

**COURSE OVERVIEW SS0382**  
**From Technical Professional to Manager & Leader**

**Course Title**

From Technical Professional to Manager & Leader

**Course Date/Venue**

December 15-19, 2024/Boardroom, Warwick Hotel  
 Doha, Doha, Qatar

**Course Reference**

SS0382



**Course Duration/Credits**

Five days/3.0 CEUs/30 PDHs

**Course Description**



***80% of this course is practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.***



This course is designed to provide participants with a detailed and up-to-date overview on operation/technology management from technical professional to manager and leader. It covers the operations management and its role in organization; the key concepts and the importance of operations management for businesses; the production planning and control, capacity planning and management, demand forecasting and production scheduling; quality control and continuous improvement covering quality management systems, total quality management (TQM), six sigma and lean production and continuous improvement processes; and the importance of supply chain management and its role in operations management.



Further, the course will also discuss the logistics and inventory management, supplier selection, project management, project planning and scheduling, risk management and project monitoring and control; the technology strategy development, innovation, implementation, adoption, diffusion and management frameworks; and the operations strategy, aligning operations strategy with business and developing and evaluating operations strategy.

During this interactive course, participants will learn the leadership styles and their impact on operations management; the leadership and management skills; the effective communication and decision-making in operations management; the organizational behavior and change management; the future trends in operations management; the role of sustainability in operations management; and the opportunities and challenges for operations management professionals in the future.

### **Course Objectives**

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

- Apply and gain an in-depth knowledge on operation/technology management from technical professional to manager and leader
- Define operations management and discuss its role in organization
- Explain the key concepts and the importance of operations management for businesses
- Carryout production planning and control, capacity planning and management, demand forecasting and production scheduling
- Implement quality control and continuous improvement covering quality management systems, total quality management (TQM), six sigma and lean production and continuous improvement processes
- Identify the importance of supply chain management and its role in operations management
- Employ logistics and inventory management, supplier selection, project management, project planning and scheduling, risk management and project monitoring and control
- Carryout technology strategy development, innovation, implementation, adoption, diffusion and management frameworks
- Apply operations strategy, align operations strategy with business and develop and evaluate operations strategy
- Explain leadership styles and their impact on operations management
- Develop leadership and management skills and apply effective communication and decision-making in operations management
- Carryout organizational behavior and change management as well as discuss the future trends in operations management
- Explain the role of sustainability in operations management including the opportunities and challenges for operations management professionals in the future

### **Exclusive Smart Training Kit - H-STK®**



Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.

**Who Should Attend**


This course provides an overview of all significant aspects and considerations of operation/technology management from technical professionals to managers as well as leaders, and specialists who are responsible for managing the work of others and motivating them to achieve outcomes.

**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:


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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.

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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 Instructor**

This course will be conducted by the following instructor. However, we have the right to change the course instructor prior to the course date and inform participants accordingly:



**Dr. Chris Le Roux**, PhD, MSc, BSc, PMI-PMP, PMI-CAPM is a **Senior Project & Management Consultant** with over **45 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **Project & Contracts Management Skills, Project & Construction Management, Project Planning, Scheduling & Control, Project Management, Project Delivery & Governance Framework, Project Management Practices, Project Management Disciplines, Project Risk Management, Risk Identification Tools & Techniques, Project Life Cycle, Project Stakeholder & Governance, Project Management Processes, Project Integration Management, Project Management Plan, Project Work Monitoring & Control, Project Scope Management, Project Time Management, Project Cost Management, Project Quality Management, Quality Assurance, Project Human Resource Management, Project Communications Management, Contract Management, Tender Development, Contract Standards & Laws, Dispute Resolution & Risk Identification, Myers-Briggs Type Indicator (MBTI), Organization Development Consultation, Advanced Debriefing of Emotional Trauma, Interpersonal Motivation, Model Based Interviewing, Leadership Orientation Programme, Coaching & Motivation, Creative Thinking & Problem-Solving Techniques, Emotional Intelligence, Presentation Skills, Communication & Interpersonal Skills, Effective Communication & Influencing Skills, Effective Business Writing Skills, Writing Business Documents, Business Writing (Memo & Report Writing), Leadership & Team Building, Psychology of Leadership, Interpersonal Skills & Teamwork, Coaching & Mentoring, Innovation & Creativity, Office Management & Administration Skills, Controlling Your Time & Managing Stress, Crisis Management, Strategic Human Resources Management, Change Management, Negotiation Skills, Strategic Planning, Risk Analysis & Risk Management, Global Diverse & Virtual Teams Operation, Exceeding Customer Expectations, Corporate Governance Best Practice, Business Performance Management & Improvement, Building Environment of Trust & Commitment, Win-Win Negotiation Strategies, Quality Improvement & Resource Optimization, Neuro Linguistic Programming (NLP), Personal Resilience Developing, Effective Role Modelling & Development, Managing Dynamic Work Environments, Organizational Development, Career Management, Situation & Behaviour Analysis, Interpersonal Motivation Skills, Inventory Management and Financial Administration. Further, he is also well-versed in Water Supply System Security, Vulnerability & Terrorism, Integrated Security Systems, Incident Threat Characterization & Analysis, Physical Security Systems, Security Crisis, Security Emergency Plan, Command & Control System, Preventive Actions and Situation Analysis. He was the **Psychologist & Project Manager** wherein he was responsible in the project management and private psychology practices.**

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Director, Medico Legal Assessor Psychologist, Training & Development General Manager, Project Manager, Account Manager, Commercial Sales Manager, Manager, Sales Engineer, Project Specialist, Psychology Practitioner, Senior HR Consultant, Senior Lecturer, Senior Consultant/Trainer, Business Consultant, Assistant Chief Education Specialist, ASI Coordinator, Part-time Lecturer/Trainer, PMP & Scrum Trainer, Assessor & Moderator, Team Leader, Departmental Head, Technical Instructor/Qualifying Technician, Apprentice Electrician: Signals and Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars, CBM Training, just to name a few.

