



QUEEN'S
UNIVERSITY
BELFAST

WILLIAM J. CLINTON
LEADERSHIP
INSTITUTE

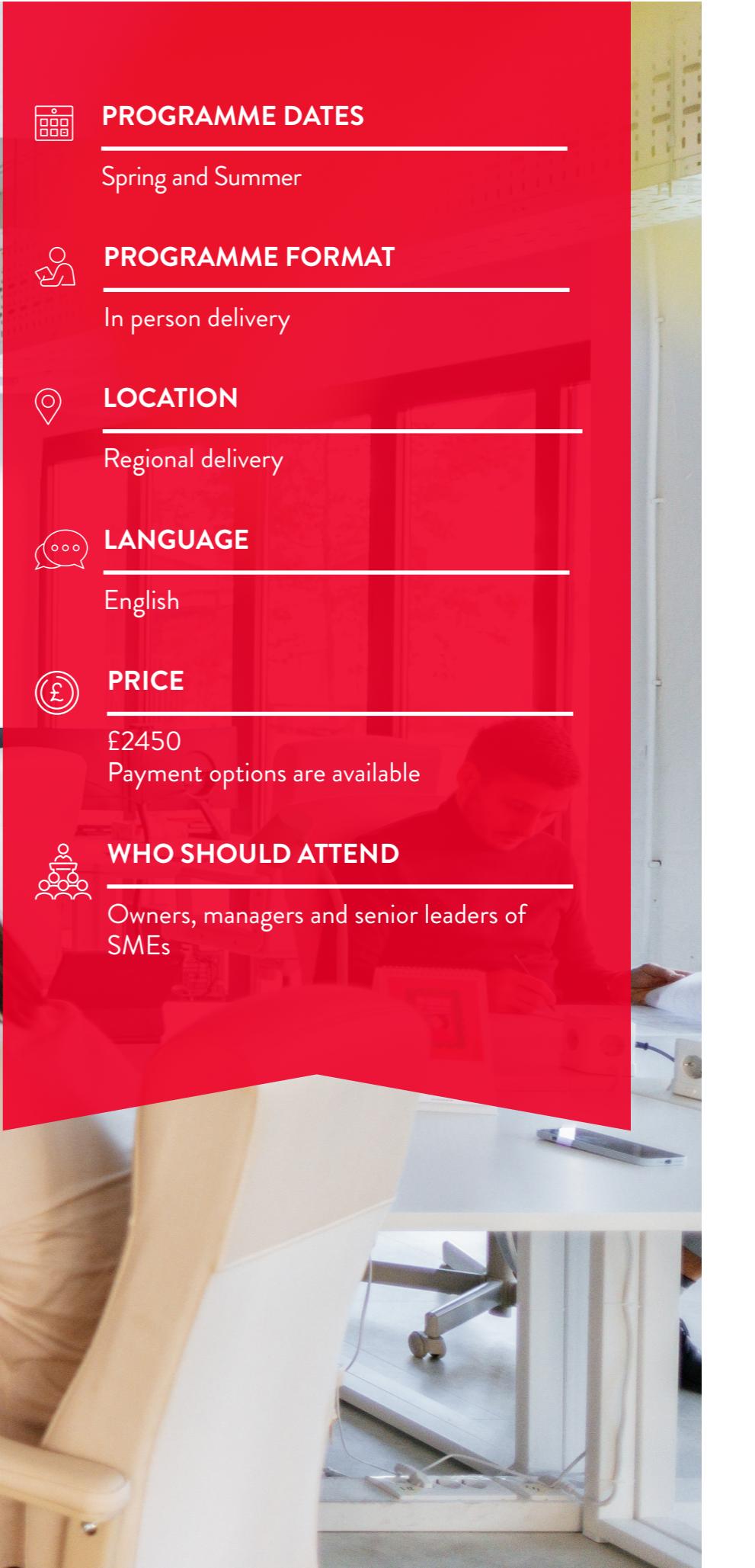
LEADING PEOPLE AND PRODUCTIVITY



SHAPING
A BETTER
WORLD
SINCE 1845



LEADING
PEOPLE AND
PRODUCTIVITY



 **PROGRAMME DATES**

Spring and Summer

 **PROGRAMME FORMAT**

In person delivery

 **LOCATION**

Regional delivery

 **LANGUAGE**

English

 **PRICE**

£2450

Payment options are available

 **WHO SHOULD ATTEND**

Owners, managers and senior leaders of SMEs



OVERVIEW

Success today depends on being agile, efficient, and profitable. For SMEs, the best way to achieve this is by getting the most out of your people and processes.

This programme is aimed at supporting small and medium-sized enterprises (SMEs) to enhance their productivity while embedding sustainable practices into their core operations.

