



CHIEF OPERATING OFFICERS PROGRAM

Excel as a Strategic Operations Leader by Aligning Strategies and Operations to Enhance Corporate Values Training Workshop



SANDTON LODGE HOTEL
Corner 12th Avenue and River Road
RIVONIA (Edenburg on GPS)
Johannesburg,
South Africa

**17-21
MARCH
2025**

**FROM
8:30
TILL 4PM**

**REGISTRATIONS FEES
USD2,500**

FEE INCLUDES
TRAINING MATERIALS
MEALS & REFRESHMENTS DURING THE DAY
AIRPORT PICKUP AND DROP OFF
HOTEL PICKUP AND DROP OFF
DELEGATE LAPTOP
¼ DAY TOUR TO TOURIST ATTRACTION SITES

FEE EXCLUDES
DINNER AND ACCOMMODATION

CONTACT

training@palgnet.com

Tel: MW: +265 999 295 659

RSA: +27 76 585 7742

www.palgnet.com



INTRODUCTION

BUILD AGILE AND RESILIENT OPERATIONS

The role of the COO is evolving beyond the responsibility to report to the CEO on day-to-day operations of the business. Increasingly, the CEO and COO are expected to form a strategic partnership and deliver an innovative vision for the organization that creates long-term value. The Pan African Learning and Growth Network (PALGNET) Chief Operating Officer (COO) Program will equip you to navigate unprecedented market challenges and drive cross-functional business development under the guidance of expert trainers.

79% of global company heads say they have adjusted or are planning to adjust their global operations or supply chains.

87% of global company heads say they have seen a significant increase in input prices
SOURCE: EY CEO OUTLOOK SURVEY

The Chief Operating Officer Program has been expertly designed with the needs of busy senior executives in mind, to enable leaders and professionals to spearhead the integration of their organizational processes across organizational boundaries and existing systems in order to excel in the digital age. COOs and Operations Managers deliver business performance by effectively influencing work teams and co-coordinating among functions. The course enable you to enhance and create value to your organization by aligning department goals with your organization's strategic vision and mission.

The program firstly focuses on Strategic Operations Leadership in which delegates learn to plan and implement change to meet stakeholders' needs, create an innovative culture which leverage department's core competencies, and gain the leadership skills to effectively integrate strategic thinking with daily operations. The program then focuses on Operational Excellence equipping the delegates with the knowledge, skills, and behavioral competencies required to support an Operational Excellence program and contribute significantly to the bottom line of your organization, reducing variation, defects, cycle times, lead times, waste, and costs within your operations. It supports the drive for sustainable profitability and growth within your organization by adopting a holistic approach to improvement. The essence of Operational Excellence is an organizational culture that achieves long-term sustainable growth and performance development by enhancing employee empowerment and motivation.

The program is designed for leaders and practitioners wishing to transform their organisations through strategy and culture, and through the application of operational excellence approaches, methodologies, processes, and tools.]

COURSE HIGHLIGHTS:

- Understanding the critical aspects of strategic thinking and operational excellence
- Leveraging operational strengths to enhance stakeholders' value
- Executing Strategy and lean organizational practices at the operational level
- Managing projects and practicing process management practices effectively
- Managing operational change management to influence an innovative culture

WHAT YOU WILL LEARN IN THIS PROGRAM

The Chief Operating Officer Program will enable you to:

- Align operations improvements with business strategy to support growth and achieve the organization's strategic objectives
- Appreciate the contemporary challenges that operations leaders need to deal within dynamic environment.
- Understand current strategies for improved operations competitiveness
- Influence organizational culture and employee behavior to align strategic goals and operations management
- Implement Lean Organization principles, methodologies to achieve key operational excellence goals – easier, better, faster, and cheaper
- Develop your operational thinking into strategic thinking, and articulate new strategic initiatives
- Evaluate how a shift from an operational to a strategic mindset can transform your organization, both inside and outside
- Tackle large-scale problems by leveraging your operational excellence, working beyond your boundaries and acting as a strategic leader
- Articulate the concepts of value creation and value capture by adopting a customer-centric perspective
- Discuss how analytics, organizational agility, ecosystems' capabilities and sustainability may enable your organization to create more value
- Evaluate your leadership capacities, including how to make decisions and navigate cognitive biases
- Understand how to leverage your team, and use negotiations to create value
- Define how strong leadership ability can influence teams and drive change at an organizational level.



TRAINING METHODOLOGY

The program will be conducted through a combined applications of (a) coach-led training, (b) practical application of techniques through individual and group activities, and (c) mini-focus case discussions and reflection of delegate real life experiences. Participants are given opportunities to apply strategic tools to their operations context. The main goal is to motivate participants to start thinking, evaluating and setting strategic priorities for their organization operations functions. The program manual provides a guide to all tools and methods covered for future reference.

