

# INSTITUTIONAL MANAGEMENT AND OPERATIONAL MANAGEMENT

**Dates and duration to be agreed**

**Location to be agreed**

Contact us for a customised quote



## OBJECTIVES

- Develop the tools to analyse your department and its methods of functioning.
- Master the main strategic analysis tools and measures of your organisation.
- Identify the performance levers within your organisation.
- Master the design of dashboards as a management tool.

## THE + OF YOUR TRAINING

- The training approach favours participatory tools: sharing of experiences, practical work and role-playing.

## CONCERNED AUDIENCE

Government officials

## GOOD TO KNOW

Example of a 5 days programme



## PEDAGOGICAL PROGRAMME

### Module 1

#### Institutional management : designing a department project

- The approach's objectives and stakes: vision, strategic direction plan, overall objectives.
- From defining the objectives to monitoring the action plans: the methodological aspects of conducting a department project.
- Uniting around the project and managing the process of change.
- Planning and supervising the activities.



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### Module 2

#### The strategic dashboard to manage the activity

- Methods and tools to manage the activity.
- Identifying strategic priorities and main objectives.
- Determining the levers for action.
- Constructing the dashboard and indicators.
- Ensuring deployment within the various hierarchical levels and positions.
- Using the dashboard in the monthly reporting procedures.



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### Module 3

#### Performance monitoring

- How can performance be defined and measured?
- Performance actors within the structure: departments, quality managers, managers, etc.
- Methods and tools to monitor performance.



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**Prerequisites :** Have held or currently hold a position related to the training theme