

PRODUCTION & OPERATIONAL PERFORMANCE SERIES

- Transforming Daily Operations into Measurable Results -

1. The Challenges

- Most operations are running, but not always performing at their full potential.
- Manufacturing and operational teams are not short of effort, but they struggle to convert daily activities into measurable performance improvements. Small problems remain unresolved, inefficiencies accumulate, and execution breaks down across teams and shifts. Moreover, miscommunication, rework, downtime, and coordination gaps continue to affect output, quality, and delivery.
- The core issue is not effort — it is the absence of a structured system to identify, solve, and sustain operational improvements.

2. A Structured Approach to Close the Gap

- This programme integrates talent development with structured operational capability building.
- It strengthens the full performance cycle from problem identification to solution development, execution, and continuous improvement, enabling organisations to move from reactive operations to structured, performance-driven execution.

3. A 3-Part Integrated Programme, *Covering the Full Cycle from Idea to Execution*

- i. Micro-Innovation for Operational Teams (3 Days)
Identify and eliminate daily production losses
- ii. Innovation Sprint for Middle Management (3 Days)
Improve coordination, decision-making, and execution
- iii. Workplace Communication for Performance (2 Days)
Strengthen clarity, alignment, and teamwork in operations

4. Why This Matters

- i. Reduce downtime, rework, and operational inefficiencies
- ii. Improve output, quality, and process consistency
- iii. Strengthen coordination across teams and functions
- iv. Deliver more consistent and measurable production performance
- v. Improve communication and reduce operational errors

5. Key Take-Away

- This programme is not about working harder, it is about working better-together.
- It provides a structured system to convert daily operational challenges into practical improvements, enabling teams to achieve consistent, measurable performance gains.
 - ✓ Transform Talent
 - ✓ Strengthen Capability
 - ✓ Deliver Results That Matter



"Most production issues are not technical—they are communication failures."

EFFECTIVE WORKPLACE COMMUNICATION: STRENGTHENING TEAMWORK AND PRODUCTIVITY

A 2-DAY HANDS-ON PRACTICAL COURSE DESIGNED FOR :
Managers | Supervisors | Engineers | Team Leaders | Project Coordinators | HR Professionals.

ASPIRATION / AIM

The aspiration of this 2-day course is to build organisational capability in clear, confident, and effective workplace communication that strengthens teamwork, improves collaboration, and supports better decision-making. It equips participants with practical communication skills to reduce misunderstandings, improve professional interactions, and enable more consistent and effective workplace execution.

COURSE OBJECTIVES

1. Strengthen the ability to communicate clearly and confidently in workplace settings.
2. Improve collaboration through effective listening, empathy, and constructive feedback.
3. Develop practical skills to manage and resolve workplace conflicts professionally.

COURSE CONTENT

DAY 1: Foundations of Effective Workplace Communication

Participants identify common communication barriers including assumptions, hierarchy, and differing styles. Core principles of clear, assertive, and purposeful communication are applied through structured exercises. Active listening skills and empathetic responses are practised using real workplace role-plays and simulations.

DAY 2: Building & Managing Workplace Collaboration

Participants explore different communication styles and develop strategies to adapt effectively. Skills for giving and receiving constructive feedback and managing difficult conversations are built through guided practice. Teams strengthen collaboration, concluding with reflection, consolidation, and action planning for immediate workplace application.

EXPECTED OUTCOME & IMPACT

1. Participants will communicate more effectively across teams and functions, improving collaboration and reducing misunderstandings.
2. Participants will demonstrate greater confidence in handling discussions, feedback sessions, and workplace interactions.
3. Organisations will benefit from stronger teamwork, improved productivity, and more consistent workplace performance.

