



Industry Operations Leadership & Management

A McMaster University Professional Certificate Program

ENGINEERING
W Booth School of Engineering
Practice and Technology



Industry Operations Leadership & Management

Enable, Lead & Sustain High-Performance Industry Teams.



The McMaster IOLM program is designed to enable middle-level management to drive high-performance industry teams, utilizing rapid-adaptability, flexibility, and bottom-up intent-based execution to sustainably scale industry 4.0 operations. Participants will be instructed by leaders from industry, ensuring real-time, relevant skills, techniques, and best practices translate into immediate performance improvements within their organizations.

This program consists of five independent certificate courses with a maximum capacity of 40 participants per course. Successful participants will be awarded a McMaster Certificate of Completion. Individuals that complete all five courses will receive an additional 6th certificate in Industry Operations Leadership and Management.

Participants attending all five courses will also be enrolled in a group mentorship program. An industry leader will mentor each participant over ten months to derive a quantifiable leadership performance improvement, compatible with Professional Development Plans, to mentor high-potential business leaders.

Who Should Attend?

Middle-level managers and leaders looking to scale efficient execution of an industry business unit. Individuals interested in upskilling their own leadership and industry execution skills to drive the next era of industry.

Key Participant Audience: Lead Hands, Managers, Supervisors, Directors, Officers, Senior NCO's, Small-Medium Size Business Owners, and Consultants.

Why?

Drive Rapid-Adaptability and Innovation within their supply chain, utilizing bottom-up leadership and intent-based execution.

Improve Problem Solving, Flexibility, and Efficiency through adapting first-hand best practices, real-time industry insights, critical skills, tools, and techniques.

Reduce Disruptions and Improve Productivity through developing high-performance industry teams capable of sustainably scaling industry business units.

What to Expect?

To emphasize a real-time, relevant, industry-first approach, participants will learn directly from academic instructors and industry leaders, from businesses and organizations currently enacting best practices, advanced skills, and use the latest tools. You will gain foundational knowledge, apply it through case studies and practical, immersive exercises, and derive real-time mentorship feedback alongside panelist discussions from numerous leaders in the private and public sectors.



Live Online Teaching

Real-time conference-style delivery online. 60 min burst lectures, interspersed with group-based discussions, team exercises, and panelist webinars.



Skilled Instructors & Industry Experts

Hear from over 40 experienced leading industry experts across multiple disciplines, industries and businesses.



Measurable Performance Improvement

Harness lessons learned, best practices, skills, techniques, and tools to enable an immediate performance improvement.



Duration

Each course consists of three days spread over three weeks. All five programs are spread over 10-months to maximize flexibility.

IMPACT

Participant Demographics

The IOLM program has successfully enabled developers, lead hands, team leaders, customer representatives, supervisors, managers, senior managers, directors, and C-Level executives.

Participants represented businesses from large automotive, aerospace manufacturing, food distribution, part suppliers, government, health services, oil & gas, and biotechnology industry sectors.

Deliverables

- You will learn about the fundamentals of Leadership 4.0, understand how to define, develop, and deploy high-performance industry teams.
- Specialize in strategic to tactical alignment and be able to drive rapid adaptability & innovation across your supply chain.
- Perform, test, and strengthen leadership and tactical execution through practical scenario assessments, case studies, workshops, and first-hand mentorship, to lead high-performance teams.
- A strong understanding of the fundamentals and operational tools needed to execute an Industry Business Unit sustainably at scale.

Relevancy

The IOLM program achieved a **91% relevancy score**, as assessed by the business leadership participants. Participants understood the content, identified value to them or their organization, and immediately enacted the techniques or planned to do so within three months.

Professional Development Plans

Businesses that wish to enroll their participants on the IOLM Program have incorporated individual courses and mentorship programs into their internal employee professional development plans to measure, mentor, and develop high-potential talent within their organizations.



