

ONLINE
LEARNING

STRATEGY
DEVELOPMENT TOOLS:
FOURIER'S FORCES

Laboratory
Planning and control:
PART 1

OPERATIONAL IMPROVEMENT:
IMPROVEMENT MODELS

ORGANIZATION
PLANNING PART

Group
dynamics

Occurrence Management

TOXIC
LEADERSHIP

Introduction to
Leadership

MENTORING AND COACHING
PART 1

Customer Service
in the Laboratory

CONTINUOUS
IMPROVEMENT
PART 1

CREATING
A CULTURE FOR
CONTINUOUS IMPROVEMENT

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Lab
Fin

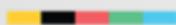
IDENTIFYING
MISCONCEPTIONS

MANAGING LABORATORY FINANCES
Income Statements and
Financial Ratios

QUALITY SYSTEM ESSENTIALS
PRE-ANALYTICAL

ANALYTICAL PROCESS CONTROL:
Method selection and validation

POWER *of* PROCESS



PRESENTS

Laboratory Management Online

A Fresh Take on Learning



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About this Course

Laboratory Management Online is a highly practical 10 week laboratory management course that will provide you with comprehensive conceptual knowledge and the practical skills needed to become a Laboratory Manager. This course empowers staff with a technical background to transition into leadership positions.



5 Chapters

Containing 45 Modules



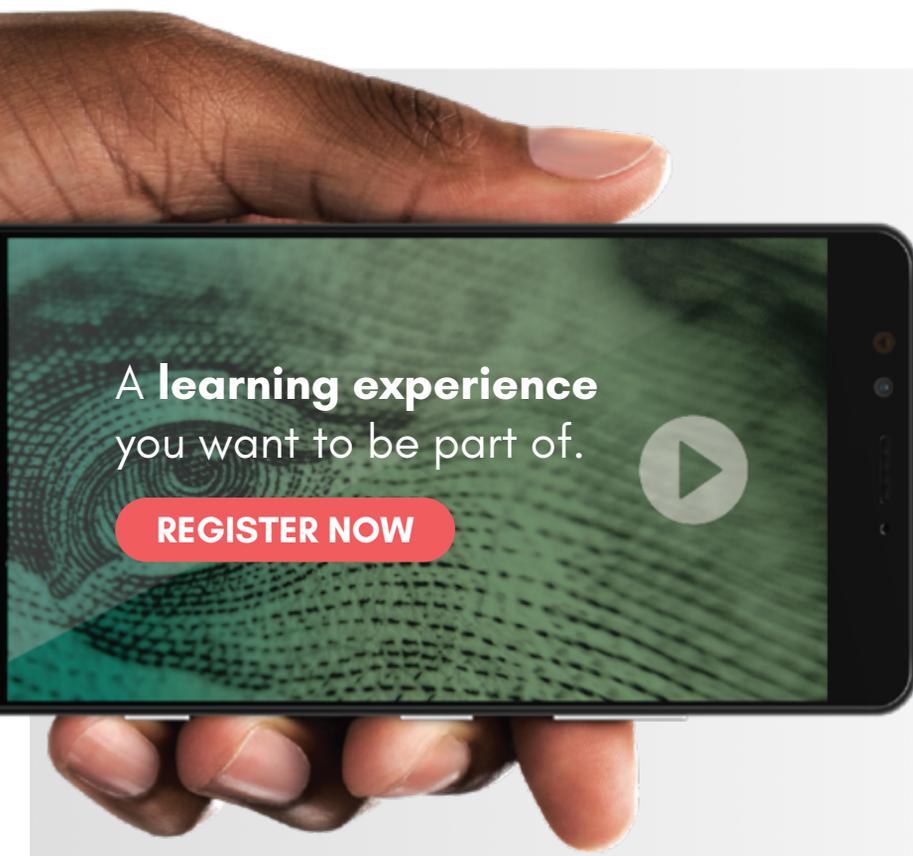
Time to dedicate

20 - 60 mins per lesson



Duration

8 to 10 weeks



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This course is for you if you want to:

- ✓ Develop the capabilities required to progress into management.
- ✓ Complement succession planning by developing practical laboratory management skills.
- ✓ Gain confidence in key management topics, including laboratory finance, quality and people management.
- ✓ Deal with complex challenges in a self-assured management capacity.

Certificates are issued in your legal name upon successfully completing the course according to completion criteria outlined. No certificate will be issued to you if you do not meet the stipulated requirements for the award of a certificate.



COURSE
Approval Rating

Acquire the right skills and knowledge to transition into laboratory management.



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What you will learn from this course

The Laboratory Management Online course develops the capabilities required for staff to become part of laboratory management. From practical knowledge about key management topics, to the soft skills required to take confident action, all topics are covered in detail in specific laboratory context.

Managing performance improvement is a primary objective of this course. You will learn how to apply management skills that have a notable impact on laboratory quality and the bottom line.

This five-chapter certificate course has been developed exclusively for non-supervisory laboratory staff. It includes an innovative curriculum designed for practical implementation.



