



Bottom-Line Operations Leadership

LEADERSHIP DEVELOPMENT SPECIFICALLY FOR FINANCIAL SERVICE OPERATIONS PROVEN OVER 18 YEARS AT GLOBAL 500 FIRMS - WORLDWIDE

Objectives:

Teaches participants critical operations tools & techniques to achieve customer and management targets; how to be proactive and see the “big picture” in managing their operation as a complete system. They learn and practice tools to accurately forecast volume, develop a capacity plan to meet forecasts, and continuously improve efficiency, cost control, quality, productivity, and customer service on the job. ‘Hands on’ workshop teaches participants an integrated package of critical business and people/team leadership skills to effectively manage different levels within their operation.

Computer Simulation Workshop: Instead of lectures, videos or e-learning, **Bottom-Line Operations Leadership** features a computer simulation of a realistic back office operation, complete with call centers, transaction processing, and collections. There are workstations, detailed reports on productivity, service - quality and costs. Even simulates people; unit managers, supervisors and customer service reps; some effective — some not. Students work and learn in teams - 30% in class and 70% managing the simulated operation. They make decisions as in real life with immediate feedback on results illustrating the impact and consequences of real-world decisions in a safe classroom setting.

Key Learning Points:

- Develop a capacity plan, forecast work volumes, and perform risk analysis
- Manage a multi-department operation as a business for profit for five to six simulated months
- Create a profit improvement plan and present results
- Improve efficiency, productivity, quality, cost control, and customer service with limited resources
- Manage change effectively by planning and implementing new product processing within operation
- Use relevant spreadsheets and business metrics to “dollarize” decisions and manage costs
- Manage volume backlog to avoid penalties
- Identify competencies/qualities of effective operations leaders and develop such leaders
- Decide when staff appraisals, coaching, and counseling are needed to ensure key performance indicators are met
- Apply real-world operations tools & techniques to ensure objectives are met
- Learn delegation techniques for getting work done through other managers and supervisors with appropriate controls

Recommended for:

Managers of managers/supervisors in operations; high potential supervisors in operations; and management interns/associates in leadership development program and all who support Operations such as Information Technology.

Length: 3 days
CEU Credits: 2.4

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