Crafted by the Queen's Business School executive education experts, this programme combines research-driven insights with practical applications to address the unique challenges faced by local businesses. You will be supported throughout your journey by our expert faculty and guided through a dedicated workbook to chart a personalised productivity action plan. You will also benefit from peer network support during two facilitated peer group sessions, where insights and progress can be shared alongside fellow participants.

The programme shall equip you with the tools to assess organisational readiness for change and empowers the workforce for transformation. It aims to establish a process mindset, guiding a move from addressing individual problems to designing resilient operational systems. Learn how to leverage sustainability and resource efficiency as a core strategy for profitability and innovation, turning market constraints into competitive advantage. The programme concludes by providing leadership skills needed to overcome behavioural barriers to change and implement strategies for leading sustained growth, team development and creativity.

By the end of the programme, participants will be equipped to leverage efficient processes and empowered people to create lasting impact, enhanced performance and a future-ready business.

Walk Away With the Skills To

1. Lead Change & Empower Teams:

Assess your organisation's readiness for change, apply motivation theory and equip your workforce to successfully drive transformation.

2. Master Operational Strategy:

Adopt a process mindset to view operations as a competitive advantage, enabling strategic decision-making and reinforcing market positioning.

3. Drive Efficiency & Resilience:

Identify and eliminate waste using lean philosophy, conduct process improvement and manage risks to build a robust and cost-efficient organisation.

4. Harness Sustainability for Profit:

Recognize the direct link between resource efficiency and margins and apply sustainability thinking as an innovation tool for competitive differentiation.

5. Overcome Change Barriers:

Understand key sources of resistance and develop leadership strategies to effectively overcome obstacles to innovation and change.

6. Plan for Growth & Team Success:

Identify actionable paths to growth, explore strategies for developing a strong management team and lead continuous innovation in your organisation.



WHO IS THIS PROGRAMME FOR

The Leading People and Productivity programme is for business leaders, owners and senior managers who wish to build high-performance cultures, drive innovation and operational excellence in their organisation.

This practical course is designed for leaders who strive to turn operational friction and team challenges into opportunities for real growth. Through expert-led, interactive sessions, you'll get the frameworks and clear strategy needed to deliver measurable change.

The course supports mid- to senior-level managers from any industry looking to improve team output and efficiency.

You will learn how to create a company where people are empowered, processes are optimised, and the business is strategically placed to meet the demands of sustainability and continuous improvement.

PROGRAMME STRUCTURE AND CONTENT

| MODULE 1 Dr Sarah Gowers-Cromie | MODULE 2 Dr Sinéad Roden | MODULE 3 Dr Jelena Vlajić | MODULE 4 Dr Sinéad Roden | MODULE 5 Prof Dermot Breslin | MODULE 6 Prof Dermot Breslin |
|---|---|--|---|--|--|
| Exploring people and processes for productivity Develop a plan for evaluating organisational readiness for change at the individual and organisational level. | Strategic operations and the process mindset Adopt a process mindset for strategic decision-making. | Process improvement in practice Identify waste in a context of lean philosophy. | Sustainability for productivity and innovation Recognise the direct link between sustainable practices and business productivity. | Leading and developing people and teams for innovation Understand the key barriers to change in an organizational setting. | Developing action plans for process improvements within organizations Learn how to manage and lead change. |
| Assess Key productivity and process-improvement drivers within the organisation. | Navigate operational or organisational tensions productively. | Understand how to reduce waste, conduct process improvement and achieve cost-efficient operations. | Identify practical sustainability opportunities within your own operations. | Explore different sources of resistance from individual to group and organisational. | Identify the role of leadership in growing your organization through innovation |
| Evaluate motivation tools and techniques that can be applied within the organisation. | Design operations that reinforce strategic positioning. | Understanding risks and disruptions in business. | Apply sustainability thinking as an innovation tool. | Identify the role of leadership in overcoming obstacles to innovation. | Explore strategies towards creating a management team. |

All sessions are delivered In-person by Queen's Business School executive education faculty.

PROGRAMME FACULTY



DR SINÉAD RODEN PROGRAMME DIRECTOR

Dr. Sinéad Roden is a Reader in Operations Management and head of department of Information Technology, Analytics, and Operations at Queen's Business School. Before joining Queen's Business School, Sinéad was a Programme Director at Trinity Business School, where she founded the Masters in Operations and Supply Chain Management. Sinéad's research focuses on strategic inter-organisational relationships, particularly the governance and development of buyer-supplier networks and the influence of geopolitics and technology. She also studies risk management, with an emphasis on supply chain risk mitigation and the role of supply base characteristics in disruption recovery. Sinéad's research has been published in a range of leading journals in the field, including Journal of Operations Management, Journal of Supply Chain Management, International Journal of Operations & Production Management, and International Journal of Production Economics.



