Tactical Planning and Delivering in Real-Time

Why is this the right module for you?

This is ideal for organisations who feel their planning and deployment is strong but see things fall apart on the day itself.

Is your tactical plan creating false expectations? Are you always mindlessly chasing an unachievable service goal?

When things don't go to plan, are you struggling without consistent, considered contingency options?

Is your operation going solo and ignoring the insight you've provided?

Does your real-time function have a reputation for always saying "no" leaving stakeholders frustrated and confused?

Are you lacking appropriate communication & insight to understand performance and rationale on the day and to learn from successes as well as failures?

What does the module cover?

This module will review how you create and manage against a tactical real-time plan, manage exceptions and use insight to learn from what happens

- Relevance and reliability of the plan for the day ahead
- Clarity of expectations, potential issues and risks and potential mitigating actions
- Communication, engagement and stakeholder buy-in for today's plan
- Contingency options for further mitigations
- Approach to on-the-day management of the plan
- Quality and appropriateness of real-time data and business insight
- Sticking to the plan when it is right
- Application of pre-agreed contingency options
- Ability to re-forecast and re-set expectations
- Communication of progress and need for action/actions taken
- Tracking and collation of what works and what doesn't to capture learning
- Quality of insight provided by key outputs
- Governance & change control and short notice change processes
- Review processes

What opportunities will this present?

Have utmost confidence when you expect to deliver service you will, and if not, you'll know exactly why and what to do to make the best out of any situation.

When required known and trusted contingency plans are at hand, everyone will know what they need to do.

The operation will want to follow the insight you've provided, no more discussions over who knew best.

Give your real-time function the chance to say "yes" leaving stakeholders satisfied and informed.

Learning from what went well as well as what didn't, removing the blame culture and sharing success and methods.

Beyond Theory, Delivering Practical Resource Planning Solutions
Copywrite Select Planning Ltd, do not copy without permission in whole or part

V1.0 16/11/2023