# Operations Manager-Level 5

Learner Journey – August 2025



#### Month I:

- Personal & professional development
- Emotional intelligence & working style
- Performance and setting targets
- · Leadership styles
- FD&I

#### Month 2:

- Leading your team
- Developing trust
- Coaching and developing your team

#### Month 3:

- Coaching, training, mentorship
- Appraisals and motivation
- Delegating
- Recruiting and retaining talent

#### Month 4:

- Effective time management
- Organisational culture
- Managing stakeholders
- Decision making
- Influencing, negation and conflict

#### Month 5:

- Active listening
- Models, theory and effective communication

# Month 6:

- Communicating updates and reporting results
- Presentation skills

#### Month 7:

- · Presenting data
- IT and software tools

# Month 14:

Methods and tools

# Month 13:

Supporting business growth

# Month 12:

- Implementing and reviewing change
- Continuous improvement and flexibility
- Change management

# Month II:

- Monitoring and reviewing
- Risk analysis
- Budgets

# Month 10:

- Stakeholders and effective networking
- Work breakdown structures
- Checkpoint tracker and portfolio evidence

#### Month 9:

- Evaluating strategic alignment
- Implementing business continuity plan
- PESTLE & SWOT analysis
- Organisation sector & strategic direction
- Market forces

#### Month 8:

- Legal and organisational governance
- E&D, H&S and employment law



# Month 15:

 Project charter and business case

#### Month 16:

- Project research
- Analysing requirements

# Month 17:

Mock EPA – professional discussion and POE review

## Month 18:

- Mock EPA project proposal, discussion and questioning
- POE review and completion

## Month 19:

Complete Gateway meeting & submit for internal quality assurance & compliance checks.











