



## MODULE 4

### Operational Agility & Developing Scalable Processes




# OVERVIEW

Untapped Potential is an immersive 12-month training experience that is instructor led and combines direct instruction, hands-on training, and one-on-one coaching to develop the skills and capabilities required to achieve desired learner outcomes.

## Operational Agility & Developing Scalable Processes

This is the final module in the Untapped Potential program. The courses within this module are intended to teach leaders how to be more agile and responsive to changing customer needs and market demands to win in the market. In addition, learn how to analyze and design scalable and repeatable processes to support the company's growth. The leadership component of this module will focus on how to be a better coach and empower your team to achieve higher levels of performance.



MODULE 4  
**Operational Agility &  
Developing Scalable Processes**

Expected Outcomes  
Learn how to become more agile while creating stability through scalable and repeatable processes to support growth

Course #	Course Name	Hours
DSKAP01	Developing Scalable and Kick Ass Processes	15
UYTGSD02	Introduction to Operational Agility	4
DCT04	How To Be a Better Coach	4

### **Course Delivery, Instruction, and Evaluation**

#### **Delivery:**

All courses can be delivered in person or online based on our client's requirements and the safety practices being followed related to Covid-19. For online delivery of course material, we will use leading technologies including Zoom, Microsoft Team's, and Miro Real-Time Whiteboard.


#### **Instruction:**

The courses are delivered by instructors from Stack'd Consulting who have extensive experience in supporting leaders and their company's transform, grow, scale, and delight across a variety of industries and company sizes. All Untapped Potential course delivery is overseen and managed by Dustin Anderson, CEO and Founder of Stack'd Consulting.

#### **Evaluation:**

Our courses are intended to provide hands-on experiential learning experiences and each course will result in the creation of a course deliverable. Course deliverables will be reviewed upon course completion and a certificate of completion will be provided to learners. A detailed description of each course in the module and its evaluation requirements are presented below.

## Detailed Course Information

Module 4: Operational Agility & Developing Scalable Processes			
Course	Course #	# of Hours	Cost Per Learner
<p><b>Developing Scalable and Kick Ass Processes:</b>                      The purpose of this course is to learn how to analyze, design, and implement scalable and repeatable processes to support the company's growth. In addition, how to build in lean best practices and continuous improvement to continually monitor and improve a company's processes.</p> <p>This course will involve in the learner documenting three key operational processes and assessing actual results to learn how to optimize them for continuous improvement.</p> <p><b>Learner Outcomes (How to):</b></p> <ul style="list-style-type: none"> <li>• Document operational processes using a swim lane process framework</li> <li>• Document standard operating procedures (SOPs) based on the developed process documentation</li> <li>• Analyze and operational process to identify areas of improvement and to reduce waste based on lean practices</li> <li>• Establishing performance measures to monitor and continuously improve a process</li> </ul> <p><b>Course Evaluation:</b>                      The successful documentation and implementation of three key operational processes. In addition, the identification of process improvements for each documented process based on actual performance data after the process has been implemented.</p>	DSKAP01	15	\$2250
<p><b>Introduction to Operational Agility:</b>                      The purpose of this course is to introduce how a company can build agility into its strategic planning practices, its' culture, and day-to-day execution.</p> <p><b>Learner Outcomes (How to):</b></p> <ul style="list-style-type: none"> <li>• Rethink how your leadership team needs to lead, behave, and coach the team to be more agile</li> </ul>	UYTGSD02	4	\$600

## Module 4: Operational Agility & Developing Scalable Processes

Course	Course #	# of Hours	Cost Per Learner
<ul style="list-style-type: none"> <li>Build strategic tests into your strategic planning process to learn, fail, and create value for your customers</li> <li>Leverage leading practices from IT Agile development and apply them to how your company is structured and executes on a day-to-day basis to increase execution velocity and customer responsiveness</li> <li>Develop a pilot to implement agile practices in your company</li> </ul> <p><b>Course Evaluation:</b> The successful identification and documentation of strategic tests that can be completed on a quarterly basis that align with the overall strategic direction of the company. In addition, the development of an implementation plan to implement agile practices at the learner's company.</p>			
<p><b>How to Be a Better Coach:</b> The purpose of this course is to learn how to be a better coach and empower your team to achieve higher levels of performance. We will explore leading practices from championship teams and thought leaders such as L. David Marquet ("Leadership is Language").</p> <p><b>Learner Outcomes (How to):</b></p> <ul style="list-style-type: none"> <li>Use language and change the conversation you have with team members to drive increased engagement, commitment, and performance from your team</li> <li>Coach individuals on your team through the power of questions and laser focused listening</li> <li>Leverage leading practices from championship sport teams that can be applied in a business context</li> </ul> <p><b>Course Evaluation:</b> The successful completion of role play exercise to demonstrate how to better communicate and coach team members.</p>	DCT04	4	\$600
<b>Total*</b>		23	\$3450

\*Total cost per learner plus GST.