Haward Technology Middle East

Planning & Organizing
(E-Learning Module)

Course Title
Planning & Organizing (E-Learning Module)

Course Reference
SS0562-6M-IH

Course Format & Compatibility
SCORM 1.2. Compatible with IE11, MS-Edge, Google Chrome, Windows, Linux, Unix, Android, IOS, iPadOS, macOS, iPhone, iPad & HarmonyOS (Huawei)

Course Duration
30 online contact hours
(3.0 CEUs/30 PDHs)

Course Description

This E-Learning is designed to provide participants with a detailed and up-to-date overview of Planning and Organizing. It covers the process for effective planning and workload planning; the operational management, annual operational planning and work scheduling; the major elements, features, benefits and guidelines of strategic planning; the SWOT analysis, strategic management and balanced score card; the Norton and Kaplan's paradigm shift and generally accepted framework assessment; and measuring performance and control process.

During this interactive course, participants will learn the types of controls, activity-based costing and enterprise risk management; the traditional financial measures and nonfinancial performance measures used by internet business ventures; the management audit, strategic audit, short-term orientation and strategic incentive management; the SMART objectives and effective performance management; setting goals and expectation; the time management, R-A-C method and procrastination prevention; and the Salami technique and PDCA cycle.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge on planning and organizing

- Recognize the process for effective planning and workload planning

- Carryout operational management, annual operational planning and work scheduling

- Identify the major elements, features, benefits and guidelines of strategic planning

- Apply SWOT analysis, strategic management and balanced score card

- Analyze Norton and Kaplan's paradigm shift and assess generally accepted framework

- Measure performance, evaluate and control process and identify the types of controls

- Carryout activity-based costing, enterprise risk management, traditional financial measures and nonfinancial performance measures used by internet business ventures

- Employ management audit, strategic audit, short-term orientation and strategic incentive management

- Discuss SMART objectives including its tools, benefits and costs and limitations

- Apply effective performance management, setting goals and expectation

- Carryout time management, R-A-C method and procrastination prevention, Salami technique and PDCA cycle

Who Should Attend

This course provides an overview of all significant aspects and consideration of planning and organizing for heads and division managers, supervisors and frontline staff.

Training Methodology

This Trainee-centered course includes the following training methodologies:-

- Talking presentation Slides (ppt with audio)

- Simulation & Animation

- Exercises

- Videos

- Case Studies

- Gamification (learning through games)

- Quizzes, Pre-test & Post-test

Every section/module of the course ends up with a Quiz which must be passed by the trainee in order to move to the next section/module. A Post-test at the end of the course must be passed in order to get the online accredited certificate.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

- **ACCREDITED IACET PROVIDER** The International Accreditors for Continuing Education and Training (IACET - USA)

  Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

  Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

  Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

- **BAC** British Accreditation Council (BAC)

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Fee

As per proposal

Course Contents

- The Process for Effective Planning

- The Planning Process

- Workload Planning

- Operational Management

- Annual Operational Planning

- Work Scheduling: PM

- Work Scheduling: Repair

- Work Scheduling: Rehabilitation

- Work Scheduling: Special Projects

- Tools: Project Concept

- Tools: CPM Charts

- Tools: Gantt Charts

- Tools: Timelines

- Tools: Pert Charts

- Reporting Tools

- Work Management Problems

- Case study #1

- Quiz #1

- Strategic Planning

- An Outside Set of Eyes

- Words of Wisdom: The Future Comes Quickly

- Exercise I

- Strategic Planning for the Future

- Major Elements of a Strategic Plan

- Strategic Planning Features

- Benefits of Strategic Planning

- Guidelines for Strategic Planning

- Strategic Planning: Cyclical & Continuous

- SWOT Analysis

- Strategic Planning Can Be Used to Determine Organizational Mission, Vision, Values, Goals, Objectives, Roles and Responsibilities, Timelines, etc.

- Strategic Planning Questions

- Strategic Planning Assumptions

- Strategic Planning and Strategic Thinking

- Case study #2

- Quiz #2

- Strategic Management

- Elements of Strategic Management

- The Five Most Important Questions You Will Ever Ask About Your Organization

- What is Our Mission?

- Who is Our Customer?

- What Does the Customer Value?

- What are Our Results?

- What is our Plan?

