Global Management Academy

G-IAM Operations Management Qualifications

Global Management Academy

Designed for busy managers at all levels, The Global Academy provides aspiring and experienced managers with structured online career development pathways. Key features of G-IAM Qualification Programs include:

- **3 Management Levels**: develop your knowledge and skills in your current or aspired level of management.
- **Skills Profiles:** Comprehensive skills profiles in each course – share with your managers and peers.
- **Duration:** 9 months access from date of registration.
- **Credentials:** get recognition for your learning with internationally recognized Management Credentials.

Learning with GMA

GMA learning programs provide feature:

- **Online learning:** through videos, online lectures, quizzes, and self-assessments.
- **Offline Learning:** downloadable learning manuals (100+ pages) with each course.
- **Course Duration:** each course takes 10 to 20 hours to complete (depending on level)
- **Assessment:** Online M|C Exams for each program.
- **Support:** continuous personal tutor support through email and Zoom.
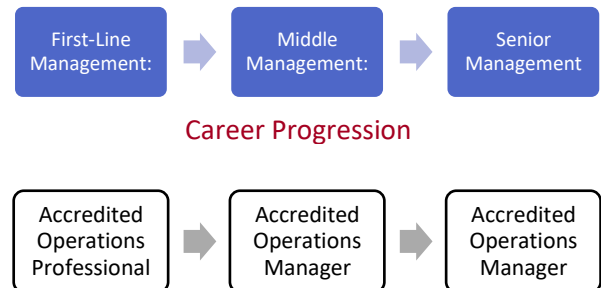- **Certification:** Downloadable Course Certificates shareable on social media.

The GIAM Competency Framework

GMA courses are classified into 6 categories based on the internationally recognized G-IAM competency framework. The courses in your program will mainly comprise OPERATIONS Management courses, and selected vital management courses from several related competency disciplines.

G-IAM Qualification Levels

Global Human Resources management program are available at 3 levels of management enabling you to continue learning throughout your career.

Career Progression

Management Credentials

Showcase your achievements with Global Management Credentials.

On completion of 10 courses and online M/C examinations, you will be eligible for a G-IAM Management Credential.

3 Credentials are available:

- **FIRST-LINE MANAGEMENT- FOUNDATION CERTIFICATE:** Complete 10 required courses.
- **MIDDLE MANAGEMENT - DIPLOMA:** Complete 10 required courses.
- **SENIOR MANAGEMENT – ADVANCED DIPLOMA:** Complete 10 required courses.

The learning outcomes you've demonstrated are translated into a digital certificate and digital badge, issued, and managed through the Global Credential platform. This enables you to manage, share and verify your competencies digitally.

Skills and your Career

All Global courses feature skills profiles, which are derived from internationally recognized skills frameworks use by leading recruitment companies.

Global Digital credentials enable employers to gain a granular understanding of a candidate's capabilities. and what they can bring to the role. This is also helpful for internal use. As you gain additional digital credentials, your managers will be aware of your growing value within the organization and your readiness for new challenges and promotions.

Accredited Operations Supervisor Qualification Courses

The Accredited Operations Supervisor Qualification comprises the following 10 courses:

Foundations in Quality Management

- This course will provide you with the skills and frameworks to plan for and successfully lead a small business improvement initiative, and help you to build a continuous improvement culture in your organization.

Foundations in Customer Service Management

- This course is designed to help first-line managers develop their skills and knowledge and practice to successfully lead a front-line service team, and enable your team to meet customer needs and promote service excellence.

Managing Service Quality

- The focus of this course is on service quality, and helps managers develop the tools and techniques to evaluate service quality, and set standards and processes in place to both maintain and continually improve the quality of service provided to customers.

Planning Workplace Projects

- This Global course in Planning Workplace Projects provides team leaders and supervisors with the skills and knowledge to actively contribute to and manage small scale business projects.

Managing Materials and Equipment

- In this course, you will learn how to identify the physical resource needs of your department, coordinate the purchase of materials and equipment, and how to plan for and maintain the required stock levels to ensure efficiency operations, and the principles of stock control.

Foundations in Leadership

- In this course you learn about the key theories of leadership and gain insight into your personal approach to leading people. Most importantly, you will be able to derive a complete personal leadership development plan.

Foundations in Management

- Designed for new supervisors and managers, this comprehensive foundations in management course will provide you with the knowledge and skills to effectively plan and allocate work, and control your team with confidence and authority.

Foundations in Continuous Impovement

- This course will also provide you with the skills and frameworks to plan for and successfully lead a small scale business improvement initiative, and help you to build a continuous improvement culture in your organization.

