

THE OPERATIONS DEVELOPMENT PROGRAMME

DELIVERED BY
ANNE PORTER



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A PROVEN TRAINING PROGRAMME TO ELEVATE OPERATIONAL PERFORMANCE

This **tried-and-tested** training programme, accredited by the **Institute of Leadership**, has empowered over **5,000 managers worldwide** with **practical tools and techniques** to **improve operational performance, streamline processes, and build high-performing teams**.

This is **the first time** individual delegates and smaller management groups can access this **high-impact training** as a virtual modular course.

Led by **Anne Porter**, a seasoned Operational Excellence trainer with **a decade of experience**, this interactive programme run on a weekly basis (3 hour sessions) for 8 weeks delivers **practical steps** to enhance **leadership skills, drive efficiency, and improve customer service**.

The training programme is brought to you through collaboration with the Management Consulting team of **Concentrix** (previously Gobeyond Partners and OEE Consulting) where this training has supported transformation programmes across multinational corporations.



ANNE PORTER

Anne Porter is an experienced **Operational Excellence Trainer and Coach**, helping businesses improve efficiency, streamline processes, and enhance team performance.

With over a decade specialising in process improvement, change and management development, Anne has trained and coached hundreds of managers and team leaders worldwide. She has delivered training internationally as far afield as India, China, Europe, Canada and Brazil. Anne also runs highly regarded virtual sessions, particularly valuable when management teams are dispersed across time zones.

Anne is known for her engaging style and ability to translate theory into real-world application. Drawing on thousands of hours of mentoring experience, she ensures participants can apply their learning effectively. She has worked with management teams in diverse sectors, including healthcare, finance, telecommunications, science, logistics, and education. She combines commercial focus with practical solutions to drive sustainable improvements.

Committed to her own development, Anne holds an MBA from the Open University, Lean Six Sigma Black Belt and Green Belt qualifications, ILM Level 5 Coaching Skills, and is working towards ILM Level 7 Leadership Coaching Diploma.

As an experienced trainer for this Operations Development Programme, Anne brings expert knowledge, real-world insights, and an interactive coaching style to help participants enhance their leadership and operational effectiveness.

This course will
help you lead with
confidence.



WHO SHOULD ATTEND?

This high-impact training is designed for:

- **Team Managers, Heads of Departments and Operations Directors** – if your teams are handling customer requests, delivering a service or processing transactions this programme will give you tools to improve customer experience.
- Whether you're an established leader with **years of experience or new to management**, this training **will enhance your leadership skills** and provide practical solutions to operational challenges.
- **Managers who want to make improvements** – if you want to increase customer satisfaction, enhance quality, shorten delivery times, reduce costs, and strengthen teamwork, this programme will equip you with practical techniques to make it happen.

Each delegate will have a pre-course consultation to discuss their specific context and confirm the training is the right fit.

This course will
help you solve
operational
challenges.



COMMON CHALLENGES THIS TRAINING ADDRESSES

- Customers are experiencing **inconsistent service**, leading to repeated contacts or complaints.
- Managers are **firefighting** urgent reactive tasks and struggling to get time to take the proactive steps which would make a difference.
- Teams are **struggling with spikes in workload**, particularly when key staff are on leave.
- **Inconsistency in task execution**, leading to variation in quality and efficiency.
- **Backlogs, delays, and missed deadlines** impacting service delivery.
- **Errors and rework** causing frustrations, additional checking, and increased risk.
- **Time-consuming, inefficient processes** increasing operational costs.
- You “ended up” managing a team but **haven't had much training on managing a team**.
- **Unclear or shifting priorities** causing confusion about what to focus on.

If any of these **resonate with you**, this training will **provide actionable solutions** to help you **lead with confidence and improve team performance**.

You'll learn 20 ways
to streamline
processes and
strengthen skills.



WHAT WILL YOU LEARN?

