

**COURSE OVERVIEW SS0382-3D**  
**Leadership and Management in Operation**

**Course Title**

Leadership and Management in Operation

**Course Date/Venue**

Session 1: October 25-27, 2026/Crowne Meeting Room,  
 Crowne Plaza Al Khobar, an IHG Hotel, Al  
 Khobar, KSA

Session 2: December 20-22, 2026/Tamra Meeting Room,  
 Al Bandar Rotana Creek, Dubai, UAE



**Course Reference**

SS0382-3D



**Course Duration/Credits**

Three days/1.8 CEUs/18 PDHs

**Course Description**



***This practical and highly-interactive course includes various practical sessions and exercises. Theory learnt will be applied using our software tools.***



This course is designed to provide participants with a detailed and up-to-date overview on leadership and management in operation. It covers the operations management and its role in organization; the key concepts and the importance of operations management for businesses; the production planning and control, capacity planning and management, demand forecasting and production scheduling; quality control and continuous improvement covering quality management systems, total quality management (TQM), six sigma and lean production and continuous improvement processes; and the importance of supply chain management and its role in operations management.



Further, the course will also discuss the logistics and inventory management, supplier selection, project management, project planning and scheduling, risk management and project monitoring and control; the technology strategy development, innovation, implementation, adoption, diffusion and management frameworks; and the operations strategy, aligning operations strategy with business and developing and evaluating operations strategy.

During this interactive course, participants will learn the leadership styles and their impact on operations management; the leadership and management skills; the effective communication and decision-making in operations management; the organizational behavior and change management; the future trends in operations management; the role of sustainability in operations management; and the opportunities and challenges for operations management professionals in the future.

### **Course Objectives/Outcomes & Benefits for the Participants**

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge on leadership and management in operation
- Define operations management and discuss its role in organization
- Explain the key concepts and the importance of operations management for businesses
- Carryout production planning and control, capacity planning and management, demand forecasting and production scheduling
- Implement quality control and continuous improvement covering quality management systems, total quality management (TQM), six sigma and lean production and continuous improvement processes
- Identify the importance of supply chain management and its role in operations management
- Employ logistics and inventory management, supplier selection, project management, project planning and scheduling, risk management and project monitoring and control
- Carryout technology strategy development, innovation, implementation, adoption, diffusion and management frameworks
- Apply operations strategy, align operations strategy with business and develop and evaluate operations strategy
- Explain leadership styles and their impact on operations management
- Develop leadership and management skills and apply effective communication and decision-making in operations management
- Carryout organizational behavior and change management as well as discuss the future trends in operations management
- Explain the role of sustainability in operations management including the opportunities and challenges for operations management professionals in the future

### **Exclusive Smart Training Kit - H-STK®**



*Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

**Who Should Attend**


This course provides an overview of all significant aspects and considerations of operation/technology management from technical professionals to managers as well as leaders, and specialists who are responsible for managing the work of others and motivating them to achieve outcomes.

**Course Certificate(s)**

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours


**Certificate Accreditations**

Haward’s certificates are accredited by the following international accreditation organizations: -

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward’s certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology’s courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **1.8 CEUs** (Continuing Education Units) or **18 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant’s involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant’s CEU and PDH Transcript of Records upon request.

### Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



**Dr. Chris Le Roux**, PhD, M.Com, B.Com (Hons), PMP, Industrial Psychologist (HPCSA Reg.), PMI-ATP Instructor PMI-PMP, PMI-CAPM Instructor is a **Senior Management Consultant & Project Management Professional** with over **30 years** of combined engineering, managerial, consulting, counseling, and international training experience across Africa, the Middle East, the Gulf region, and Europe. His expertise lies extensively in the areas of **Project & Contracts Management Skills, Project & Construction Management, Project Planning, Scheduling, Cost Control, and Earned Value Management, Project Management (Predictive, Agile, and Hybrid), PMO setup and governance, Project Delivery & Governance Framework, Project Management Practices, Project Management Disciplines, Risk and Contract Management** (including contract development, tendering, dispute resolution, and claims), **Risk Identification Tools & Techniques, Project Life Cycle, Stakeholder Management and Communication, Performance Coaching and Difficult Conversations, Project Management Processes, Project Integration Management, Project Management Plan, Project Work Monitoring & Control, Project Scope Management, Project Time Management, Project Cost Management, Project Quality Management, Quality Assurance, Project Human Resource Management, Project Communications Management, Leadership Orientation Programme, Leadership & Team Development, Psychology of Leadership, Interpersonal Skills & Teamwork, Coaching & Mentoring, Innovation & Creativity, Leadership & Performance Management, Leadership Communication, Leadership Excellence for Senior Management, Supervisory, Leadership, Coaching & Mentoring, Leadership, Communications & Interpersonal Skills, Administrative Leadership Skills, Office Management & Administration Skills, Contract Management, Tender Development, Contract Standards & Laws, Dispute Resolution & Risk Identification, Myers-Briggs Type Indicator (MBTI), Organization Development Consultation, Advanced Debriefing of Emotional Trauma, Interpersonal Motivation, Model Based Interviewing, Coaching & Motivation, Creative Thinking & Problem-Solving Techniques, Emotional Intelligence and Resilience, Presentation Skills, Communication & Interpersonal Skills, Effective Communication & Influencing Skills, Effective Business Writing Skills, Writing Business Documents, Business Writing (Memo & Report Writing), Controlling Your Time & Managing Stress, Crisis Management and Decision-Making Under Pressure; and Customer Experience, Service Excellence, and Negotiation Skills, Strategic Human Resources Management, Change Management and Organizational Development, Human Capital and Talent Management (succession planning, performance management, competency frameworks, and behavioral assessment), Strategic Planning and Execution, Project Risk Analysis & Risk Management, Global Diverse & Virtual Teams Operation, Exceeding Customer Expectations, Corporate Governance Best Practice, Business Performance Management & Improvement, Building Environment of Trust & Commitment, Win-Win Negotiation Strategies, Quality Improvement & Resource Optimization, Neuro Linguistic Programming (NLP), Personal Resilience Developing, Effective Role Modelling & Development, Managing Dynamic Work Environments, Organizational Development, Career Management, Situation & Behaviour Analysis, Interpersonal Motivation Skills, Inventory Management and Financial Administration. Further, he has also led or supported Training Needs Analyses (TNA), large-scale capability development programs, and leadership pipelines for technical, operational, and graduate employees.**

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Training & Development General Manager, Departmental Head (Electrical), Project Manager, Account Manager, Commercial Sales Manager, Manager, Sales Engineer, Project Specialist, Psychology Practitioner, Senior Consultant/Trainer, Business Consultant, Assistant Chief Education Specialist, ASI Coordinator, Part-time Lecturer/Trainer, PMP & Scrum Trainer, Assessor & Moderator, Team Leader, Departmental Head, Senior HR Consultant, Senior Lecturer / Academic Supervisor, Technical Instructor/Qualifying Technician, Apprentice Electrician: Signals, International Trainer, and Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars and CBM Training.

Dr. Le Roux has a **PhD in Leadership in Performance & Change**, a **Master's degree in Human Resource Management**, a **Bachelor's degree (with Honours) in Industrial Psychology**, a National Higher Diploma and a National Technical Diploma in **Qualified Electrical & Mechanical Engineering** from **Germiston College, South Africa**. Further, he is a **Certified Project Management Professional (PMP)**, a **PMI Authorized Training Partner (ATP) Instructor**, a **Certified Associate in Project Management (PMI-CAPM)**, a **Certified Scrum Master Trainer** by the VMEdU, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**. Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator, Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

**Training Methodology**

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

30% Lectures

70% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons

**Learning Design & Customization**

This course can be customized to the exact requirements of clients. Haward Technology is so proud of our huge capabilities in tailoring our courses to the training needs of our valued clients.

