



## Operations / Departmental Manager Level 5

*"Qualitrain has delivered hundreds of Team Leading qualifications within many different organisations and industrial sectors"*

This qualification aims to equip delegates with a wide range of professional and interpersonal skills and techniques necessary to perform effectively in middle and senior management roles, including:

- Interpersonal Excellence - managing people and developing relationships
  - Organisational Performance - delivering results
  - Personal Effectiveness
- Key Behaviours – responsibility, inclusivity, trust, professionalism

### Suitable candidates

This programme is aimed at practising middle managers and people aspiring to senior management who want to develop their core leadership and management skills.

### Qualifications

Apprentices without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment.

### Progression

On completion, apprentices can register as full members with the Chartered Management Institute and/or the Institute of Leadership & Management, and those with 3 years' of management experience can apply for Chartered Manager status through the CMI.

### Duration

Typically this apprenticeship will take 30 months.



## Course Overview: Key Skills and Knowledge



### Interpersonal excellence - managing people and developing relationships

- Different leadership styles
- Motivate and improve performance
- Organisational cultures and diversity
- Managing multiple teams and develop high performing teams
- Performance management techniques
- Building relationships
- Working collaboratively with others
- Communication
- Active listening, able to challenge and give constructive feedback
- Operational management approaches and models

### Organisational performance - delivering results

- Business development tools and approaches to continuous improvement
- Operational business planning techniques
- Management systems, processes and contingency planning
- Initiate and manage change
- Project management
- Financial/ commercial awareness
- Identify and shape new business opportunities
- Setting KPIs and monitoring performance against plans
- Producing reports
- Communication
- Operational management approaches and models

### Personal effectiveness - managing self

- Self awareness
- Management of self
- Decision making
- Operational management approaches and models

### Behaviours

- Takes responsibility
- Inclusive of others and builds trust
- Agile and responds well to feedback or the need for change
- Professionalism
- Operational management approaches and models

Please contact us directly to discuss this apprenticeship or any additional training requirements:



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