



**Advanced Operational Effectiveness (AOE)**

**PROGRAM OVERVIEW**

**Program Title:** Advanced Operational Effectiveness (AOE)

This advanced operational effectiveness program is completed over a period of 12 months and is designed for businesses aiming to improve their operational effectiveness and abilities to execute on their goals or corporate mandates.

**Type of training:** Business - operational effectiveness

**Program length:** 12 months



**INSTRUCTIONAL DELIVERY METHOD(S)**

- Human performance technology (HPT)
- Lectures on best practices & live demonstrations
- Critical thinking activities
- Experiential learning (learning through reflection on doing)
- Independent assignments specific to the business
- Action learning for effective problem solving

**STUDENT GROUPING**

- Individual, 1:1 instructional training, in person or via distance learning

**START DATE**

- Open for enrolment

**TRAINING INCLUDES**

- 50 one on one instructional lessons, scheduled over a defined 29 weeks period
- Access to dedicated library of best practices, examples & digital templates
- Access to over 100 digital business development tools, customizable for the business situation
- Live video conferencing for tutoring and evaluations
- Secure collaboration portal

**PROGRAM OUTLINE**

During bi-weekly training sessions as well as homework assignments, participants will improve their capabilities in

1. Strategic planning
2. Goal setting using the GOSPA ladder
3. Understanding obstacles & risks
4. Communication in business as an art form
5. Delegating effectively – 11 keys



## Advanced Operational Effectiveness (AOE)

6. Managing others –results based differentiation
7. Developing operational strategies
8. Effective operational planning
9. Operational management & monitoring
10. Project management fundamentals

### DEFINED INSTRUCTIONAL OBJECTIVES

- Learn the fundamentals to improve your ability to execute on your strategies and goals
- Understand The power of leveraging and its application in your business
- Improving your abilities to consistently deliver higher quality with fewer resources
- Optimizing effectiveness of people, processes and technology
- Improving business practices
- Applying the cumulative improvements to specific business situations

### MEASURABLE LEARNING OUTCOMES

- Implementable Execution Plan tailored to the business environment
- Improvements in workload distribution and resulting operational efficiency
- Engaged workforce and team culture
- Increased return on investment in people, business tools and technology
- Measured improvements in productivity, process efficiency & marketing effectiveness using key performance indicators

### ASSESSMENT METHOD(S)

The participants are required to complete various Case studies to apply the knowledge covered to their business situation. The participants submit their assignments to a secure & dedicated portal where the content is reviewed and evaluated.

- **Weekly assignments** that support the participants in understanding the concepts covered are reviewed and corrected as required
- **Various case studies** will be conducted where the Participants are assessed on their ability to apply the course concepts of Essential Business Skills to their specific business situations.
- **Business simulation** to develop strategic thinking, decision making, problem solving, financial analysis, market analysis, operations, teamwork and leadership.
- **Completion requirements:** the candidate is required to complete the assignments, within the timeline required per topic.
- **A certificate of completion** will be issued to confirm the completion of this training.



**Advanced Operational Effectiveness (AOE)**

**COURSE COMPONENTS**

Prestige Operational Effectiveness program consists of the following components:

**Goals & Strategy**

- Strategic planning
- GOSPA ladder

**Operational planning**

- Understanding your current obstacles, risks, issues and mitigating risks
- Understanding the fundamentals of personal and business productivity
- Streamlining your processes for successes

**Operational management**

- Learning how to optimize your business productivity and resources
- Improving operation effectiveness
- client service delivery
- People, Process, Technology

**Operational monitoring and execution**

- Communication with key stakeholders
- Monitoring, measuring & assessment
- Corrective action plan
- Continuous improvement

Each component includes Effective Communication as an integral part and participants will learn how to apply techniques in respective business situations.

**TRAINING COURSE TUITION**

| Tuition Fees | GST       | Total Fees | Total training hours |
|--------------|-----------|------------|----------------------|
| \$ 7,936.5   | \$ 396.83 | \$ 8333.33 | 46                   |

**PAYMENT OPTIONS:** Full payment is required at the start of the program

**Name of trainer:** Galia Shukr