ADVANCED MANUFACTURING & INDUSTRY 4.0

Develop an understanding of how advanced manufacturing techniques such as Augmented Reality, Industry Internet Of Things, Robotics, and Automation will transform the Digital Leader.



LEADERSHIP 4.0

Drive high-performance teams through executing The Strong Link Archetype to master the leadership skills necessary to sustain Industry 4.0 operations.

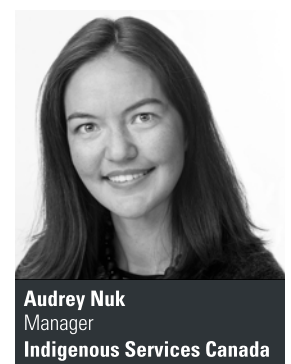
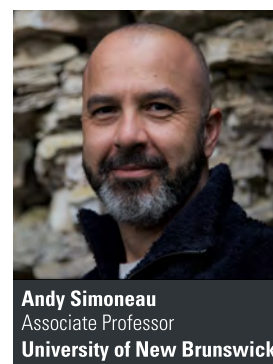
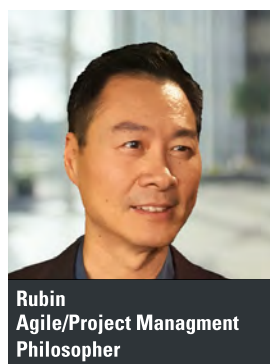
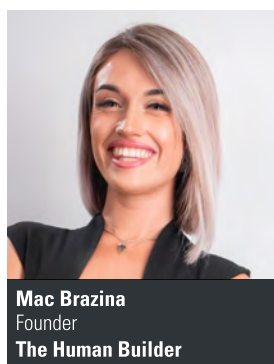
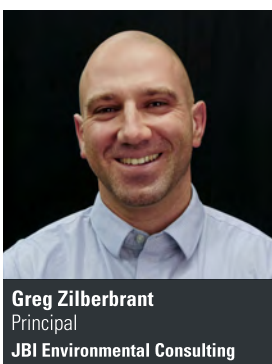
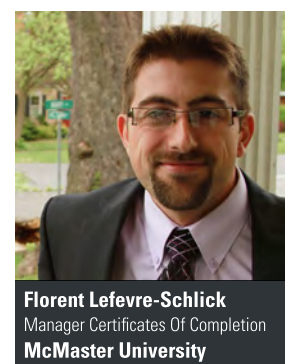
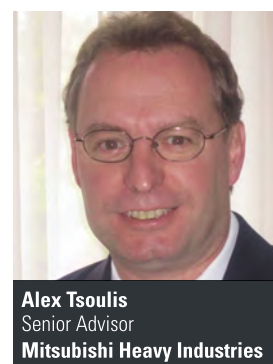
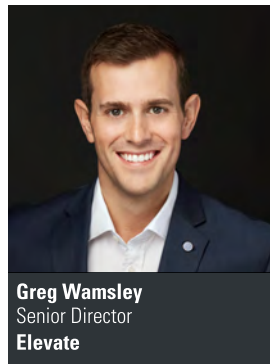
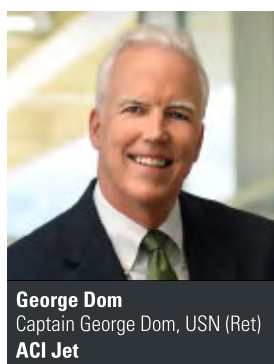
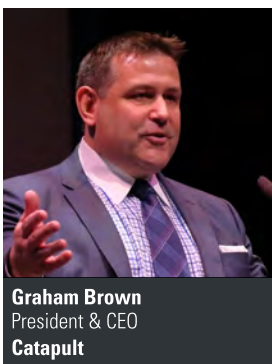
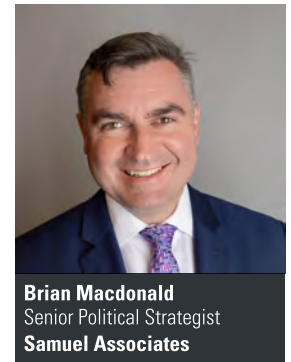
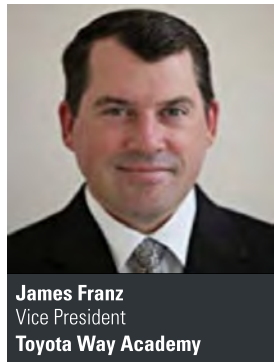
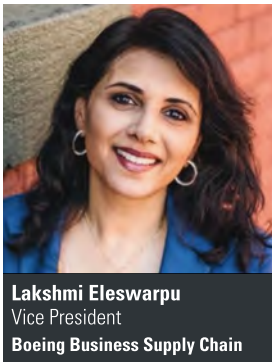
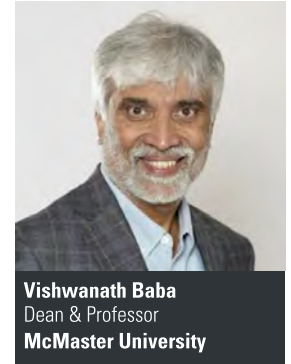
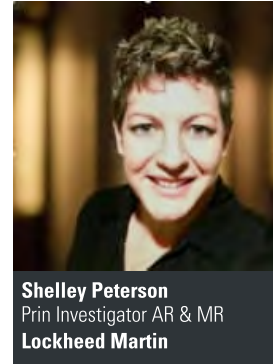
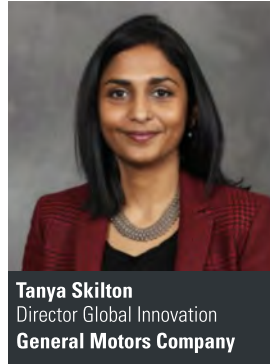
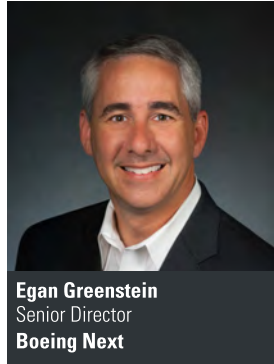
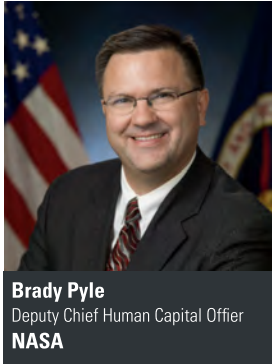