This structured programme **covers 20 topics to improve customer experience**, streamline processes, and strengthen leadership skills:

1. **Why We Improve** – understanding the benefits of continuous improvement for yourself, your team, and your organisation.
2. **Customer-Centric Thinking** – how focusing on what matters to our customers helps us prioritise improvements.
3. **Lean Principles** – five key principles to smooth workflows, reduce waste and increase efficiency.
4. **Enhance Collaboration** – how to strengthen communication between teams across geographies, organisational silos or remote teams.
5. **Identify Wastes in Operations** – how to spot inefficiencies and reduce the obstacles to productivity that sap time and energy.
6. **Understanding Pain Points** – how service failures not only cause customer dissatisfaction but also increase team workload and stress.
7. **Driving Quick and Cost-Effective Improvements** – how to find fast, practical changes to improve processes, instead of changes requiring costly investment.
8. **Standardising Best Practices** – the gains to come from consistency and how to implement it effectively.
9. **The Role of Leaders in Continuous Improvement** – creating the environment that supports your teams to deliver great service to your customers.
10. **Time Management for Leaders** – optimising your week by carving out time for the proactive actions which will benefit you and your team.

CONTINUED

WHAT WILL YOU LEARN?

11. **Optimising Meetings** – how to get more out of your recurring meetings, while also saving time.

12. **Process Mapping** – quick ways to understand your processes through high level process mapping.

13. **Setting Key Performance Indicators (KPIs)** – how to get a balanced set of metrics to better understand how your area of operations is performing.

14. **Effective Team Communication** – building routines for clear, concise and consistent communication so all the team members are well informed and aligned on priorities.

15. **Balancing Workload and Resources** – strategies to manage peaks and troughs in workload and fluctuation in the staff resources available day-to-day.

16. **Building Team Resilience and Skills** – identifying skills gaps and creating a training plan to build a cross-skilled team who can share workload more fairly.

17. **Developing Your Team Through Coaching** – how to nurture talent and improve performance through GROW coaching and feedback.

18. **Problem-Solving Techniques** – a structured approach to problem solving that utilises the expertise in the team to generate doable and impactful improvement ideas.

19. **Bringing it all Together** – how these tools fit into an integrated leadership approach.

20. **Next Steps and Accreditation** – how to apply your new knowledge into your day job and the mentoring available should you wish to extend your learning and work towards accreditation.

COURSE LOGISTICS AND DETAILS



Join the waitlist to receive details of the next course dates

www.mulia.co.uk/contact



Duration: 8 half-day sessions over 8 weeks



Format: Live virtual training on Microsoft Teams



Materials: Three course books (*delivered before training begins*)



Cost: £1,250 + VAT per delegate

No pre-work required! Just bring your enthusiasm, brain-cells and course books and be ready to participate through discussions and exercises.

Delegates have the flexibility
to enhance their
learning and
pursue
accreditation *if*
desired.



OPTIONAL MENTORING AND ACCREDITATION EXTENTION

To further enhance your learning and achieve certification, you have the option to participate in the post-course mentoring programme.

This optional accreditation includes the following:

- **Six, one-hour 1:1 mentoring sessions** to support application of three key tools in your role.
- **Institute of Leadership Accreditation**, requires full attendance of the course or catch-up sessions, completing a post-course proof-of-learning test and creating a PowerPoint portfolio.
- **Email support and feedback** to support progress through test and portfolio preparation.
- **One-year IoL student membership**, upgraded to full membership on graduation for remainder of year and access to Institute of Leadership resources and MIOl virtual badge.



Cost: £1,175 + VAT

HEAR FROM PREVIOUS DELEGATES

Team Leader

“Thank you for everything you have done as a trainer. We have learnt so many new things from you.”

Head of Department

“Everything was very useful, great examples, engaging presenter and will have an immediate long-term impact.”

Senior Team Manager

“Thanks for the knowledge you have shared and your 1st class training delivery.”

SECURE YOUR PLACE!

Ready to transform your leadership and operational effectiveness?

Sign up now and take the first step toward enhancing team performance, reducing inefficiencies, and leading with confidence!

Limited spots available – reserve yours today!

**“Fantastic course,
highly relevant and
informative.”**

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