



EXECUTIVE
EDUCATION

Operations Leadership Program

Create and Manage High-Performance Teams

5-DAY PROGRAM



Ranked #1 in Canada by
November 2009



Operations Leadership Program

Create and Manage High-Performance Teams

Queen's Operations Leadership Program will improve your operations management skills and provide you with insights and approaches for creating a high-performance workplace.

This unique, 5-day program will show you how to create a workplace characterized by innovation, customer focus and a continuous improvement mindset. You will learn how to set challenging targets and work effectively with your staff to achieve them.

WHO ATTENDS Managers and executives who are looking to improve performance within their operating group.

DATES Please visit qsb.ca/execed for details.

LOCATION **Kingston**, ON Canada
Donald Gordon Conference Centre
421 Union Street

FEES \$8,900 Cdn (plus HST)

This all-inclusive fee covers: a private guest room with bath; full use of a broad range of amenities and parking; meals and snacks; all learning materials; and post-program support.



The Program Includes a Breadth of Concepts, Tools and Techniques That Will Enable You To:

- Assess your operational performance capabilities and develop a strategy for performance enhancement
- Create a high-performance culture
- Implement a plan to improve and measure performance
- Develop your personal coaching and leadership skills

Post-Program Support

After the Program, Queen's offers several ways to continue your learning, including Program updates and access to Queen's faculty. You will also have the opportunity to attend alumni educational and networking events.

Apply online at www.qsb.ca/execed
or call 1.888.393.2338

This 5-day program is an integral part of the requirements for:
Queen's Executive Certificate in Applied Leadership.

Please see our Program Directory or visit qsb.ca/execed for more details.

Program Preview

Thinking Strategically

Assess your operational performance and develop the appropriate strategy.

- Understand strategic planning and its links to operations planning
- Know where to begin and how to establish priorities
- Select the make-or-break issues in your operation
- Integrate benchmarking and performance improvement into your plan

Enhancing Performance

Create an actionable plan to achieve continuous improvement in team performance.

- Understand the elements of a high-performance system and create an environment in which individuals and teams will excel
- Align values, policies and practices to support high performance
- Develop formalized initiatives to improve quality and encourage creativity
- Learn the critical success factors in an operations improvement plan

“Queen’s Operations Leadership Program has given me the tools I need to take my depot to the next level. It is a fantastic program with incredible speakers, all with exceptional experience, knowledge, and delivery.”

DAVID LYMPANY
Director, Rolls Royce Operations
TransCanada Turbines

Implementing the Performance Plan

Translate the organization’s performance improvement plan into action.

- Use customer service, quality and productivity programs as levers for change
- Remove cross-departmental barriers to performance improvement
- Examine different forms of collaboration
- Identify key success factors for collaboration and build the appropriate infrastructure

Leadership

Effectively manage a high-performance team.

- Build organizational support for change and develop high-commitment work systems
- Use evaluation, reward, and control systems to support change
- Emphasize teamwork, innovation, and commitment to continuous improvement
- Improve your negotiating and consensus-building skills



Custom Programs for Organizations

Any of the content delivered in the Operations Leadership Program can be customized to meet the specific needs of your organization. We have successfully developed and delivered Custom Programs for all types of organizations, in most regions of Canada, and many locations around the world.



Financial Times ranks Queen’s Custom Programs **#1 in Canada** for “Value For Money” (May 2011)

To find out more, contact our office at 1.888.393.2338, or in Toronto at 416.214.9655

Session Leaders

Faculty bios are available on our website.



MR. GARRY WATANABE
Consultant
Performance Coaching Inc.



MR. BARRY CROSS
Lecturer
Operations Management and Technology
Queen's School of Business



DR. PETER RICHARDSON
Professor
Strategy and Organization
Queen's School of Business



DR. SHAWNA O'GRADY
Associate Professor
Organizational Behaviour
Queen's School of Business



"Today, performance improvement is on every organization's agenda. Queen's Operations Leadership Program takes you through a step-by-step process for improving operational performance and creating high-performance teams."

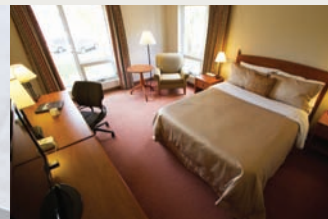
DR. BILL BLAKE
Professor
Strategy and Organizational Behaviour
Queen's School of Business

*Session leaders subject to change.



World-Class Facility

The program is held at the Donald Gordon Conference Centre near the Queen's campus in Kingston. This world-class facility provides comfortable private guest rooms, great food and executive-level customer service.



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