

# OPERATIONS OR DEPARTMENTAL MANAGER

Level 5 Apprenticeships



APPRENTICESHIPS

## Develop your managerial skills to reach your full potential

Operations Managers, Department Heads and Regional Directors are all vital to any business. They keep your entire workforce motivated, confident and performing at its full potential to not only achieve business targets and goals, but also exceed them. They provide direction, solve day-to-day issues and skilfully navigate any obstacles and challenges your business may face.

However, leadership and management expertise does not manifest itself overnight. In order to develop the relevant skills of the people that hold key leadership positions in your business, you must first understand that ongoing education and upskilling is essential and that existing skills require constant nurturing, honing and updating.

Tack TMI's comprehensive Operations or Departmental Manager Level 5 Apprenticeship has been designed to cover a full spectrum of development needs relevant to all businesses, regardless of the industry they operate in. The programme focuses on improving and developing a selection of key leadership skill sets, including:

- Leading people
- Managing People
- Building relationships



Apprenticeship Level: 5

Duration 18 months + 5 months EPA

Funding £5000

### Suitable for:

- ✓ Operations managers,
- ✓ Regional managers
- ✓ Divisional managers
- ✓ Department managers
- ✓ Specialist managers.

## Delegates will leave this programme able to:

- Understand operational business planning techniques, including how to manage resources, development of sales and marketing plans, setting targets and monitoring performance.
- Understand data security and management, and the effective use of technology in an organisation.
- Understand different leadership styles, how to lead multiple and remote teams and manage team leaders.
- Motivate and improve performance, supporting people using coaching and mentoring approaches.
- Understand organisational cultures and diversity and their impact on leading and managing change.
- Know how to manage multiple teams and develop high performing teams.
- Understand performance management techniques, talent management models and how to recruit and develop people.
- Understand approaches to partner, stakeholder and supplier relationship management including negotiation, influencing, and effective networking.
- Understand own impact and emotional intelligence.
- Understand different learning and behaviour styles.

WE BELIEVE IN THE INDIVIDUAL

