

Effective Planning, Organizing and Control

Overview

Related Courses Before beginning, identify why planning is important, who will be responsible for managing the planning process (the planning team), what the plan should achieve, who will be involved in the process, what kind of planning process will he used, the deadline, and whether or not a facilitator will he used.

Terms may need to he defined. For example, the words "goals" and "objectives" are often used as if they are inter-changeable, and many times they're not. Only after these questions have been answered is it is time to do the environmental scan.

The strategic planning process begins with an environmental scan: gathering information about the agency's internal strengths and weaknesses and determining how external trends and changes might impact the agency and its mission over the next few years. This strategic information helps the agency identify the critical issues it must address in its planning process.

Objectives

By the end of the program, participants will be able to:

- Understand the critical managerial and supervisory functions of planning, scheduling and control.
- Utilize the planning cycle for effective results.
- Apply planning techniques to allocate budgets and resources, and to schedule projects.
- Use Key Performance Indicators (KPIs) and targets to control results.
- Manage and control resistance to change.

Who should attend?

Department heads, superintendents and supervisors who need to develop their ability to plan, organize and control their unit.

Course Outlines

➤ Foundation of Planning

- What is Planning?
- Benefits of Planning
- Planning and Performance
- Types of Plans
- Types of Goals
- Characteristics of Well-Designed Goals
- Approaches to Establishing Goals: Management by Objectives (MBO)
- Planning in the Hierarchy of Organizations

➤ Planning Tools and Techniques

- Environmental Scanning
- Forecasting and Forecasting Techniques
- Benchmarking
- The Benchmarking Process
- Allocating Resources and Budgets
- The Breakeven Analysis

➤ Project Planning and Scheduling

- Definition of a Project
- Applications of Standard Times
- The Work Breakdown Structure
- Scheduling Using PERT, Gantt and Load Charts
- Steps in Developing a PERT Network

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- Forward and Backward Scheduling
- Forward and Backward Pass
- Finding the Critical Path
- **Foundation of Control**
- What Is Control and Why Is it Important?
- The Planning/Controlling Link
- The Control Process
- Controlling Organizational Performance
- Tools for Organizational Performance
- **Control and Performance Measurement**
- The Planning/Controlling Link
- Measuring: How and What we Measure
- Organizational Effectiveness Measures
- Controlling Organizational Performance
- **Managing and Controlling Resistance to Change**
- Forces for Change
- Force Field Analysis
- The 10 Principles of Change
- Five Managerial Activities