

OPERATIONS MANAGEMENT ESSENTIALS

Course Brochure



Funded by:
Federal Economic Development
Agency for Southern Ontario


Canada 

ENGINEERING
W Booth School of Engineering
Practice and Technology



Overview

A McMaster University Professional Micro-Credential Certificate Course

 22 November 2023 | One Day | Live | Virtual

Focused on enabling new leaders within industry business operations. You will understand and adopt essential management skills to successfully co-ordinate, manage and sustain business unit operations.

McMaster's Operations Management Essentials (OME) course uses an industry-led approach bringing together senior business leaders to share best practices, lessons learned, tools & techniques.

This course is designed for new leaders within or entering front-line teams; those taking on a new management roles or looking to enhance their skills, build confidence and improve their business unit's operational efficiency.

Learning Objectives

- Understand the fundamentals of how to shape business unit operations, set & manage key performance indicators, and increase execution efficiency while assessing & mitigating risk.
- Utilize performance management skills tailored to your employee's experience level while optimizing daily operations.
- Develop fundamental skills in problem-solving and group-based decision-making to drive operational resilience.

8

HOURS OF TRAINING

1

DAY LIVE

4

SPEAKERS

Panellists & Speakers

Learn directly from senior industry leaders on the Operations Management Essentials Course. Through our leadership panellist discussion, you will learn firsthand insights and management best practices.



Steven J. Dykeman
Director of Human Resources
Glenn Research Center
Langley Research Center
NASA



Shelley Peterson
Director Principal Program
Manager
Microsoft



Jaime Engdhal
Senior Director
Advanced Weapon Strategy
**Northrop Grumman Systems
Corporation**



Julia Menninga
People, Talent and L&D Senior Leader
Lilium, Volvo



Live Online Teaching

Real-time interactive conference-style education brought to you anywhere.



Skilled Instructors & Industry Experts

Hear from academic instructors and experienced industry experts across disciplines.



Earn a McMaster Certificate

Walk away with a McMaster Certificate and practical skills to lead high-performance teams.



Tailored Networking

Attend quarterly tailored networking events to meet and connect with others best suited for your career progression needs.

Agenda

AM

9:00 am - 12:00 pm Est

- Learn the fundamentals of business unit operations, floor management systems, daily process confirmation audits, task prioritization, and risk management.
- Gain an understanding of how to tailor your performance management approach to best suit the experience maturity of your employees.

PM

1:00 pm - 5:00 pm Est

- Learn strategies to instruct, teach and optimize daily execution within your employees.
- Develop problem-solving and group-decision making techniques.
- Understand the management fundamentals needed to enhance operational resilience.

Who Should Attend

- Employees taking on a new leadership role
- New Managers or Supervisors
- Skilled workers that may act in a leadership role
- Graduate Students
- Undergraduate Students

Admission Details

Participants should have relevant work experience in their industry field; a college or university education is an asset but not required.

Tuition/ Fees

Please note costs noted below are in CAD dollars, and do not include the 13% HST - Harmonized Sales Tax charged for Canadian Applicants.

Southern Ontario Aerospace Subsidy Initiative

We would like to acknowledge the Government of Canada's support through the Federal Economic Development Agency for Southern Ontario (FedDev Ontario) for the Aerospace Regional Recovery Initiative (ARRI). The ARRI project has enabled a 90% subsidy cost reduction opportunity for members who work in or support the Southern Ontario Aerospace sector.

Regular Cost	\$750 CAD
McMaster Staff & Alumni Cost	\$500 CAD
Qualified Association Members	\$500 CAD
Southern Ontario Aerospace Subsidy Cost	\$75 CAD

Registration & Course Dates

New applicants can view & register for upcoming courses at www.mccmcmaster.ca/ome

Take The Next Step

Ready to enroll?

Do you have questions about the McMaster certificate course?

Our team is here to help.

- Determine if this program is right for you or your organization
- Learn more about McMaster's certificate programs

Program Lead

Ashan Corea

✉ coreaa@mcmaster.ca

☎ +1 416-723-4218





CONTACT US



+1 416-723-4218



coreaa@mcmaster.ca



www.mccmcmaster.ca/ome

McMaster
University 

ENGINEERING

W Booth School of
Engineering Practice
and Technology