- Exercise III

- Case study #3

- Quiz #3

- Balanced Score Card

- Strategy is Only One Ingredient: A Balanced Scorecard

- Other Critical Factors

- Other Critical Factors II

- Other Factors III

- On to the BSC

- Norton & Kaplan's Paradigm Shift

- Generally Accepted Framework

- Exercise IV

- Case study #4

- Quiz #4

- Measuring Performance

- Evaluation & Control Process

- Measuring Performance

- Types of Controls

- Activity-Based Costing

- Enterprise Risk Management

- Traditional Financial Measures

- Nonfinancial Performance Measures Used by Internet Business Ventures

- Shareholder Value

- Balanced Score Card

- Chairman-CEO Feedback Instrument

- Management Audit

- Strategic Audit

- Responsibility Centers

- Benchmarking

- Strategic Information Systems

- Case study #5

- Quiz #5

- Problems in Measuring Performance

- Short-Term Orientation

- Goal Displacement

- Guidelines for Proper Control

- Approaches to Strategic Incentive Management

- Business Strength/Competitive Position

- Approaches to Strategic Incentive Management

- Case study #6

- Quiz #6

- SMART Objectives

- How to be SMART

- SMART Objectives

- Smart: Specific Objectives

- sMart: Measurable Objectives

- smArt: Appropriate Objectives

- smaRt: Realistic Objectives

- smarT: Time-Specific Objectives

- Goals & Objectives

- SMART Tool

- SMART Benefits

- SMART Costs and Limitations

- Comment on Metrics

- Case study #7

- Quiz #7

- Resources to Meet Goals & Objectives

- What is Performance Management?

- Effective Performance Management Involves Everyone!

- Guiding Principles for Effective Performance Management

- Program Components

- Ratings Scale

- Setting Goals and Expectations: A Collaboration

- Avoid Common Pitfalls

- WII-FM? Effective Performance Management

- Step One: Setting Goals & Expectations Immediate Next Steps

- Case Study #8

- Quiz #8

- Performance Management & Employee Evaluation

- Performance Management

- The Three P's

- People

- Performance Planning

- Maslow's Hierarchy of Needs

- Goal Setting

- Set Smart Goals

- Performance Coaching

- Coachable Moments

- Feedback Model

- Feedback Skills

- When it isn't Working Out . . .

- Performance Appraisal

- Preparing to Appraise

- Preparatory Meeting

- Appraisal Meeting

- Appraisal Tips

- A Parting Thought . . .

- Case Study #9

- Quiz #9

- Time Management

- Seven Principles of Creative Time Management

- Case Study #10

- Quiz #10

- Time Management (Part 2)

- Introduction: What is Time Management?

- Detecting Difficulties in Managing Your Time

- Diagnose your Difficulties

- R-A-C Method

- What is Procrastination?

- Why do we Procrastinate?

- Strategies to Prevent Procrastination

- 3 Strategies in Detail

- The Salami Technique

- The Salami Technique Example

- 2. Making Commitments

- Reward Yourself

- Planning Your Time

- Year Timetable

- Weekly Timetable

- Goal Setting

- Smart Goals

- To-Do Lists

- To-Do List Exercise

- Case Study #11

- Quiz #11

- The PDCA Cycle

- Background: Features and Benefits

- "Seeing" Problems

- Identifying a Problem "problems are golden nuggets"

- PDCA Steps

- Step 1A: "Plan" Problem Identification

- Step 1B: "Plan" Cause Investigation

- Step 1C: "Plan" Select Countermeasures

- Step 2: "Do" Implement Countermeasures

- Step 3: "Check" Study the Results

- Step 4: "Adjust / Act" Standardize and improve

- Step 5: "Continuous Improvement"!

- Summary of PDCA Steps

- Tools for Step 1A: Problem Identification

- Tools for Step 1B: Cause Investigation

- Tools for Step 1C: Select Countermeasures

- Tools for Step 2: Implement Countermeasures

- Tools for Step 3: "Check" Study the Results

- Tools for Step 4: "Adjust / Act" Standardize

- Tools for Problem Solving

- 5-Why + (1-How) Analysis

- 5 Why Analysis

- 5-Whys Exercise

- Tools for Problem Solving

- Fishbone Diagram (Ishikawa diagram) Problem-Solving Analysis Instructions

- Fishbone Diagram Problem-Solving Analysis Instructions

- Creating a Fishbone Diagram

- Tools for Problem Solving

- Pareto Charts

- Creating a Pareto Chart

- Tools for Problem Solving

- PDCA + A3 = Model for Improvement

- A3 or Mini-Kaizen

- A-3 Report – Administrative Data

- Problem Description Statement

- A Good "Problem Statement" test

- Exercise: Problem Statement

- Current Situation

- Goal

- Identifying Causes and Solutions

- Solutions / Countermeasures

- Implementation Plan

- Following Up

- JDIs: (…failure to plan is planning to fail…) Proceed with Caution!

- Problem Solving Methods & Tools

- PDCA cycle Problem-Solving Model

- Case study #12

- Quiz #12