INVEST IN YOUR TALENTED LEADERS

Enable resilience, innovation, and cohesion within your leadership teams through diverse experiential learning, first-hand from over 40 industry business leaders.

OUR GUEST SPEAKERS, PANELISTS & MENTORS

Meet a few of our guest speakers and mentors on the Industry Operations Leadership & Management Program.



PROGRAM CURRICULUM

Approach WALK - CRAWL - RUN

The five courses under the IOLM Program utilizes a walk-crawl-run approach. The first Industry Operations Leadership Fundamentals course focuses on critical skills and techniques to enable leaders to enhance current operations immediately. The Industry Tactical Planning & Execution course focuses on the daily and weekly execution of a manager or supervisor within an industry 4.0 context. The Industry Business Unit Management course enables Senior Managers to execute and scale Business Unit Operations. The Advanced Leadership Skills course enhances leadership execution at all levels, while the Advanced Industry Business Unit Execution course enables Director level business operations execution. Each course can be taken independently to tailor leadership and team execution development.



Earn a McMaster Certificate of Completion

Take any IOLM course individually or take all five to qualify for the 6th certificate of Industry Operations Leadership and Management.

Group Mentorship Program

Participants that enroll for all five courses will as well be enrolled in the Group Mentorship program. Paired with an Industry Leader Mentor, participants will conduct a tailored Leadership Development Plan over ten months to derive a measurable performance improvement, quantified through three stakeholder 360 Leadership Assessments.

