

Developing and managing operational plans

Empowering daily performance to align to organisational line of sight.



Successful operations are integral to the success of a well oiled business machine. It takes careful planning and strategy to develop the right framework to implement the actions and performance standards you expect from your team. If a strategic plan represented the head of the body then an organisational plan would be the arms and legs.

An operational plan defines how the human, financial, and physical resources will be used to achieve short-term performance goals that support your larger strategic objectives. It is the key plan that managers, supervisors and team leaders need to understand to develop and implement. An operational plan should answer questions like:

- » Who should be working on what?
- » How will we allocate resources on any given task?
- » What risks do we currently face?
- » How can we minimise those risks?
- » How to measure outputs to know we are achieving our objectives?

Developing and Managing Operational Plans is a practical workshop to equip participants on two levels.

Firstly, to understand how to develop an operational plan aligned to strategic objectives. Secondly, the key strategies involved to manage the plan successfully

Designed for?

- » Applicable for all managers, supervisors, co-ordinators and team leaders who have to manage daily operations and its requirements.
- » Anyone who is looking for best practice strategies and bridge any skill gaps.
- » An ideal group size is 6 – 15 participants.

Key learning outcomes

- » Develop the plan aligned to key performance indicators (KPIs).
- » Map out all resource requirements and integrate the allocation into your plan.
- » Manage the consultation process to ensure proposals for resource requirements are supported.
- » Develop risk a matrix and its contingency.
- » Monitor and evaluate performance to assess progress and manage variations.
- » Understand the requirements to manage recruitment, budgets and resources aligned to company policy and procedures.
- » Develop an operational plan that has a clear line of sight to the strategic plan.
- » Identify and breakdown the components of an effective operational plan.
- » Understand and apply the key traits of successful operational management.



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