**Course Fee**

**US\$ 3,750** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

**Accommodation**

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

**Course Program**

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met

**Day 1**

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	<b>PRE-TEST</b>
0830 – 0930	<b>Introduction to Operations Management</b> Definition of Operations Management • The Role of Operations Management in Organizations • Key Concepts in Operations Management • The Importance of Operations Management for Businesses
0930 – 0945	Break
0945 – 1115	<b>Production &amp; Capacity Planning</b> Production Planning & Control • Capacity Planning & Management • Demand Forecasting & Management • Production Scheduling
1115 – 1215	<b>Quality Control &amp; Continuous Improvement</b> Quality Management Systems • Total Quality Management (TQM) • Six Sigma & Lean Production • Continuous Improvement Processes
1215 – 1230	Break
1230 – 1420	<b>Supply Chain Management</b> The Importance of Supply Chain Management • The Role of Supply Chain Management in Operations Management • Logistics & Inventory Management • Supplier Selection & Management
1420 – 1430	<b>Recap</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day One

**Day 2**

0730 – 0830	<b>Project Management</b> Definition of Project Management • Project Planning & Scheduling
0930 – 0945	Break
0945 – 1115	<b>Project Management (cont'd)</b> Risk Management • Project Monitoring & Control
1115 – 1215	<b>Technology Management</b> Technology Strategy Development • Technology Innovation & Implementation • Technology Adoption & Diffusion • Technology Management Frameworks
1215 – 1230	Break
1230 – 1420	<b>Operations Strategy</b> The Importance of Operations Strategy • Aligning Operations Strategy with Business Strategy • Developing Operations Strategy • Evaluating Operations Strategy
1420 – 1430	<b>Recap</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Two

**Day 3**

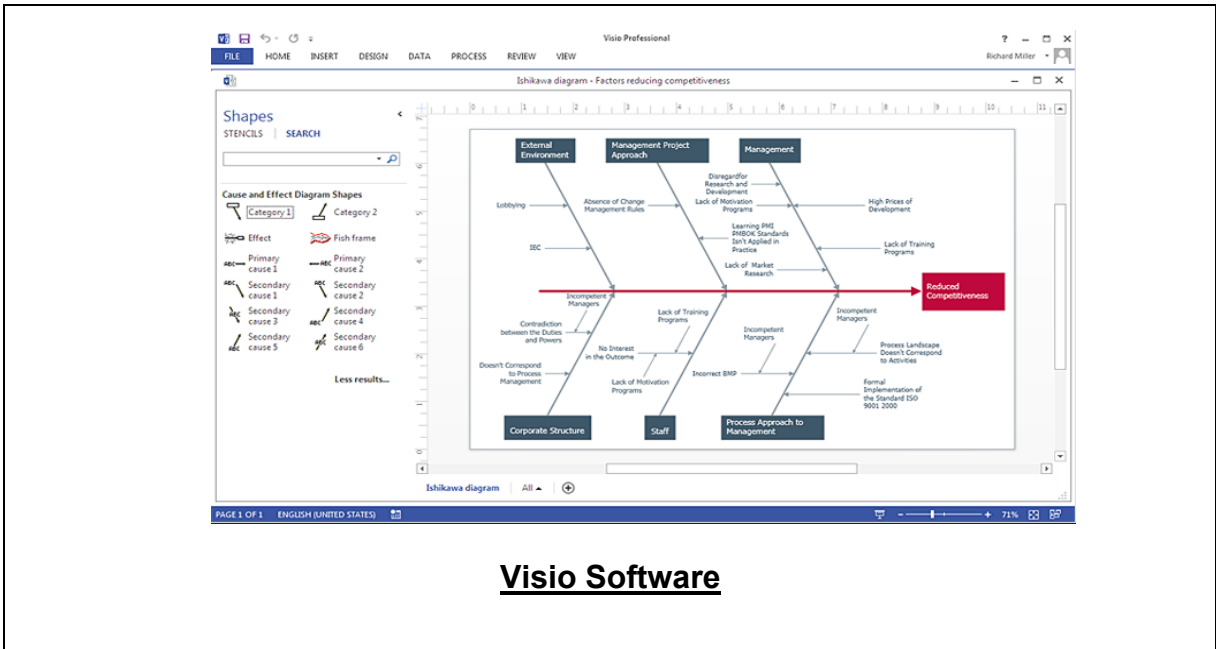
0730 – 0930	<b>Leadership &amp; Management</b> Leadership & Management in Operations Management • Leadership Styles & Their Impact on Operations Management • Developing Leadership & Management Skills • Effective Communication & Decision-Making in Operations Management
0930 – 0945	Break
0945 – 1100	<b>Organizational Behavior &amp; Change Management</b> Organizational Behavior & its Impact on Operations Management • Managing Organizational Change • Change Management Processes • Leading Change in Operations Management
1100 – 1230	<b>Future Trends in Operations Management</b> Emerging Trends in Operations Management • The Impact of Technology on Operations Management
1230 – 1245	Break
1245 - 1345	<b>Future Trends in Operations Management (cont'd)</b> The Role of Sustainability in Operations Management • Opportunities & Challenges for Operations Management Professionals in the Future
1345 – 1400	<b>Course Summary</b>
1400 – 1415	<b>POST-TEST</b>
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course

