



LEADERSHIP AND MANAGEMENT DEVELOPMENT

Achieving Operational Excellence Through People

3 day course

Classroom, online or in-house

Course overview

Improvement systems depend on people volunteering information about problems, which they will only do under specific conditions. This course covers creating those conditions. Delegates work through engagement in improvement, capability building at the front line, the design of suggestion and problem raising mechanisms that actually get used, recognition, and the handling of the resistance that follows any previous programme that cost people jobs. The material is practical and grounded in what supervisors and managers can influence directly, with attention to sustaining involvement past the initial enthusiasm.

What you will learn

- Create the conditions under which people report problems
- Build problem solving capability at the front line
- Design problem raising mechanisms people will actually use
- Apply recognition that reinforces the behaviour intended
- Address resistance rooted in previous programmes
- Sustain involvement past the initial enthusiasm
- Measure engagement in improvement meaningfully

Who should attend

- Operations managers and supervisors
- Continuous improvement practitioners
- Human resources and learning professionals in operations
- Team leaders
- Plant and site management

Course outline

- 01 Why improvement depends on volunteered information
- 02 The conditions under which people report problems
- 03 Front line capability building
- 04 Problem raising mechanisms that get used
- 05 Recognition and what it actually reinforces
- 06 Resistance rooted in previous programmes
- 07 Sustaining involvement
- 08 Measuring engagement meaningfully

Upcoming dates

Dates	Venue	Format	Fee per delegate
2 to 4 December 2026	Johannesburg, South Africa	Classroom	R14,950
28 to 30 December 2026	Online	Online	R6,500
17 to 19 February 2027	Pretoria, South Africa	Classroom	R14,950
29 to 31 March 2027	Harare, Zimbabwe	Classroom	USD 995



Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

AfriScience Group | +27 61 536 6531 | info@afriscience.co.za | Pretoria, Gauteng, South Africa