



MANAGEMENT

MG64 Operational Leadership and Team Effectiveness

This comprehensive two-week programme is designed to strengthen the practical leadership, organisational, and operational capabilities of team leaders, supervisors, and emerging managers. By combining the essential principles of effective operational management with core organisational skills, the course supports delegates in improving team performance, aligning with strategic goals, and handling everyday workplace challenges with greater confidence. Participants will develop key competencies in communication, talent management, conflict resolution, and delegation, as well as learn to drive productivity and cohesion across diverse team environments. The programme is rooted in real-world practice, ensuring participants can apply their learning directly to their organisational contexts.

Course Information

Duration: 10 days

London (£9900): 8th December 2025

Companies nominating 3 or more delegates to attend the same programme will enjoy a special discount on the course fees.

Upon completion of one of our CPD certified courses, delegates will be awarded both an LMC certificate and a CPD certificate. No examination required.

Who is the course suitable for?

This course is ideal for team leaders, supervisors, first-line managers, and aspiring professionals who are responsible for leading teams, overseeing daily operations, or supporting departmental objectives. It is suitable for delegates from all sectors looking to enhance their leadership effectiveness, improve operational

execution, and cultivate a strong, inclusive team culture. Participants should have experience managing others or be preparing to step into a leadership role within their organisation.

Course profile

Day 1: Fundamentals of Operational Management

- Exploring management principles and functions
- Analysing different management styles and their impacts
- Navigating internal politics to build trust and support
- Defining roles of supervisors and team leaders
- Understanding team development stages and management pitfalls

Day 2: Strategic Alignment and Communication

- Interpreting and aligning with the organisation's strategic goals
- Enhancing team culture to reflect company values
- Facilitating interdepartmental collaboration and international leadership
- Prioritising tasks and setting clear targets
- Coordinating projects and managing budget effectively

Day 3: Enhancing Team Dynamics and Performance

- Implementing strategies to enhance team dynamics
- Addressing underperformance and sustaining high team productivity
- Promoting inclusivity and understanding diversity within teams
- Engaging team members to improve productivity and quality
- Analysing the impact of team engagement on turnover and morale

Day 4: Talent Management Excellence

- Assessing competencies crucial for operational roles
- Strategising for talent retention and recruitment
- Mastering interviewing techniques and the selection process
- Designing impactful onboarding experiences
- Developing personal and team growth plans

Day 5: Operational Effectiveness and Conflict Management

- Conducting effective operational meetings
- Managing time and meeting deadlines efficiently
- Empowering team members through delegation
- Implementing conflict resolution strategies
- Creating a constructive and collaborative team atmosphere

Day 6: Stepping into Leadership

- Exploring supervisory and team leader roles
- Analysing various leadership and management styles
- Building your personal and professional reputation
- Enhancing interpersonal skills and emotional intelligence
- Fostering a supportive team environment

Day 7: Mastering Team Dynamics

- Diagnosing team capabilities and individual competencies
- Understanding and applying group behaviour theories
- Strengthening team cohesion through effective communication
- Encouraging inclusivity and a culture of continuous improvement
- Implementing coaching techniques to support team growth

Day 8: Strategic Planning and Execution

- Conducting workforce planning aligned with organisational goals
- Recruiting and integrating new team members effectively
- Managing remote and face-to-face meetings efficiently
- Leveraging technology for better team management
- Prioritising tasks and delegating effectively

Day 9: Project Management and Delegation

- Setting clear goals and project objectives
- Streamlining the delegation process for maximum clarity
- Assigning actionable tasks with realistic deadlines
- Monitoring project progress and handling setbacks
- Providing constructive feedback and celebrating successes

Day 10: Enhancing Personal and Team Productivity

- Applying advanced time management tools and techniques
- Handling workplace priorities and diverse employee needs
- Overcoming common roadblocks to team productivity
- Building resilience and flexibility within the team
- Empowering team members to take initiative and lead

Competencies

At the end of the course, delegates will be able to:

- Align team goals with organisational strategy and values
- Demonstrate effective communication, leadership, and delegation skills
- Build, motivate, and manage high-performing teams

- Resolve team conflict and enhance cooperation in the workplace
- Improve operational effectiveness through structured planning and execution
- Apply time and project management techniques to meet deadlines and targets
- Coach and support team members to maximise potential and performance
- Foster a collaborative and inclusive environment that supports innovation and trust

Course Booking

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