Strategic Operational Leadership and Performance Training Course



28 Dec 2026 - 01 Jan 2027

Cape town

4600 € (Per Person)

Ref: #LE2208_286824

Course Introduction / Overview:

This intensive training course is designed to transform managers into strategic operational leaders capable of driving organizational success. In today's competitive landscape, the ability to align daily operations with overarching business strategy is paramount for achieving sustainable growth and operational excellence. This program moves beyond traditional management techniques to instill a holistic leadership perspective. Participants will explore the critical link between effective leadership, robust performance management systems, and tangible business outcomes. Drawing upon foundational concepts from thought leaders like Peter Drucker, who emphasized the importance of "doing the right things" over just "doing things right," the course delves into practical frameworks for setting meaningful KPIs and fostering a culture of continuous improvement. We will also touch upon principles discussed in works like "The Goal" by Eliyahu M. Goldratt to understand system constraints and process optimization. At BIG BEN Training Center, we have crafted a curriculum that equips leaders with the skills to not only manage teams but to inspire them, optimize workflows, and make data-driven decisions that propel their departments and the entire organization forward. This journey is about mastering the art and science of leading high-performance operations.

Target Audience / This training course is suitable for:

- Operations Managers and Directors.
- Team Leaders and Supervisors.
- Production and Plant Managers.
- Department Heads and Section Leaders.
- Project Managers and Program Coordinators.
- Continuous Improvement Specialists.
- Human Resources Business Partners.
- Aspiring individuals on a leadership track.
- Supply Chain and Logistics Managers.

Target Sectors and Industries:

- Manufacturing and Industrial Production.
- Logistics, Warehousing, and Supply Chain Management.
- Healthcare and Pharmaceutical sectors.
- Retail and Consumer Goods.
- Information Technology and Telecommunications.
- Banking, Finance, and Insurance Services.
- Construction and Engineering.
- Government agencies and Public Sector organizations.
- Hospitality and Service industries.

Target Organizations Departments:

- Operations Management.
- Production and Manufacturing.
- Quality Assurance and Control.
- Supply Chain and Procurement.
- Logistics and Distribution.
- Human Resources and Talent Development.
- Project Management Office (PMO).
- Customer Service and Support.
- Finance and Budgeting.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop strategic operational plans that align with organizational goals.
- Design and implement effective performance management cycles and appraisal systems.
- Establish meaningful Key Performance Indicators (KPIs) and metrics to track progress.
- Master coaching, mentoring, and feedback techniques to enhance team performance.
- Apply lean management and continuous improvement principles to optimize processes.
- Lead and motivate diverse teams to achieve peak productivity and engagement.
- Utilize data-driven decision-making for effective problem-solving in operations.
- Manage operational change effectively while minimizing resistance.
- Enhance conflict resolution and communication skills within their teams.
- Create a personal leadership development plan for ongoing growth.

Course Methodology:

The training methodology at BIG BEN Training Center is designed for maximum engagement and practical application. We believe that adult learning is most effective when it is interactive, experiential, and directly relevant to the participant's professional challenges. This course utilizes a blended approach, combining expert-led presentations with a variety of hands-on activities. Participants will engage in in-depth case study analyses of real-world operational challenges, allowing them to dissect complex scenarios and formulate strategic solutions. Interactive group discussions and brainstorming sessions will encourage peer-to-peer learning and the exchange of diverse perspectives. Role-playing exercises will provide a safe environment to practice critical leadership skills such as giving constructive feedback, managing conflict, and coaching team members. Practical workshops will guide participants through the process of developing KPIs and process improvement plans. Throughout the course, our expert facilitators foster a supportive learning environment, providing personalized feedback and ensuring that theoretical concepts are translated into actionable skills that can be implemented immediately in the workplace.

Course Agenda (Course Units):

Unit One: The Foundations of Strategic Operational Leadership

- Defining the modern operational leader's role and responsibilities.
- Distinguishing between leadership and management in an operational context.
- Aligning operational objectives with overarching business strategy.
- Conducting a SWOT analysis for your department or team.
- Developing a strategic mindset for long-term operational excellence.
- Understanding the impact of leadership styles on team culture and performance.
- Key principles of systems thinking in operations management.

Unit Two: Designing and Implementing Performance Management Systems

- The complete performance management cycle from planning to review.
- Setting SMART goals and Key Performance Indicators (KPIs).
- Exploring the Balanced Scorecard approach for holistic measurement.
- Conducting effective and motivational performance appraisal meetings.
- Developing a culture of continuous feedback and open communication.
- Managing underperformance with constructive action plans.
- Linking performance outcomes to recognition and reward systems.

Unit Three: Leading and Motivating High-Performance Teams

- Understanding team development stages and dynamics.
- Applying motivational theories to inspire and engage employees.
- Mastering the art of effective delegation and empowerment.
- Advanced communication strategies for operational leaders.
- Techniques for constructive conflict resolution and mediation.
- Building psychological safety and trust within the team.
- Coaching and mentoring for skill development and career growth.

Unit Four: Driving Operational Excellence and Continuous Improvement

- Introduction to Lean Management principles for waste reduction.
- Fundamentals of Six Sigma for quality and process improvement.
- Practical problem-solving tools (e.g., 5 Whys, Fishbone Diagram).
- Leading and managing organizational change initiatives effectively.
- Mapping and analyzing business processes for optimization.
- Fostering a culture of continuous improvement (Kaizen).
- Utilizing data and analytics for informed operational decisions.

Unit Five: Advanced Leadership Skills and Strategic Execution

- Developing financial acumen for operational managers.
- Budgeting, forecasting, and cost control in operations.
- Fundamentals of operational risk management and mitigation.
- Strategic workforce planning and talent management.
- Building a robust succession plan for key operational roles.
- Enhancing personal leadership effectiveness and resilience.
- Creating a personal action plan for implementing course learnings.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can an operational leader effectively balance the drive for short-term efficiency metrics with the long-term strategic need for innovation and employee development?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by holistically integrating the dual pillars of operational process mastery and people-centric leadership. While many programs focus on either the technical aspects of performance metrics and lean systems or the soft skills of team management, this curriculum is built on the philosophy that one is ineffective without the other. We move beyond simply teaching tools and methodologies; we cultivate a strategic leadership mindset. The content is designed to bridge the often-existing gap between shop-floor operations and executive-level strategy, empowering participants to translate high-level business objectives into meaningful, actionable plans for their teams. A significant emphasis is placed on the practical application of concepts through realistic case studies and role-playing scenarios tailored to modern operational challenges. Rather than a purely theoretical discourse, the course provides a structured framework for diagnosing operational weaknesses, implementing robust performance systems, and, most importantly, leading the human element through change. It focuses on building resilient leaders who can drive continuous improvement not as a one-time project, but as a sustainable, embedded culture of excellence.