Operational Planning

22 – 26 March 2027
Boston, Massachusetts (USA)



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Ref: 3255797_352071 **Date:** 22 – 26 March 2027 **Location:** Boston, Massachusetts (USA) **Fees:** 5900 GBP

Introduction

The Operational Planning course is designed to help participants translate strategic goals into clear actions, structured priorities, resource requirements, timelines, responsibilities, and measurable outcomes. Effective operational planning is essential for organizations that need to improve execution, coordinate teams, manage risks, and ensure that day-to-day activities are aligned with wider business objectives.

This course provides a practical approach to developing and implementing operational plans. Participants will learn how to set operational objectives, allocate resources, build realistic schedules, manage workforce capacity, monitor performance, and adjust plans when circumstances change.

The program also focuses on risk management, contingency planning, stakeholder communication, operational control, performance evaluation, and continuous improvement. By connecting planning with execution, the course helps participants build operational plans that are realistic, measurable, and easier to implement across departments and teams.

Course Objectives

By the end of this course, participants will be able to:

- Understand the principles and importance of operational planning.
- Differentiate between strategic planning and operational planning.
- Develop operational plans aligned with strategic objectives.
- Define clear operational objectives using practical planning methods.
- Identify required resources, budgets, workforce needs, and timelines.
- Apply resource allocation and capacity planning techniques.
- Build work schedules and action plans that support operational execution.
- Identify operational risks and apply mitigation strategies.
- Develop contingency plans for disruptions and unexpected changes.
- Improve communication, coordination, and collaboration during execution.
- Monitor performance using key performance indicators and operational metrics.
- Evaluate plan effectiveness and apply continuous improvement techniques.



Course Outlines

Day 1: Foundations of Operational Planning

- Introduction to operational planning concepts and business relevance.
- The link between strategy, operations, and execution.
- Strategic planning versus operational planning.
- Core components of an effective operational plan.
- Roles and responsibilities in the planning process.
- Operational planning frameworks and practical planning cycles.
- Translating strategic objectives into operational priorities.
- Identifying success factors for effective plan implementation.
- Common planning mistakes that affect execution quality.
- Practical discussion on building a clear operational planning structure.

Day 2: Setting Objectives, Resources, and Work Priorities

- Developing clear and measurable operational objectives.
- Applying SMART objectives in operational planning.
- Resource allocation and budget planning.
- Workforce planning and capacity assessment.
- Scheduling activities and setting realistic timelines.
- Prioritization techniques for competing operational demands.
- Work breakdown structures and task sequencing.
- Linking resources to deliverables, deadlines, and responsibilities.
- Practical exercise on building an operational action plan.
- Review of how resource planning supports execution readiness.

Day 3: Risk Management and Operational Control

- Identifying operational risks that may affect delivery.
- Assessing risk likelihood, impact, and priority.
- Developing risk mitigation strategies.
- Crisis management and contingency planning.
- Building operational controls to support consistency and compliance.
- Monitoring performance during implementation.
- Quality control measures in operational execution.
- Managing deviations from the operational plan.
- Practical activity on preparing a risk and contingency plan.
- Case discussion on controlling operational risks during execution.



Day 4: Communication, Coordination, and Execution Management

- Stakeholder communication strategies during operational planning.
- Team coordination and cross-functional collaboration.
- Clarifying responsibilities, approvals, and communication channels.
- Decision-making in operational environments.
- Managing problems, delays, and operational adjustments.
- Communicating changes in timelines, resources, or priorities.
- Improving coordination between departments and workstreams.
- Managing operational changes effectively.
- Practical exercise on preparing an execution communication plan.
- Review of how communication affects operational efficiency.

Day 5: Performance Evaluation and Continuous Improvement

- Defining key performance indicators and operational metrics.
- Tracking progress against objectives, timelines, and deliverables.
- Operational reporting and documentation.
- Evaluating the effectiveness of operational plans.
- Identifying performance gaps and improvement opportunities.
- Applying continuous improvement techniques.
- Using lessons learned to improve future planning cycles.
- Building corrective actions for underperformance or delays.
- Final workshop on developing and presenting an operational plan.
- Case study exercise on monitoring, evaluating, and improving operational execution.

Why Attend This Course: Wins & Losses!

- Build stronger operational planning skills.
- Improve the ability to translate strategy into practical actions.
- Develop clearer objectives, timelines, and responsibilities.
- Improve resource allocation and workforce capacity planning.
- Strengthen risk management and contingency planning.
- Improve operational coordination across teams and departments.
- Monitor execution using KPIs and performance metrics.
- Reduce delays caused by unclear priorities or weak planning.
- Improve reporting, documentation, and operational control.
- Support continuous improvement in daily operations.
- Increase operational efficiency and execution discipline.
- Build practical plans that are easier to implement and evaluate.

Conclusion

The Operational Planning course provides a practical framework for turning strategic objectives into structured actions, realistic timelines, clear responsibilities, and measurable results.



The course begins with the foundations of operational planning and the connection between strategy and execution. It then moves into objective setting, resource allocation, workforce planning, risk management, operational control, communication, coordination, and performance evaluation.

Through practical exercises, case discussions, and planning tools, participants learn how to build operational plans that support stronger execution, better resource use, clearer communication, and improved performance monitoring.

By the end of the course, participants will be better prepared to develop, implement, monitor, and improve operational plans that support organizational goals, operational efficiency, and continuous improvement.

