PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: Strategic Thinking For Operational Management	**Course Duration**: 3.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: Strategic Thinking For Operational Management Certificate	

Course Syllabus

Our Strategic Thinking For Operational Management training course covers the following modules:

Module 1: Introduction

- Strategy: everyone's concern
- Identifying the strategic challenges facing operational managers
- What strategy means to operational managers

Module 2: Defining Strategic Thinking

The key aspects of strategic thinking

- Distinguishing between strategic thinking and planning
- Identifying the impact of strategy on operational activity
- Aligning the organisation's vision with reality
- Creating sustainable competitive advantage

Creating value for stakeholders

- Recognising the importance of stakeholders in the strategy process
- Satisfying the needs of the stakeholders

Applying strategic-thinking tools

- Positioning yourself within the four cycles of operational effectiveness
- Decoding your environment with PESTLE
- Analysing the ecosystem with Porter's Five Forces

Module 3: Leveraging Operational Strengths

Evaluating operational capabilities

- Differentiating between organisational and operational competencies
- Taking inventory of the key strengths within your operation
- Rating competencies against strategic goals

Maximising your unique operational strengths to deliver stakeholder value

- Optimising internal processes
- Shaping opportunities by scanning the external environment

Module 4: Executing Strategy at the Operational Level

Getting real about the vision

- Qualifying the gaps between operational and organisational vision
- Establishing the foundation for realising goals

Bridging the strategic gap

- Questioning assumptions to uncover new solutions and drive new discoveries
- Managing operational strategic assets
- Rigorous planning through scenario assessment
- Quantifying the impact of proposed solutions

Module 5: Creating an Innovative Culture

- The importance of innovation in strategic thinking
- Promoting nonlinear thinking
- Generating solutions through value engineering
- Optimising solutions by challenging the status quo

Adapting your culture to satisfy strategic demands

- Meeting the five preconditions for an innovative culture
- Facilitating team innovation

Innovating to create competitive success

- Qualifying innovation traits
- Benchmarking objectives against actual performance

Quantifying the financial metrics

- Verifying decisions through financial analysis
- Incorporating a stakeholder perspective

Module 6: Planning for Operational Change

Weaving change into the fabric of the culture

- Being proactive in a reactive environment
- Implementing operational change through people, processes and culture
- Motivating the team to adopt the change

Constructing a change process

- Configuring your resources to encompass change
- Measuring results through balanced scorecards

Module 7: Securing Stakeholder Commitment

Communicating for buy-in

- Applying influencing techniques to overcome resistance
- Negotiating for resources using win-win approaches

Maximising your impact

- Earning support with entrepreneurial techniques
- Articulating an elevator pitch that secures commitment

Course Overview

Our three-day Strategic Thinking For Operational Management training course will teach you how to plan and implement change to meet stakeholder needs, create an innovative culture that takes advantage of the department's core competencies, and gain the leadership skills to effectively integrate strategic thinking with daily operations.

Course Learning Outcomes

Our Strategic Thinking For Operational Management training course will teach attendees to become proficient in the following:

- Leverage strategic thinking at the operational level to add value
- Maximise operational core competencies to implement organisational strategy
- Bridge the gap between organisational and operational goals
- Foster an innovative culture to overcome strategic challenges
- Develop an effective change process that satisfies stakeholder needs

Audience

Our Strategic Thinking For Operational Management training course will benefit several individuals and organisations including but not limited to:

- IT Managers and Leaders
- IT Operations Teams
- Business Leaders
- Project Managers
- IT Professionals and Technicians
- Cross-Functional Teams

Entry-Level Requirements

Our Strategic Thinking For Operational Management training course requires attendees to have some experience in a management role.

Recommended Reading

There is no recommended reading for our Strategic Thinking For Operational Management training course.

What's Included

Our Strategic Thinking For Operational Management training course contains the following:

- 3-day instructor-led training course
- One-on-one after-course instructor coaching

- Pre-reading
- Course Manual
- Quizzes
- Exercises

Exam Information

Strategic Thinking For Operational Management Exam:

- Format: Multiple Choice
- Questions: 40
- Pass Mark: 70%

What's Next

Attendees may enjoy our three-day Critical Thinking training course.

Our three-day Critical Thinking training course will teach you how how to leverage critical thinking and creative problem-solving techniques to solve organisational issues in a corporate environment. You will learn about:

- Left and right-brain thinking
- Spur creativity
- Outcome-based thinking

Additional Information

Our Strategic Thinking For Operational Management training course offers several benefits to individuals and organisations including but not limited to:

- **Alignment with Business Objectives**: Strategic thinking helps IT professionals align their operational activities with the broader goals and objectives of the organisation.
- **Improved Decision-making**: Strategic thinking equips IT professionals with a holistic perspective, enabling them to make informed and effective decisions.
- **Proactive Approach to Challenges**: Strategic thinking enables IT professionals to anticipate potential challenges and proactively address them.
- **Enhanced Operational Efficiency**: With strategic thinking, IT professionals can optimise operational processes, workflows, and resource utilisation.
- **Integration of Innovation**: Strategic thinking fosters a culture of innovation within IT operational management. IT professionals can identify opportunities to leverage emerging technologies, develop new solutions, and drive digital transformation initiatives.
- **Effective Communication and Collaboration**: Strategic thinking promotes effective communication and collaboration between IT professionals and stakeholders.
- **Career Growth and Development**: Learning strategic thinking for IT operational management enhances the professional growth and development of IT professionals.