanding of inter-organisational strategic direction and planning
- Increased confidence to negotiate confidently and deliver better operational outcomes
- Understand and assess the use of performance indicators, including measuring the financial performance of operations
- Critically reflect on their use of financial management information within their organisational setting
- Be able to build an effective people strategy

2022 Finalist for Outstanding Training Provider

In 2022 we were shortlisted for the Outstanding Training Provider of the Year Award with Chartered Management Institute.

The CMI who celebrated its 75th year, recognised In Professional Development as a provider producing exceptional positive impact on the learner experience in the category of small business, as a result of its partnership with the Institute.



We are honoured to have been shortlisted for our work as a training provider so early in our short period of offering professional development programmes and privileged to continue delivering outstanding courses CMI accredited courses through our Non-HE Partner's relationship. Find out more about our shortlisting [here](#).

Qualification

CMI Level 5 Certificate in Management and Leadership

Following completion of the Operational Management Course, learners can opt to continue their studies by completing a CMI Level 5 Certificate in Management and Leadership. This qualification is designed for practising middle managers and leaders at operations, division, departmental or specialist level, who are typically accountable to a senior manager or business owner.

Learners are required to complete two written assignments (1 x 4,000-4,500 words, 1 x 3,500-4,000 words). Units to be completed include:

- 519: Managing Quality and Continuous Improvement
- 526: Principles of Leadership Practice

Benefits of completing the qualification include:

For learners:

- Development of skills required to lead and manage individual teams.
- Provides a broader knowledge of skills to help individuals be more effective in specific management areas.
- Provides an understanding of the scope and purpose of quality management, approaches, tools and techniques for managing quality and how to judge its success.
- Development of skills to understand ethical leadership and the impact of culture and values on leadership.
- Accredited management and leadership qualification and certificate on completion.

For organisations:

- Deliver aims and objectives in line with wider organisational strategy.
- Gives a fully comprehensive bank of the skills and knowledge required to be a manager as part of an organisation
- Allows individuals to focus on the areas that are most appropriate for their role and organisation.
- Focus on embedding continuous quality improvement into working practices.

Learners also receive:

- Targeted tutorials run by our CMI-qualified tutors, to help learners complete the assignment writing phase.
- Dedicated support from the Quality Assurance Team here at In Professional Development, including regular CMI learner drop-in sessions.
- Access to a wealth of CMI online learning resources through their Management Direct website.

Please take a look at our [CMI FAQs](#) to find out more about how the qualification works.

Agenda

Session One: Leading Operational Teams

Key themes include:

- Operational leadership
- Managing the operations team
- Communication; managing conflict, art of negotiation.
- Handling conflicting priorities

Session Two: Operational Excellence

Key themes include:

- Process management
- Planning and forecasting incl. finance
- Data driven decision making / steering performance
- Process improvement; lean, six sigma, improvement science

Session Three: Operational Planning

Key themes include:

- Operational strategy
- Planning; business and workforce
- Developing business cases / reporting
- Risk management

Tutors

Darya Belsner

Darya has over 12 years corporate senior leadership experience working in HR Tech industry supporting a variety of clients such as KMPG, Michael Page, Brunel and Bupa. She currently holds a Senior Director role in Operations working across EMEA, North America and APAC regions.

Throughout her career Darya has always been on the forefront of driving positive change and improving efficiency. She is known for her commercial diligence, operational insight and strong business acumen, effective cross-functional partnerships, strong project management skills, and clear communication are the pillars of Darya's career success. This experience coupled with her unique approach to coaching now helps her clients unlock their potential, leverage their strengths, build better relationships and get long lasting results.