By the end of this course you should:

- ✓ Understand the management of laboratory **operations** and **processes**.
- ✓ Understand how to **manage teams** in a laboratory.
- ✓ Have the ability to create a productive work environment with a basic understanding of **leadership** and **change management**.
- ✓ Have the ability to **control costs** and understand **financial management**.
- ✓ Understand the management of **quality assurance** in a laboratory.

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What you will learn from this course

Find out more about the learning outcomes you'll achieve as you progress through the 5 chapters of this course:

CHAPTER 1 Managing Operations and Processes

Laboratory managers need to understand what the laboratory is trying to achieve. This means developing a clear vision of how the laboratory should help the organisation to achieve its long-term goals. It includes translating the organisation's goals into implications for the laboratory's performance objectives, which are quality, speed, dependability, flexibility and cost. This chapter provides a critical understanding of laboratory operations and processes, contextualising these within a laboratory's business strategy, to realise performance objectives.

“

"I have just completed the first chapter of the laboratory management online course and wanted to say that I really enjoyed the modules on strategy and operational management. I look forward to completing chapter 2!"

- Joy-Mari Buys, MSc graduate in Medical Cell Biology.

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- Module 1** Understanding Strategy
- Module 2** Strategy Creation: 3 Step Process
- Module 3** Strategy Development Tools: PESTEL
- Module 4** Strategy Development Tools: SWOT Analysis
- Module 5** Strategy Development Tools: Porter's 5 Forces
- Module 6** Understanding The Laboratory Process
- Module 7** Laboratory Design Process
- Module 8** Laboratory Planning and Control: Part 1
- Module 9** Laboratory Planning and Control: Part 2
- Module 10** Operational Improvement: Improvement Models
- Module 11** Operational Improvement Model: Six Sigma
- Module 12** Objective Setting and Organisation of Work: Planning Part 1
- Module 13** Objective Setting and Organisation of Work: Planning Part 2
- Module 14** Objective Setting and Organisation of Work: Delegation
- Module 15** Objective Setting and Organisation of Work: Supervision



Course Overview

CHAPTER 2

Managing Teams in the Laboratory

Managing a group of people requires specific skills and competencies. There are general guidelines for keeping team members motivated and working effectively, regardless of the size of your team. These range from communication and feedback, to setting specific rules and standards of behaviour.

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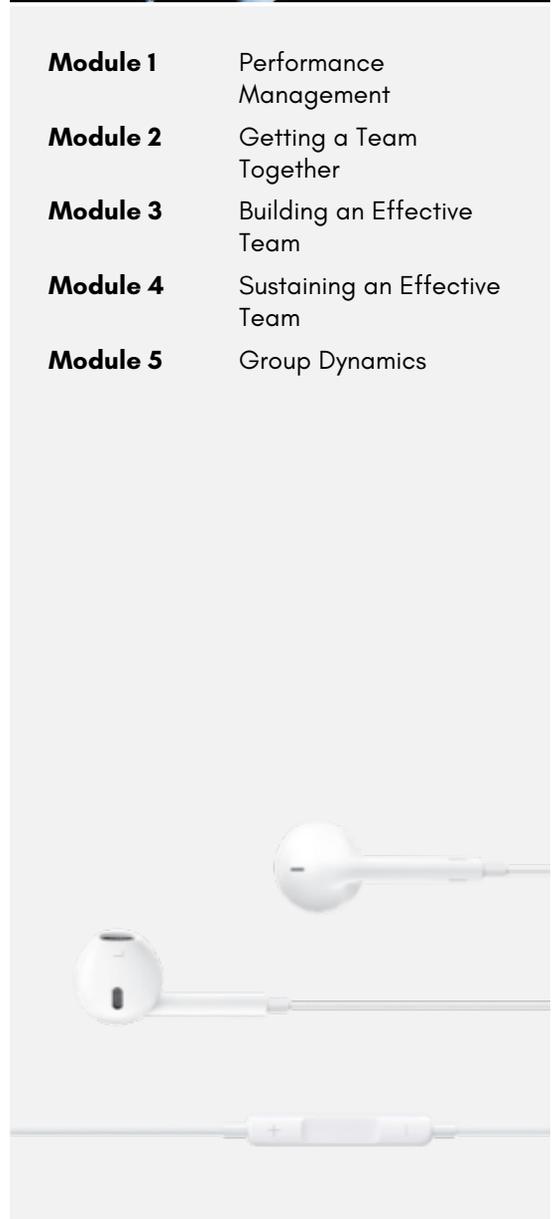
"I enjoyed the second chapter and think it's very important to know and understand how to manage teams. A lot of the content reminded me of my experience in managing a team in a retail setting, very interesting to reflect on what I did right and what I could've improved on."

- Joy-Mari Buys, MSc graduate in Medical Cell Biology.

