

Modern Workplace Excellence

Empower Your Business. Upskill Your Workforce.

The business has grown from a startup to 15-20 employees or more. It cannot operate the same way it did when it was founded.

Participants will learn the value of process optimization, operational efficiency, delegation and accountability, and communication.

Learning Outcomes for Participants:

1. **Improve** coordination, prioritize consistency, and support team alignment.
2. **Gain** insights and tools to streamline day-to-day operations.
3. **Develop** skills to delegate effectively and set clear expectations.
4. **Communicate** clearly and inclusively across diverse teams.



Class size is minimum 6 participants (in-person or virtual). Graduates receive an OEG Certificate of Completion and a LinkedIn badge.





★ **Core Program**

Modern Workplace Excellence

**Ask us about grants and funding options
now available for eligible small businesses!**

Program Details

Session 1 - Process Optimization

- + Creating SOPs, checklists and process maps
- + Improving handoffs and transitions (shared tools)
- + Building transparency and consistency

Session 2 - Operational Efficiency

- + Workflow mapping to identify gaps and overlaps
- + Clarifying responsibilities and improving consistency
- + Streamlining cross-functional workflows with shared standards

Session 3 - Delegation and Accountability

- + Matching tasks to team members' strengths
- + Tracking and structured delegation to strengthen accountability
- + Fostering a leadership culture: empower initiative and build trust

Session 4 - Communication for Impact

- + Applying active listening and concise messaging to build rapport
- + Navigating sensitive conversations with empathy and professionalism
- + Reinforcing trust and inclusion across all channels and audiences

**Businesses that don't invest in their people today risk
falling behind tomorrow. Upskilling is a must-have!**

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