



# Operations Departmental Manager Level 5

Course Calendar



# Workshop Schedule

## Leading and Managing Teams 1 day\*

- Different leadership styles
- Lead multiple and remote teams
- Managing team leaders
- Motivation and improving performance
- Coaching and mentoring
- Develop high performing teams
- Performance management techniques
- Talent management models

## Effective Communication and Change Management 1 day\*

- Different styles and methods of communication and when to use them
- Body language and tone of voice
- Communicating messages in an effective and engaging way
- The impact of organisational change on people
- Effectively communicating change
- Identifying barriers to change and how to overcome them

## Discipline, Grievance and Conflict Management 1 day\*

- Policies and procedures
- The skills and qualities needed when dealing with these issues
- The key issues to consider while conducting the investigation
- Dealing effectively with problems and objections
- Working with difficult people
- Turning arguments into discussions
- Dealing with strong feelings
- Delivering bad news
- Achieving resolution

## Setting Up and Managing Projects 1 day\*

- How to set up and manage a project
- Tools and techniques
- Understand process management
- Understand approaches to risk management

## Operational Management 1 day\*

- Operational management approaches and models
- Business development tools (e.g. SWOT)
- Approaches to continuous improvement
- Operational business planning techniques
- Management systems, processes and contingency planning

## Time Management, Prioritisation and Delegation 1 day\*

- Exploring time management issues
- Time management techniques and tools
- How to plan and prioritise activities
- Managing multiple tasks
- Setting clear goals
- Minimising wasted time
- Distractions in the workplace
- Self-motivation
- Effective delegation
- How to say 'No'

\*Maximum class size = 10 people

# Stockport Course Schedule

	Days	Price	2019					2020						
			Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Leading and Managing Teams	1	£200												
Effective Communication and Change Management	1	£200												
Discipline, Grievance and Conflict Management	1	£200												
Operational Management	3	£200												
Setting Up and Managing Projects	1	£200												
Delegation Skills, Time Management and Prioritisation	1	£200												

## Location of training

GP Strategies - Stockport Centre  
Floor 4 Kingsgate  
Wellington Road North  
Stockport  
Cheshire  
SK4 1LW

## Regions covered

- Stockport
- Manchester
- Macclesfield
- Tameside
- Altrincham
- Stretford
- Ashton-under-Lyne

## How to book

Please complete the attached booking form and email to [dcooke@gpstrategies.com](mailto:dcooke@gpstrategies.com), or call Denise Cooke on **0161 429 2460**.





For free recruitment and all of your training needs contact us today  
0330 1000 610 | [www.gpstl-apprenticeships.co.uk](http://www.gpstl-apprenticeships.co.uk) | [apprenticeshipsUK@gpstrategies.com](mailto:apprenticeshipsUK@gpstrategies.com)

GP Strategies – committed to equality and valuing diversity

