

# AOM and Workware in Specialist Environments



## This Course suits

This 1-2 day course is aimed at operations managers working in areas where adaptation of the core AOM approach is required, and/or where an AOM initiative has expanded into areas that were not part of the original implementation.

- Call centre managers and planners
- Project Management
- Sales
- IT Delivery

## Content Overview

This course will typically be bespoke to a specific client's needs but can include:

- Integrating AOM and WFM, how to blend telephony systems and Workware into a single planning discipline
- Planning for projects, how to use Workware to support low level project planning
- Planning in highly cyclical environments (e.g. finance and admin)
- Time only planning for service providers such as trainers or internal consultants

## Benefits and Outcomes

This course will help people in organisations who want to take the principles of Active Management that work so well in their core operations processes and apply them in other parts of the organisation.

Where Workware is appropriate this will help to make use of Workware as the single point of management control.

Integration of information across supporting business functions.