Operations Manager-Level 5 LEARNING JOURNEY



Unit I Awareness of Self

This unit focuses on: Appraisals and feedback Emotional Intelligence Learning styles Managing performance

Unit 2 Management of Self

This unit focuses on: Personal and professional development Setting targets Working styles

Unit 3 Decision Making

This unit focuses on: Decision making theory Effective time management

Unit 4 Leading People Part I

This unit focuses on: Organisation Culture

Unit 5 Leading People Part 2

This unit focuses on:
Leadership styles and theory
Leading your team

Unit 6 Building Relationships I

This unit focuses on:
Delegating
Developing trust
Negotiation
Recruiting and retaining talent













Unit 12 Operational Management I

This unit focuses on: Continuous improvement Planning for success

Unit 11 Communication 2

This unit focuses on: Change management

Unit 10 Communication I

This unit focuses on:

Active listening
Communication models & theory
Communicating updates & reporting results
Great communication

Unit 9 Managing People 2

This unit focuses on: Managing conflict

Unit 8 Managing People I

This unit focuses on: Motivating your team

Unit 7 Building Relationships 2

This unit focuses on: Coaching and developing your team



Unit 13 Operational

Management 2

Presenting data

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Unit 14 Project Management I

This unit focuses on:

This unit focuses on:

Project Management methods

Budgets and variances

Creating a department budget

Improving performance

This unit focuses on:

Project Management Tools

Supporting business growth

Unit 15 Project Management 2

This unit focuses on: Create a project charter Preparing a business case Project research and analysing requirements

Unit 16 Finance I

This unit focuses on: Monitoring & reviewing progress Risk analysis and management Stakeholders & effective networking Work breakdown structures

Unit 17 Finance 2

This unit focuses on:
Analysing and managing data
Data, information, and
knowledge
Knowledge management
Sources of data and information

Units 18 to 20

EPA support & guidance Final Review Exit IAG Gateway











