



LEADERSHIP AND MANAGEMENT DEVELOPMENT

Operational Excellence for Leaders

3 day course

Classroom, online or in-house

Course overview

Improvement systems fail at the leadership layer far more often than at the tool layer. This course is for the managers whose behaviour determines whether an operational excellence approach takes hold. Delegates work through what leaders must personally do differently, the review routines that either build problem solving capability or suppress it, the handling of bad news, and the resource and priority decisions that signal whether the organisation means it. The course is direct about the common pattern of a leadership team commissioning an improvement programme and then continuing to manage exactly as before, and about the resourcing and patience the approach actually requires.

What you will learn

- Identify what leaders must personally do differently for the system to hold
- Run review routines that build problem solving rather than suppress it
- Handle bad news so it continues to be reported
- Make resource and priority decisions that signal genuine commitment
- Recognise when a programme has become decoration
- Set realistic expectations for pace and resourcing
- Hold the approach when short term results are under pressure

Who should attend

- Senior operations leaders and directors
- Plant and site managers
- Executives sponsoring improvement programmes
- Heads of function in operational businesses
- Continuous improvement leaders influencing executives

Course outline

- 01 Why improvement systems fail at the leadership layer
- 02 What leaders must personally do differently
- 03 Review routines that build capability
- 04 Handling bad news so it keeps being reported
- 05 Resource and priority decisions as signals
- 06 Recognising a programme that has become decoration
- 07 Realistic pace and resourcing
- 08 Holding the approach under short term pressure

Upcoming dates

Dates	Venue	Format	Fee per delegate
28 to 30 September 2026	Port Louis, Mauritius	Classroom	USD 995
2 to 4 November 2026	Kampala, Uganda	Classroom	USD 995
9 to 11 November 2026	Mbabane, Eswatini	Classroom	R14,950
1 to 3 February 2027	Pretoria, South Africa	Classroom	R14,950



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**.

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