Courses



Industry Operations Leadership Fundamentals

The course focusses on the anatomy of high-performance teams, introduction to industry 4.0, leadership 4.0, tailored individual leadership approaches, strategic leadership alignment, micro-project planning & execution, driving accountability, sustaining high-performance under high-stress, personal stress management techniques, principles of industry business unit execution, communication skills, threat-disruption management, and continuous improvement. Participants will be able to assess, define, and optimize current leadership and operations approaches.



Industry Tactical Planning & Execution

Participants will cover the skills required to develop a high-performance industry team. Focused on enabling daily & weekly execution at the manager/supervisor level. They will cover intent-based execution, the maneuver leadership archetype, tactical shift execution, stakeholder buy-in communication skills, disruption management, performance management, industry business unit digital transformation, augmented reality, and internet of things integration in industry. This course will equip candidates to execute high-performance tactical industry operations.



Industry Business Unit Management

Participants will develop the operational competencies and industry-insights needed to maneuver, sustain, and efficiently execute an industry business unit (IBU) as a senior manager/director. They will focus on understanding Lean Manufacturing within an Industry 4.0 context, how to drive innovation, agility, and cohesion, how to execute an IBU, agile project management, risk management, and an introduction to sustainability and circular economy within an industry context. After this course, participants can apply the skills and techniques to undertake and optimize an Industry 4.0 Business Unit Operation.



Advanced Leadership Skills

We designed the Advanced Leadership Skills course to solidify and elevate the leadership skills needed to develop, deploy, and drive high-performance teams. Participants will focus on cultivating a high-performance team culture, performance & change management, coaching & mentorship, conflict management, design thinking, mental health, and resiliency building, as well as an instructional technique. This course will provide participants with the skills needed to drive a high-performance industry team culture.



Advanced Industry Business Unit Execution

The Advanced Industry Business Unit Execution course will equip candidates with the competencies and strategies needed to scale industry 4.0 operations. The course will focus on intent-based strategic execution, lean manufacturing techniques, sustainability, advanced project planning techniques, risk & financial management, cyber-security, forecasting & foreplanning, and auditing. Candidates will be able to assess, maneuver, and scale an industry business unit.

TESTIMONIALS

Industry Operations Leadership Fundamentals

The Industry Operations Leadership Fundamentals Course provides a very detail introduction of what is Industry 4.0 which is unclear for many of us. It also introduces the Strong Link Archetype which provides a very specific and practical model of leadership intended to learn and develop tools, techniques and leadership styles for the Industry 4.0 environment combined with specific methodologies or techniques to enable leaders with powerful tools for project and resources management.

The Professors and Guest Speakers have a great balance between academical and practical experience, providing useful and practical tools and techniques to transfer the acquired knowledge into immediate action. In my particular case as a Plant Manager at Tesla, understanding the Industry 4.0 environment, and the upcoming trends and technologies in manufacturing, is providing me with a different perspective to better understand the challenges that my team and I are and will be facing in the following years and as well to better lead and manage the new generations that are developing in this fast changing and technologically advanced environment.

Leonardo Guerrero

Plant Manager

Tesla Inc.



Industry Tactical Planning & Execution

The Industry Tactical Planning & Execution Course is a great introductory course for Supervisors and Managers who are looking to develop high performance teams by improving communication, driving clear accountability across their team members, while achieving the strategic goals of the organization. The course provides tried and tested strategies to improve communications and improve efficiencies while ensuring quality and safety are never compromised. If you are looking to take your leadership skills to the next level, this course is for you.

Joe Figliomeni

Director of Business Operations

Princess Margaret Cancer Foundation



Industry Tactical Planning & Execution

The MacMaster IOLF had a great selection of very knowledgeable presenters from a variety of fields who were able to discuss the impacts of key theories in practice based on their experience. I was particularly impressed with the consideration McMaster had in bringing in a speaker to address mental health within the context of managing. It is a topic often cited as important, but rarely are managers provided tools to deal address it.