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- Module 1** Performance Management
- Module 2** Getting a Team Together
- Module 3** Building an Effective Team
- Module 4** Sustaining an Effective Team
- Module 5** Group Dynamics



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Course Overview

CHAPTER 3 Leadership and Change Management

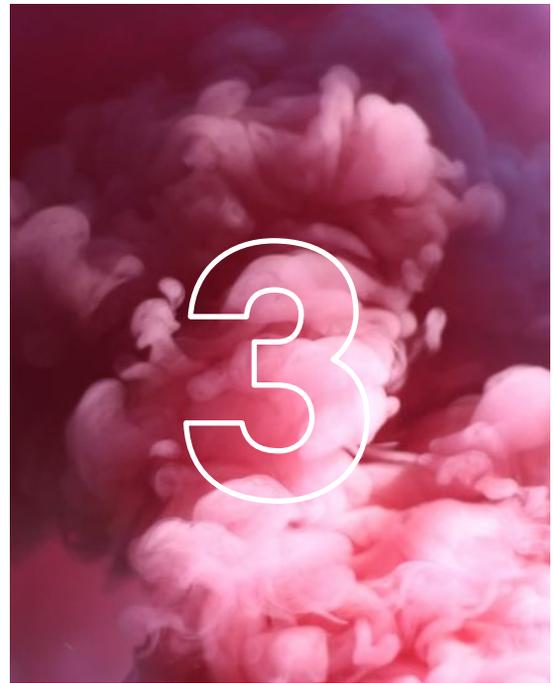
This chapter describes the skills and competencies involved in leading a group of people, creating a vision and setting direction for the laboratory. The ability to lead a team effectively is not automatically obtained in line with seniority, but is a learned skill. As laboratory leaders seek to manage employees effectively through technology, process, organisational or regulatory changes, it is important to understand how change affects human behaviour and engagement. Developing strategic skills for leading and implementing change is also covered.

“

“I loved the entire course but I especially loved the leadership and change management modules in chapter 3. Please let me know if there is any other industry related courses available.”

Jaundre Zondagh, Laboratory Management Online Graduate

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- Module 1** Leadership Characteristics
- Module 2** Toxic Leadership
- Module 3** Key Concepts and Types of Change

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Course Overview

CHAPTER 4 Managing Finances

The financial performance of a laboratory ultimately determines the sustainability of its operations. Every stakeholder has the responsibility to add value to the bottom line of the organisation. To do this, an elementary understanding of financial management and related financial statements is required, at a minimum. On completion of this chapter, the reader will be able not only to interpret and report on their laboratory's financials, but also plan for its future profitability.

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" It was really a great learning experience. To my knowledge, there is no online course specifically focused on laboratory management allowing you to cover all the important aspects of laboratory management in such a short span of time."

- Srijia Mohan Kumar, Laboratory Management Online Graduate

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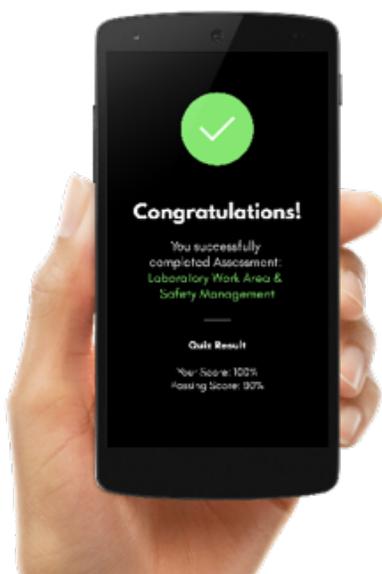
- Module 1** Introduction to Finance Management
- Module 2** Finance Statements: Balance Sheet
- Module 3** Finance Statements: Cash Flow Statement
- Module 4** Finance Statements: Income Statement
- Module 5** Finance Budgets
- Module 6** Controlling Costs
- Module 7** Making Financial Decisions



Course Overview

CHAPTER 5 Managing Quality in the Laboratory

Quality is a product of laboratory operations. Laboratories invest enormous amounts of money to fuel and drive their operational processes. Cost-effective and qualitative management is therefore crucial. A well functioning quality management system encapsulates various elements: from relevant documentation to support laboratory processes and management of equipment and inventory, to controlling analytical processes and continuous improvement tools. This chapter focuses on these elements among others, with consideration of ISO 15189, and provides a holistic view on how to address these factors in achieving the laboratory's performance objectives.



- Module 1** Laboratory Safety and Work Areas
- Module 2** Laboratory Quality Assurance
- Module 3** Analytical Process Control: Pre-analytical Management Elements
- Module 4** Inventory Management
- Module 5** Analytical Process Control: Selection and Implementation of Laboratory Equipment
- Module 6** Analytical Process Control: Method Selection and Evaluation
- Module 7** Document Control Management
- Module 8** Continuous Improvement: Tools and Models
- Module 9** Continuous Improvement: LEAN
- Module 10** Continuous Improvement: Quality Indicators
- Module 11** Occurrence Management: Managing Occurrences
- Module 12** Occurrence Management: Risk Management
- Module 13** Customer Service