

Agenda O2C Leadership Masterclass

The exciting culture change journey to excellence starts here.....

DAY 1 – Better Tomorrow than today			Presenter
Session 1	09:30	What does World Class look like ?	Mark
		Todays Challenges, Tomorrows Opportunity	Mark
		They don't know what they don't know	Mark
		The Rules of O2C Management	Mark
		The formula to achieve Centre of Excellence status	Mark
		What is a Subject Matter Expert?	Mark
	11:00	Break	
Session 2	11:15	Inspirational Leadership?	Brian
		Identifying Leadership qualities	Brian
		Formula for success	Brian
		Developing your brand	Brian
		Leadership vs Management	Brian
		Interactive exercises	Brian & Mark
	12:45	Lunch – Provided by The Association	
Session 3	13:30	Leading People	Brian
		How high performing teams succeed	Brian
		Cultural architects vs Cultural Assassins	Brian
		Effective Motivation & Feedback	Brian
		Interactive exercises	Brian & Mark
	15:00	Break	
Session 4	15:15	People operate PROCESSES to produce results Part 1	Brian
		The Veolia Journey to Centre of Excellence	Brian
		Effective process management	Brian
		The role of AI in Process Improvement	Brian
		The role of AI in Process Improvement	Brian
		Interactive exercises	Brian & Mark
		Review and Action Points	Brian & Mark
	16:30	Close	

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DAY 2 – Better Tomorrow than today			Presenter
Session 5	09:00	Review of Day 1 and setting scene for Day 2	Mark
		People operate processes to produce RESULTS Part 2	Brian
		Interactive exercises	Brian & Mark
	10:30	Break	
Session 6	10:45	Stakeholder management	Brian
		Communicating KPI's and results to Stakeholders	Brian
		Building your business case	Brian
		Interactive exercises	Brian & Mark
	12:15	Lunch – Provided by The Association	
Session 7	13:15	Situational Leadership	Brian
		The art of delegation	Brian
		Responsibility equals accountability	Brian
		Interactive exercises	Brian & Mark
	14:45	Break	
Session 8	15:00	Building a Team	Brian
		The myths of attrition	Brian
		Effective team building isn't in the pub	Brian
		Interactive exercises	Brian & Mark
		Closing Comments	Brian
	16:30	The culture change journey to excellence continues.....	