Thanuja Rukman

Manager

Department of National Defence



Industry Tactical Planning & Execution

I found the Industry Tactical Planning and Execution course innovative, interesting and exciting. Ashan and the team undertook the difficult challenge of redefining and articulating the age-old philosophical problem of good leadership practices, and brought them into the 21st century.

I feel they hit the nail on the head. Infusing tried and tested intent-based bottom-up execution techniques into the rapidly evolving business world, the course delivered tools, techniques and resources to enable anyone, to better themselves in the tradecraft of management and leadership. Personally, I've since delved into the Intent Based Execution principles, utilizing the attributes of high performance teams to reduce the decision action cycle. These adjustments have made my team more effective and efficient, driving bottom up innovation while remaining on task, on schedule and on budget.

Andrew Liberman

Sargeant

Department of National Defence



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Maedeh Pourmajidian

Post-doctoral fellow

McMaster University



Industry Operations Leadership Fundamentals

IOLF Course is a professional certificate course from McMaster University, it is my pleasure to attend it to help me to develop personal leadership skills and gain valuable insight from industry leaders. It provides incredible opportunities to connect leaders across industry, share insights, drive operational solutions, and strengthen leadership and execution skills.

During the course, I enjoyed its mentorship program, which each participant conduct a 360 self-assessment, derive key observations and deductions culminating with a tailored leadership development plan to drive a performance improvement; this really helped me to reevaluate my leadership and management skills in current work environment, develop a plan to be a tactical industry leader. I highly recommend this course.

Tommy Liu

Senior Manager, Data Engineering

The Center for Addiction and Mental Health



Upcoming Courses

Please confirm availability prior to enrollment. To ensure high-quality instruction and mentorship, each course has a maximum capacity of 40 participants.



Industry Business Unit Management

08 Feb, 22 Feb, 01 Mar, 2021

Registration
Closed



Advanced Leadership Skills

15 Mar, 22 Mar, 29 Mar, 2021

Registration Ends
10 Mar 2021



Advanced Industry Business Unit Execution

12 Apr, 19 Apr, 26 Apr, 2021

Registration Ends
10 Mar 2021



Industry Operations Leadership Fundamentals

3 May, 10 May, 17 May, 2021

Registration Ends
28 Apr 2021



Industry Tactical Planning & Execution

5 Jul, 12 Jul, 19 Jul, 2021

Registration Ends
30 Jun 2021



Industry Business Unit Management

13 Sep, 20 Sep, 27 Sep, 2021

Registration Ends
8 Sep 2021



Advanced Leadership Skills

1 Nov, 8 Nov, 15 Nov, 2021

Registration Ends
27 Oct 2021



Advanced Industry Business Unit Execution

10 Jan, 17 Jan, 24 Jan, 2022

Registration Ends
5 Jan 2022

Course Daily Schedule

Each day will cover unique topics in 60-minute burst sessions, and the following is what you might expect during a typical day during a certificate course:

Morning	○	Session Introduction, mentorship check-In
	○	Instruction and group exercises
Afternoon	○	Lunch break
	○	Guest speakers, presentations
	○	Panelist discussions, after-action review

Tuition/ Fees

McMaster's Certificates of Completion are eligible for qualifying Canadian manufacturers and businesses in collaboration with NGen Canada and the AMP UP Program to obtain a subsidy for our current offerings. Find out more about other payment options by booking a call with our team.

Regular Cost per Course

\$2,000 CAD + HST

Alumni Cost	NGEN Canadian Businesses Cost	NGEN AMP UP Canadian Manufacturing Cost
\$1500 CAD + HST	\$1500 CAD + HST	\$750 CAD + HST
Please note this subsidy application deadline is 24 Mar 21.		

Take the Next Step

Ready to enroll?
Do you have questions about the McMaster certificate course?
Our team is here to help.

- Determine if this program is right for you or your organization
- Learn more about McMaster's certificate programs

Program Lead

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<https://www.eng.mcmaster.ca/sept/certificates-completion>



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