ORGANIZATIONAL IMPACT

Organizations will benefit from participants adopting holistic thinking, avoiding the sub-optimization that can result from fragmented improvement activity. The benefits are as follows:

- Leveraging strategic thinking at the operational level to create value and sustain business growth
- Maximizing operational core competencies to implement organizational strategy
- Bridging the gap between organizational and operational goals
- Fostering an innovative culture that strives for operational excellence by overcoming strategic challenges
- Developing an effective change process that satisfies customer expectations and stakeholder needs
- Engaging all stakeholders to align improvements to strategic imperatives

PERSONAL IMPACT

The course will personally benefit the participants by being able to apply the thinking and techniques to identify, evaluate, and improve issues affecting them in the workplace.

- Developing their professional skills and critical thinking
- Network with and learn from other organisations
- Making data-driven business decisions and problem solving
- Engage stakeholders more effectively in aligning strategies and operations
- Employing tools and techniques to reduce costs and drive customer satisfaction and profitability



KEY PROGRAM FEATURES

Experiential sessions

Test your understanding of key concepts through business simulations and face to face interactive sessions.

Action learning project (ALP)

Apply your learnings to create an action plan for executing a high-impact business strategy.

Acclaimed case studies

Explore award-winning case studies with a focus on contemporary issues for COOs. Peer interaction - Experience a high level of engagement with accomplished peers, and exchange diverse perspectives.

Program facilitator

Craft your learning journey in line with your career goals with a program facilitator assigned to your cohort

COURSE OUTLINE

The comprehensive course outline has been developed by renowned thought leaders in business management. The core modules span three areas crucial for every COO position today: strategy, business acumen and executive leadership.

The COO as a Strategic Partner

- Aligning operations with strategy
- Achieving operational excellence
- Driving growth and executing growth strategies
- Becoming a strategic leader
- Leading digital strategy and transformation
- Creative thinking for business

The COO as a Leader

- Towards better decisions
- Driving effective negotiations
- The future of leadership - and work
- Managing global teams
- Leading successful change

Developing Business Acumen

- Customer centricity in a digital age: understanding and creating customer value
- Strategic drivers of financial performance
- Value-based financial decision-making
- Operations analytics
- Agile organisations
- Alliances and ecosystems
- The business case for sustainability

SESSION ELECTIVES

choose any of the three session from the below one of which will be presented online

Rethinking Global Strategy:

Learn to analyze forces of globalization and identify winning strategies to lead a global business and build a competitive advantage through international expansion and by applying proven open innovation and knowledge-sharing methods.

Supply Chain Strategies for Business:

Gain the strategic capabilities required to navigate the complexities of today's supply chain landscape and deliver transformative change within your organization.

M&A Success Strategies:

This elective equips with the essential tools and frameworks necessary to make better M&A decisions from start to finish.

Agile Strategy Execution:

This elective provides the insights and tools to bridge the gap between the rational development of strategy and real-life execution. It helps identify hidden traps, balance the rational with the emotional and build the internal capability to continue successful strategy implementation.

PROJECT WORK

The ALP is a crucial practical aspect of the program. You will apply program insights to prepare an action plan that identifies and solves real-world operational issues in your company or industry based on the four pillars of operational leadership. Regular check-in sessions and feedback from your program facilitator and peers will assist you in refining your road map.

KEY PROGRAM FEATURES

The Chief Operating Officer Program is ideal for:

- New and emerging COOs looking to gain strategic insights to drive operational excellence in their organisations
- Heads of operations and operations leaders looking to advance into C-level positions and gain executive leadership skills to enhance their existing skill set.

- Manufacturing, Quality, and Operations Managers
- Supply Chain Personnel
- Team Leaders and Technical Staff

Participants should at least have:

- A minimum of 8 years of work experience
- Fluency in written and spoken English
- International exposure (preferred)



Certificates

On successful completion of this training course, PALGNET Certificate will be awarded to the delegates

Registration Fees

\$2,500

Fee Includes

- Training Materials
- Meals & refreshments during the day
- Airport pickup and drop off
- Hotel Pickup and drop off
- Delegate Laptop
- ½ day tour to tourist attraction sites

Fee Excludes

- Dinner and Accommodation



SANDTON LODGE HOTEL
Corner 12th Avenue and River Road
RIVONIA [Edenburg on GPS]
Johannesburg,
South Africa

Welcome to the Sandton Lodge Rivonia, we extend a very warm welcome and trust your upcoming stay or conference with us will be both enjoyable and comfortable.



The Simama Hotels Sandton Lodge Rivonia offers business services and facilities. Our 34 Suites are all strictly non-smoking and have; Air-conditioning and Heating, Tea and Coffee Facilities, DSTV Decoder, a Mini-Bar Fridge (Stocked on request) and complimentary Broadband WIFI Internet Access with Secure on-site Parking available. As part of our continued guest-safety measures and growing international trend, the Sandton Lodge Hotel is a cashless establishment, for your convenience all major Credit and Debit cards are accepted in addition to Snap-Scan and Apple-Pay facilities.