**Software Tools Demonstration**

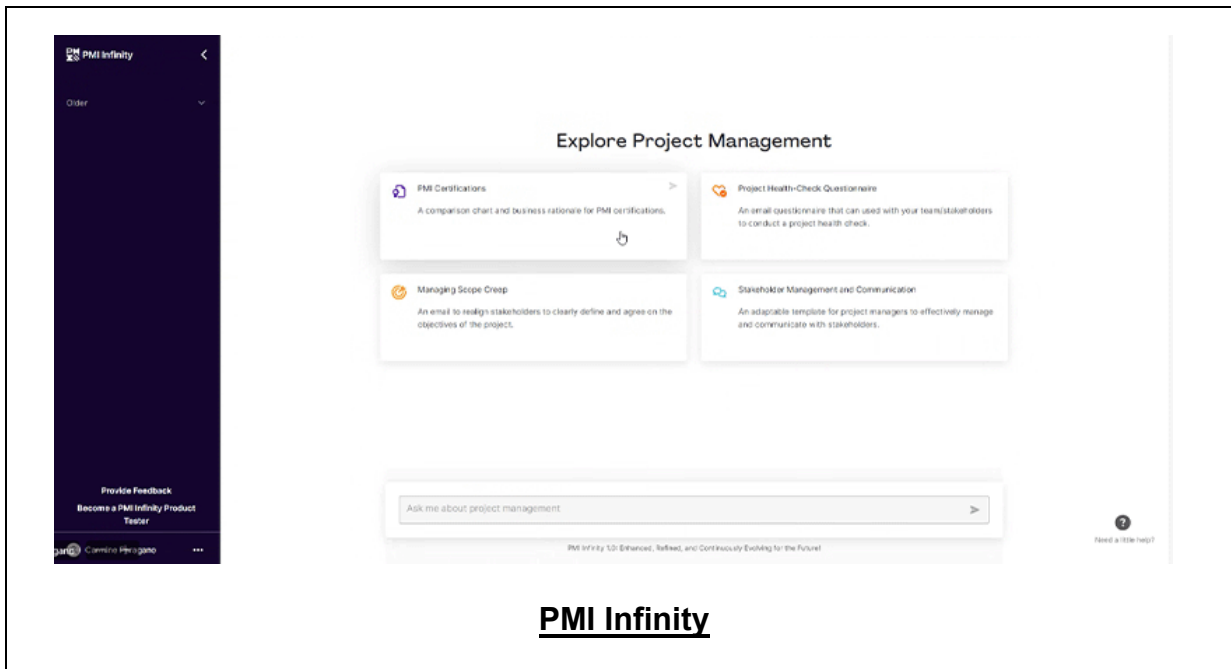
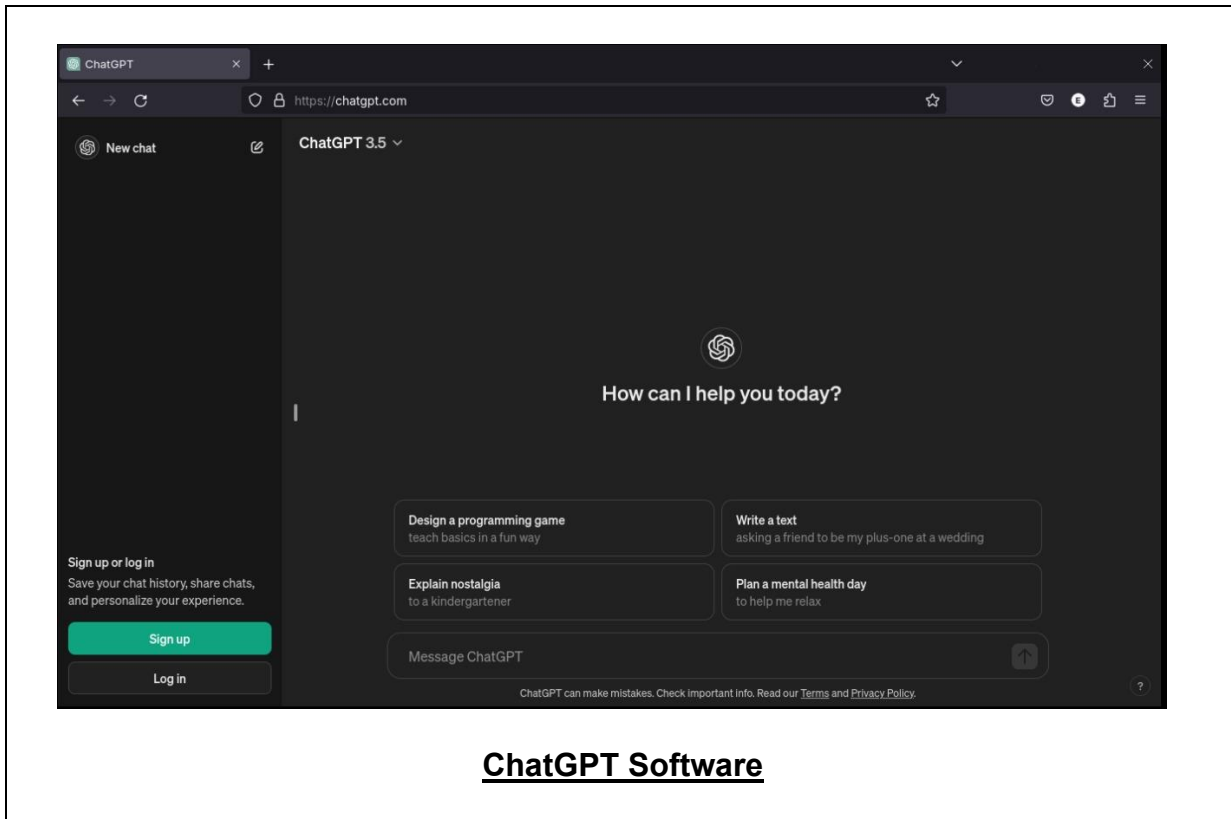
Practical sessions will be demonstrated through software tools during the course for delegates. Delegates will have an opportunity to understand the exercises using the “Mindview Software”, “Visio Software”, “ChatGPT” and “PMI Infinity”.



**Mindview Software**



**Visio Software**



**Course Coordinator**

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