



PROGRAM OVERVIEW

Program Title: Prestige Operational Effectiveness (POE)

The prestige 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 & Leadership Skills Development

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

- 30 one on one instructional lessons, scheduled over a 12 months 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
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.
-

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