Leading an Improvement Team

- This course will help you plan for and execute quality and business improvement projects through the formation and leadership of cohesive improvement teams.

Developing and Managing Operations Budgets

- In this course you will learn how to develop an operations budget, and what to include from the range of operational activities within the budget. You will also learn about budgeting best practice, and alternative budget approaches you may encounter.

Accredited Operations Manager Qualification Courses

The Accredited Operations Manager Qualification comprises the following 10 courses:

Foundations in Operations Mnagement

- This comprehensive course provides a string foundation in the basic concepts of operational management, and the range of roles and responsbilities of the operations management function.

Managing Quality Improvement

- This comprehensive course will provide you an insight into all the key concepts used by specialists in Continuous improvement, and enable you to successfully lead business improvement initiatives, and help build a continuous improvement culture in your organization.
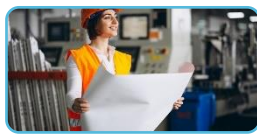
Managing for Efficiency and Effectiveness

- This comprehensive online management course is designed to help experienced managers improve the efficiency and effectiveness of their team or business unit.

Improving Workforce Productivity

- In this course you will learn techniques and practices to improve the productivity of your teams and establish a continuous focus on increasing efficiency and effectiveness.

Managing Projects in the Organization

- This course in Managing Projects in the Organization is designed for managers leading business projects, or for those team leaders or managers who are in need of a hands on introduction to the concepts, methods and techniques of project management.

Managing Physical Resources

- This course is designed for managers responsible for the planning for, purchasing and management of physical resources to support the efficient functioning of a service or manufacturing operations. This course will help you make informed decisions on purchasing and resources management in the organization.

Develop and Manage Operations Plans

- The course provides the guidance and tools with which managers can develop and implement operational plans to ensure that the objectives and strategies outlined in the strategic and/or business plan are met by work teams.

Managing Risk in the Organization

- In this course, managers, and other professionals tasked with managing risk, will learn the practical skills necessary to perform regular risk assessments, treat and control risks, and introduce best practice risk management into their organization.

Planning LEAN Improvement

- This comprehensive course will provide you an insight into all the key concepts used by specialists in Business improvement, and enable you to successfully lead a Lean business improvement initiative, and help build a continuous improvement culture in your organization

Operations Budgetary Planning and Control

- In this course, you will learn how to take more control over the operations budgeting process, and identify ways in which you can ensure your budgeting process and reporting processes work for your business unit, and enhance business performance.

Accredited Senior Human Resources Manager Qualification Courses

The Accredited Senior Operations Manager Qualification comprises the following 10 courses:

Reviewing Operations Performance

- This very comprehensive course introduces various frameworks for reviewing and modelling business performance, and provides you with a wide range of analysis tools to review performance across the key areas of the business and to prepare for the roll-out of a performance review in your organization

Develop Operations Strategic Plans

- This course will provide you and your team with the structure, guidance and resources to develop a strategic plan for the operations function, which is coherent, flexible and adaptive to current and future challenges and directions.

Developing Operations Excellence

- This course will enable senior managers and operations professionals to identify a business operational improvement opportunity, and then assess its viability, before developing a comprehensive plan for improvement program implementation.

Agile Project Managment

- This course provides a comprehensive introduction to the principles of Agile Management and their application to project management. Participants will gain an in depth understanding of how the Agile Project Management processes can guide the planning, management and control of successful Agile projects..

Managing Supply Chains

- This course will provide you with an in-depth insight into the theory, problems, solutions, and best practices of supply chain management, the practical skills and knowledge so that you learn how to manage suppliers and the supply sources, manage logistics and improve the systems and practices used in managing the supply chain.

Executive Leadership in Practice

- This post-graduate level course is designed for experienced senior managers seeking to acquire a comprehensive insight into their own leadership capabilities and performance, and to develop the skills to extend strategic leadership across the organization..

Agile leadership and Management

- This course will provide you an understanding of the core principles and tactics used in agile management. You will also learn how to apply agile in your management role and how to introduce agile principles to your organization.

Leading Innovation in the Organization

- This very comprehensive course will help you develop your knowledge and skills in the management of innovation nd change, and apply this knowledge to the development and realization of new business ideas.

Finance for Senior Managers

- This course provides experienced managers with the knowledge to analyze the main financial statements, and to interpret financial performance using a wide range of key financial ratios, enabling you to make informed contributions to strategic financial decision making at the senior management level within the organization

Managing People and Organizations

- In this course, you will learn how to identify the prevailing culture of your organization, and where to seek opportunities for transformation. You will also learn about best practices in motivation and engagement, and leadership strategies to optimize organizational capabilities and performance.

Contact us to get started.

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