



scopeVISION

# Ready, Set, Grow! Managing the Operational Plan

awaken the leader within

# Ready, Set, Grow! Managing the Operational Plan

**DURATION** 1 - 2 DAY PROGRAM

## Workshop overview

This interactive workshop focuses on the skills required to generate clear Action Plans linked to personal and/or organisational Key Performance Objectives. In today's business environment, the flow of information between people is critical to operational success. Organisations without structured communication channels invariably report increased conflict as individuals fail to effectively deal with inefficiencies and ineffectiveness caused by team members.

- **Planning to achieve personal and team outcomes**
  - › What causes people to be short of time?
  - › The difference between effectiveness and efficiency
  - › Controlling time bandits such as email, interruptions, phone calls and over commitment
  - › Task delegation; how to prioritise projects; Pareto's Law and Stephen Covey's 7 Habits of Highly Effective People
  - › Learning to say no!
- **Contributing to organisational planning and results**
  - › Analysing the operational environment
  - › Establishing consultative planning processes with key stakeholders
  - › Evaluating current performance levels
  - › Establishing Key Performance Objectives to assess and measure team progress
  - › Analysing and documenting resource requirements
- **Monitoring and evaluating work performance**
  - › Identifying areas of under performance
  - › Contingency planning; remain solutions focussed!
  - › Holding crucial conversations to achieve sustained results

## Nationally Recognised Training Options

All SCOPE programs are able to be aligned to nationally recognised units of competence. For learners to receive a nationally recognised statement of attainment in partial completion of a qualification submission of an agreed evidence portfolio demonstrating the application of required skills and knowledge within the workplace is required.

The Managing the Operational Plan program can be aligned to the following unit from **BSB40812 Certificate IV in Frontline Management** when contextualised and delivered as part of a customised client initiative:

### **BSBMGT402A**

#### **Implement operational plan**

This unit describes the performance outcomes, skills and knowledge required to implement the operational plan by monitoring and adjusting operational performance, producing short term plans for the department/section, planning and acquiring resources and providing reports on performance as required.

1. Implement operational plan
2. Implement resource acquisition
3. Monitor operational performance



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Or the following unit from **BSB51107**  
**Diploma of Management**

## **BSBMGT515A**

### Manage operational plan

This unit describes the performance outcomes, skills and knowledge required to develop and monitor implementation of the operational plan to provide efficient and effective workplace practices within the organisation's productivity and profitability plans. Management at a strategic level requires systems and procedures to be developed and implemented to facilitate the organisation's operational plan. This unit applies to people who manage the work of others and operate within the parameters of a broader strategic and/or business plan.

The task of the manager at this level is to develop and implement an operational plan to ensure that the objectives and strategies outlined in the strategic and/or business plan are met by work teams. However in some larger organisations operational plans may be developed by a strategic planning unit. At this level work will normally be carried out within complex and diverse methods and procedures, which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

1. Develop operational plan
2. Plan and manage resource acquisition
3. Monitor and review operational performance

Or the following units from **BSB60407**  
**Advanced Diploma of Management**

## **BSBMGT 616A**

### Develop and implement strategic plans

This unit describes the performance outcomes, skills and knowledge required to establish the strategic direction of the organisation, and to sustain competitive advantage and enhance competitiveness. It requires analysis and interpretation of relevant markets, capability assessment of the organisation, and its existing and potential competitors and allies. It also covers implementation of the strategic plan.

This unit applies to learners working in senior roles in the organisation, who have responsibility for ensuring that the organisation is positioned to ensure its long term viability and success. The unit covers the requirements for analysing the organisation's present position, and for developing specific actions and initiatives that will be undertaken by people working in various roles.

1. Confirm organisational vision and mission
2. Analyse the internal and external environment
3. Write strategic plan
4. Implement strategic plan



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## **BSBMGT617A**

### **Develop and implement a business plan**

This unit describes the performance outcomes, skills and knowledge required to run a business operation and covers the steps required to develop and implement a business plan.

This unit applies to learners who are running an organisation or who take a senior role in determining the effective functioning and success of the organisation. As such, they may oversee the work of a number of teams and other managers.

Business plans are critical tools for business growth and development. They will vary depending on the needs of the organisation. This unit covers the typical elements of a business plan and the standard approaches to be used in implementing a business plan. The business plan should be supported by a strategic plan, and may also be supported by a marketing plan and cash flow forecasts.

1. Develop business plan
2. Monitor performance
3. Respond to performance data