Dr. Le Roux has a **PhD in Commerce Major in Leadership in Performance & Change**, a **Master's degree in Human Resource Management**, a **Bachelor's degree (with Honours) in Industrial Psychology**, a National Higher Diploma and a National Technical Diploma in **Electrical & Mechanical Engineering**. Further, he is a **Certified Project Management Professional (PMI-PMP)**, a **Certified Associate in Project Management (PMI-CAPM)**, a **Certified Scrum Master Trainer** by the VMEdu, a **Certified Instructor/Trainer** and a **Approved Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**. Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator, Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

**Training Methodology**

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

20% Lectures

80% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons

**Course Fee**

**US\$ 6,000** per Delegate. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

**Accommodation**

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

**Course Program**

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met

**Day 1: Sunday, 15<sup>th</sup> of December 2024**

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	<b>PRE-TEST</b>
0830 – 0930	<b>Introduction to Operations Management</b> Definition of Operations Management • The Role of Operations Management in Organizations • Key Concepts in Operations Management • The Importance of Operations Management for Businesses
0930 – 0945	Break
1100 – 1200	<b>Production &amp; Capacity Planning</b> Production Planning & Control • Capacity Planning & Management
1200 – 1230	<b>Production &amp; Capacity Planning (cont'd)</b> Demand Forecasting & Management
1230 – 1245	Break
1245 – 1420	<b>Production &amp; Capacity Planning (cont'd)</b> Production Scheduling
1420 - 1430	<b>Recap</b>
1430	Lunch & End of Day One

**Day 2: Monday, 16<sup>th</sup> of December 2024**

0730 – 0930	<b>Quality Control &amp; Continuous Improvement</b> Quality Management Systems • Total Quality Management (TQM)
0930 – 0945	Break
0945 – 1100	<b>Quality Control &amp; Continuous Improvement (cont'd)</b> Six Sigma & Lean Production • Continuous Improvement Processes

1100 – 1230	<b>Supply Chain Management</b> <i>The Importance of Supply Chain Management • The Role of Supply Chain Management in Operations Management</i>
1230 – 1245	<i>Break</i>
1245 – 1420	<b>Supply Chain Management (cont'd)</b> <i>Logistics &amp; Inventory Management • Supplier Selection &amp; Management</i>
1420 - 1430	<b>Recap</b>
1430	<i>Lunch &amp; End of Day Two</i>

**Day 3: Tuesday, 17<sup>th</sup> of December 2024**

0730 – 0930	<b>Project Management</b> <i>Definition of Project Management • Project Planning &amp; Scheduling</i>
0930 – 0945	<i>Break</i>
0945 – 1100	<b>Project Management (cont'd)</b> <i>Risk Management • Project Monitoring &amp; Control</i>
1100 – 1230	<b>Technology Management</b> <i>Technology Strategy Development • Technology Innovation &amp; Implementation</i>
1230 – 1245	<i>Break</i>
1245 – 1420	<b>Technology Management (cont'd)</b> <i>Technology Adoption &amp; Diffusion • Technology Management Frameworks</i>
1420 - 1430	<b>Recap</b>
1430	<i>Lunch &amp; End of Day Three</i>

**Day 4; Wednesday, 18<sup>th</sup> of December 2024**

0730 – 0930	<b>Operations Strategy</b> <i>The Importance of Operations Strategy • Aligning Operations Strategy with Business Strategy</i>
0930 – 0945	<i>Break</i>
0945 – 1100	<b>Operations Strategy (cont'd)</b> <i>Developing Operations Strategy • Evaluating Operations Strategy</i>
1100 – 1230	<b>Leadership &amp; Management</b> <i>Leadership &amp; Management in Operations Management • Leadership Styles &amp; Their Impact on Operations Management</i>
1230 – 1245	<i>Break</i>
1245 - 1420	<b>Leadership &amp; Management (cont'd)</b> <i>Developing Leadership &amp; Management Skills • Effective Communication &amp; Decision-Making in Operations Management</i>
1420 - 1430	<b>Recap</b>
1430	<i>Lunch &amp; End of Day Four</i>

**Day 5: Thursday, 19<sup>th</sup> of December 2024**

0730 – 0930	<b>Organizational Behavior &amp; Change Management</b> <i>Organizational Behavior &amp; its Impact on Operations Management • Managing Organizational Change</i>
0930 – 0945	<i>Break</i>

0945 – 1100	<b>Organizational Behavior &amp; Change Management (cont'd)</b> <i>Change Management Processes • Leading Change in Operations Management</i>
1100 – 1230	<b>Future Trends in Operations Management</b> <i>Emerging Trends in Operations Management • The Impact of Technology on Operations Management</i>
1230 – 1245	<i>Break</i>
1245 - 1345	<b>Future Trends in Operations Management (cont'd)</b> <i>The Role of Sustainability in Operations Management • Opportunities &amp; Challenges for Operations Management Professionals in the Future</i>
1345 – 1400	<b>Course Summary</b>
1400 – 1415	<b>POST-TEST</b>
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch &amp; End of Course</i>

**Practical Sessions**

80% of this highly-interactive course is practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical session



**Course Coordinator**

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