

Operational Effectiveness & Efficiency

Accountability and strategic decision-making calls for supervisors to control business operations by using only those resources that are necessary while fulfilling customer/student expectations. *Operational Effectiveness & Efficiency* examines operational support provided by Information Technology (IT), explains supervisory responsibility for records and retention, explores ways to make operations more environmentally responsible, and identifies opportunities to establish high levels of customer/student satisfaction. Led by IT executives, other administrators and the Chief Operations Officer/Deputy Chancellor, supervisors review methods to improve departmental proficiency while strategically converting resource input to positive output.

Learning Outcomes:

At the completion of the course, the learner should be able to:

- Relate resource input (materials, labor, energy) to measurable output (goods and services) so as to meet and fulfill customer/student expectations
- Identify ways to make workgroup procedures and processes more environmentally accountable
- Explain the support services of the Information Technology (IT) Division and identify opportunities to partner with IT to provide the best leverage for technology
- Use the HCC Email and Voicemail systems as management tools to enhance departmental communication effectiveness and efficiency
- Explain supervisor and departmental responsibilities regarding employee personnel records, including retention requirements

Who Should Attend? Required for all College Leadership Program (CLP) enrollees
Recommended for all HCC supervisors, managers, department chairs, and other administrators

Length: 6 hours

Program: College Leadership Program (CLP) – Required course

Sponsored By: Employee Learning and Organizational Development (ELOD)

Course Number: WP7401

Registration: Register online via @ Your Service. To log in, from the HCC District Home Page, click on Faculty & Staff > @ Your Service > @ Your Service Login
Once inside @ Your Service, go to Training and Development Home > Request Training Enrollment > Search by Course Number > Enter WP7401.

More Information: 713-718-8614
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