DR SARAH GOWERS-CROMIE

Dr. Sarah Gowers-Cromie has over 15 years' experience in designing and delivering executive education programmes across a wide range of contexts, industries and sectors. She was a Senior Lecturer in HRM at Loughborough University for 11 years and is now an instructor at the William J. Clinton Leadership Institute contributing on a range of leadership and management courses. Sarah has been appointed as Programme Director for the Institutes highly successful Mini MBA programme. She was CCO of StudentCrowd between May 2020 and Nov 2022 and as part of the senior leadership, she led an international team through a highly successful global growth strategy to establish a UK presence with a successful business model. Crucially, Sarah has significant expertise in facilitating and designing participant learning journeys that involve a range of engaging facilitation sessions that achieve learning outcomes.

PROGRAMME FACULTY



DR JELENA VLAJIĆ

Dr. Jelena Vlajić, Ph.D., FCILT is an experienced academic and practitioner with expertise in supply chain management, operations, and sustainability. She combines a strong research background with hands-on industry collaboration, applying systems thinking to address complex business challenges. Dr. Vlajić has published extensively in leading operations and supply chain journals and has successfully supervised Ph.D. students. Her teaching portfolio spans undergraduate, postgraduate, and MBA programs, as well as executive education for industry professionals across various sectors, focusing on integrating resilience and sustainability into strategic decision-making. Jelena has also advised artisans and SMEs in the food sector on operations and business improvement. She has been an invited speaker at industry events and trade fairs in the UK and internationally and serves as a judge for the Irish Transport and Logistics Awards.



PROFESSOR DERMOT BRESLIN

In the past, Professor Dermot Breslin has worked with small and medium-sized businesses in the engineering, social care and technology sectors. He has also worked with larger organizations including public management, fire & rescue services, and heavy manufacturing industry. At present, Professor Dermot Breslin is a research professor, the Mary McAleese Chair in Connected Leadership at Queen's Business School, Belfast, and Dean of the BAM Peer Review College. His research focuses on Leading and Managing Change and has been published in leading international journals including the Organization Studies, Academy of Management Perspectives, Organizational Research Methods, Work Employment and Society, and Human Resource Management Journal. Dermot is the Special Issues and Reviews Editor for Human Resource Management Journal and previously served as Co Editor-in-Chief for the International Journal of Management Reviews. He is a Fellow of the British Academy of Management, and Trustee of the Society for the Advanced of Management Studies. Dermot also sits on the editorial boards of the Journal of Management Studies, International Small Business Journal and the International Journal of Entrepreneurial Behaviour & Research.



WE EDUCATE LEADERS WHO MAKE A DIFFERENCE IN THE WORLD

Queen's Business School is one of the top business schools in the UK and Ireland and prides itself on a range of world-class postgraduate degree programmes in Accounting, Finance, Management, Human Resource Management and Marketing.

As the School's executive education specialists, the William J. Clinton Leadership Institute provides impactful executive courses designed to develop leadership skills, transform performance and boost competitive edge. Our portfolio of short executive courses and customised leadership options synergise the rich academic foundation of Queen's Business School, Queen's University research and industry insights for professionals.

PURPOSE BUILT FOR MANAGEMENT

Queen's Business School and the William J. Clinton Leadership Institute is located at Riddel Hall, situated within the Stranmillis Conservation Area adjacent to the main University campus. The new campus site now encompasses a state of the art student hub, academic and teaching facilities and world class Executive Education and conference facilities.

A RUSSELL GROUP UNIVERSITY

A Russell Group University, Queen's Business School is ranked in the top 1% of business schools worldwide by achieving triple accreditation – AACSB, EQUIS (EFMD Global), and AMBA (Association of MBAs). We are one of the UK's 24 leading universities, providing our students with a world-class education underpinned by world-class research. Queen's researchers work closely with more than 250 universities around the world.

RESEARCH AND TEACHING EXCELLENCE

Our teaching quality is recognised as being of the highest standard. Queen's students are taught by academics who are informed by the latest discoveries in their fields. The University has won seven Queen's Anniversary Prizes for Further and Higher Education, underlining our status as an outstanding UK educational institution and a centre of excellence.

The latest UK Research Excellence Framework (2021) – a UK-wide assessment of the quality of research in universities undertaken by expert review panels – revealed that 99% of our research environment was assessed as world-leading or internationally excellent. The results demonstrated our research excellence across a range of disciplines and confirmed our place as a world-leading university.



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How to get more information

Visit our website

www.leadershipinstitute.co.uk or contact us on 028 9097 4665

or e-mail: leadershipinstitute@qub.ac.uk

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