

Level 5

Leadership and Management

Operational/Departmental Manager Programme

This course is designed for mid-level managers working at an operational level. With around 5 years' experience in a management role, managing teams or projects, but with little formal training in how to lead and manage. With proven experience, both managing and being managed, learners get to firm up their understanding of management and bolster their managerial toolkit with insights from academia and shared best practice.

Duration:
15 - 18 months

What's involved?

What you will learn

Part 1 | What is leadership and management?

- Understanding who you are as a leader and where you want to be, building a development plan to achieve this
- Analysis of multiple leadership styles, your favoured approaches and which styles may fit best in certain situations
- The ability to strategise and plan strategically, promoting and communicating the organisation's strategic direction
- The best approaches to developing and appraising yourself and your team

Part 2 | Delivering operational plans

- Effective use of resources, financial analysis, and decision-making models to ensure effective planning
- Performance indicators, continuous budgeting analysis and business management models that ensure effective delivery
- Understanding how to adapt your plans and delivery through effective change management processes

Part 3 | Becoming a leader

- Adaption of your leadership style to meet the needs of your team
- Managing your team to ensure organisational goals are met nationally and globally, including ensuring successful business continuity during times of succession
- How to help your team to develop a high-performance, supportive culture and continued growth

Part 4 | Communicating success

- Understanding communication theories to promote effective team relationships and successful collaboration
- How to build long-lasting positive relationships with internal and external customers
- Project and risk management models that support continuous business improvement processes



