

STRATEGIC, OPERATIONAL & TACTICAL LEADERSHIP



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TRAINING CENTER



Introduction

Strategic, Operational & Tactical Leadership Training Course prepares leaders to work confidently at all three levels of the organization. Participants learn how strategy sets direction, operations converts it into delivery, and tactical leadership makes it happen on the ground each day. The program combines strategy frameworks, operational management, and front-line leadership practice in one connected flow. As a result, learners gain the ability to move between horizons without losing coherence. Furthermore, the course strengthens communication across levels, decision discipline, and the leadership judgement that keeps intent intact from top to bottom.

Strategic, Operational & Tactical Leadership Course Objectives

- Distinguish the strategic, operational, and tactical levels of leadership and their time horizons.
- Apply strategic analysis with SWOT, PESTLE, and Porter's Five Forces.
- Translate strategy using the Balanced Scorecard, strategy maps, and OKRs.
- Set strategic KPIs with baselines, targets, and review triggers.
- Build operational plans with capacity planning, scheduling, and resource allocation.
- Apply Lean and business process reengineering (BPR) to improve operations.
- Manage operational risk with risk registers and contingency planning.
- Lead tactical execution with daily management, standard work, and tiered accountability.
- Coach and delegate using situational leadership (Hersey-Blanchard) and the GROW model.
- Align communication so strategy, operations, and front-line action stay connected.

Course Methodology

- Interactive sessions built on real leadership cases across all three levels.

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- Workshops on strategy translation, operational planning, and daily management.
- Group work on KPIs, risk registers, and improvement plans.
- Hands-on practice with strategy maps, OKRs, and operation dashboards.
- Simulation of decisions that cut across strategic and operational horizons.
- Facilitator coaching and peer review on multi-level leadership plans.

Who Should Take This Course

- Senior managers and directors moving between levels.
- Operations and department managers accountable for delivery.
- Team leaders and supervisors responsible for daily execution.
- Strategy, planning, and performance professionals.
- Project and program leaders managing complex delivery.
- Professionals preparing for broader leadership responsibility.

Strategic, Operational & Tactical Leadership Course Outlines

Day 1: The Three Levels of Leadership

- Strategic, operational, and tactical leadership defined.
- Time horizons: years, quarters, weeks, and days.
- How intent translates and distorts across levels.
- Roles, decision rights, and accountability at each level.
- Environmental analysis with SWOT and PESTLE.
- Competitive context with Porter's Five Forces.
- Case study: a strategy that failed in translation.





Day 2: Strategic Leadership and Direction Setting

- Vision, mission, and strategic objective setting.
- Strategy translation with the Balanced Scorecard and strategy maps.
- Objectives and key results (OKRs) at strategic level.
- Strategic KPIs, baselines, and review triggers.
- Portfolio and investment framing with NPV and IRR.
- Governance, steering committees, and decision rights.
- Workshop: building a strategy map and OKR set.

Day 3: Operational Leadership and Delivery

- Operational planning: capacity, scheduling, and resourcing.
- Demand forecasting and aggregate planning basics.
- Lean principles and value stream improvement.
- Business process reengineering (BPR) for step-change gains.
- Operational risk registers and contingency planning.
- Performance dashboards and management review routines.
- Exercise: building an operational delivery plan.

Day 4: Tactical Leadership and Daily Execution

- Daily management and tiered accountability routines.
- Standard work, visual management, and 5S practice.
- Situational leadership (Hersey-Blanchard) and adapting style.
- Delegation with clear outcomes, authority, and support.
- Coaching conversations with the GROW model.

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- Handling escalations, blockers, and shift-level decisions.
- Simulation: leading a team through a live operational problem.

Day 5: Connecting the Levels and Leading Coherence

- Communicating strategy so front-line teams understand it.
- Cascading goals and alignment checks across levels.
- Managing conflicts between short-term pressure and long-term direction.
- Continuous improvement and learning loops.
- Building leadership capability at each level.
- Ethical judgement and accountability across horizons.
- Capstone: presenting a multi-level leadership plan.

Conclusion

By successfully completing Strategic, Operational & Tactical Leadership, participants will gain a connected command of leadership at all three levels. They will acquire skills in strategic direction setting, operational planning, Lean improvement, and tactical daily execution with coaching and delegation. Gentex Training Center designs the program to help leaders move between horizons, keep intent intact, and deliver coherent results from strategy through to the front line.

FAQs





Q1 What is the "Strategic, Operational & Tactical Leadership" course about?

It covers leadership at all three organizational levels and how they connect. The course spans strategic analysis and direction setting, operational planning and improvement, tactical daily execution, and the communication that keeps intent intact from strategy through to the front line.

Q2 What are the key benefits of the "Strategic, Operational & Tactical Leadership" course?

You gain the ability to move between horizons without losing coherence. The course improves strategy translation, strengthens operational planning and delivery, sharpens daily execution discipline, and reduces the friction that appears when levels work without full understanding of each other.

Q3 What skills will I gain from the "Strategic, Operational & Tactical Leadership" course?

You will develop four core skills: strategic direction setting and analysis, strategy translation with scorecards and OKRs, operational planning and Lean improvement, and tactical execution with coaching, delegation, and daily management.



Q4 What tools, methods, or standards are covered in the "Strategic, Operational & Tactical Leadership" course?

The course covers SWOT, PESTLE, Porter's Five Forces, the Balanced Scorecard, strategy maps, OKRs, strategic KPIs with baselines and review triggers, NPV and IRR investment framing, capacity and aggregate planning, demand forecasting, Lean principles and value stream improvement, business process reengineering (BPR), risk registers, performance dashboards, tiered accountability, standard work, 5S, situational leadership (Hersey-Blanchard), and the GROW coaching model.

Q5 How is the "Strategic, Operational & Tactical Leadership" course applied in real-world practice?

Participants apply it to real work such as setting a three-year direction, building an operational delivery plan, running a daily management routine, and coaching a team member through a performance issue. The same methods support escalation decisions and cross-level alignment reviews.