

Mastering the COO Role: Driving Operational Excellence

Duration: 5 Days

Language: en

Course Code: MG2 - 206

Objective

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

- Understand the core responsibilities and expectations of the COO role.
- Oversee and optimise operational functions across departments.
- Translate strategic vision into executable plans.
- Lead high-performing teams and build a culture of accountability.
- Streamline processes, improve efficiency, and drive innovation.
- Manage risks and ensure organisational resilience under pressure.

Audience

This course is ideal for:

- Aspiring and newly appointed COOs.
- Senior operations managers preparing for executive roles.
- Founders and entrepreneurs managing operational complexity.
- Executives in charge of business units, production, or service delivery.
- COOs seeking to refine and expand their leadership capabilities.

Training Methodology

The course combines expert-led discussions, case studies, peer insights, and scenario analysis. Participants will work with real-world examples and develop actionable strategies to apply in their own operational contexts.

Summary

The Chief Operating Officer (COO) is the architect of organisational execution — translating strategy into results through efficient operations, effective processes, and engaged teams. As the second-in-command in many organisations, the COO ensures that day-to-day activities align

seamlessly with long-term goals.

This course equips current and aspiring COOs with the knowledge, skills, and mindset to excel in this critical leadership role. Participants will explore how to oversee operations, optimise resources, foster innovation, and lead cross-functional teams — all while maintaining a focus on organisational excellence.

Course Content & Outline

Section 1: Understanding the COO's Role and Impact

- The COO's position in the organisational hierarchy and governance.
- Key differences between CEO and COO responsibilities.
- The COO as strategist, executor, and integrator.
- Skills and behaviours that define successful COOs.

Section 2: Operational Leadership and Excellence

- Overseeing daily operations and ensuring alignment with strategy.
- Building and managing effective operational systems and KPIs.
- Driving quality, efficiency, and continuous improvement.
- Balancing cost control with innovation and growth.

Section 3: Managing People and Culture

- Leading and motivating operational teams.
- Establishing a culture of accountability and trust.
- Fostering collaboration across departments and levels.
- Developing future leaders and managing talent pipelines.

Section 4: Driving Change and Innovation

- Identifying opportunities for operational innovation and transformation.
- Managing change initiatives and overcoming resistance.
- Leveraging technology and data to improve operations.
- Building organisational agility in response to market shifts.

Section 5: Risk Management and Organisational Resilience

- Identifying and mitigating operational risks.
- Preparing for and managing crises effectively.
- Ensuring business continuity and sustainability.
- Strengthening resilience through scenario planning and proactive strategies.
- Final activity: create a COO Operational Excellence Action Plan.

Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by The CPD Certification Service (CPD), and are certified under ISO 9001 and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

Categories

Human Resources Management (HRM), Management & Leadership, Project Management

Tags

Chief Operating Officer, COO, C-suite

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