



Operations Leaders design and implement business strategies and procedures throughout the organization. They manage daily operations and plan the use of a company's supplies and human resources to optimize efficient business practices. Operations Leaders analyze the company's daily activity to ensure everything is running effectively and make improvements if necessary.

Example Positions

Chief Operating Officer, Operations Manager, Plant Manager, Director of Operations, Business Operations Leader

Competencies

Leadership Communication – They generate a shared commitment to the organization, build morale, and encourage ownership of mission, goals, and values.

Process Management – Operations Leaders take a systematic approach to making the company's workflow more effective, efficient, and capable of adapting to an ever-changing environment.

Leading Change – They effectively create a vision for change and engage others to implement the change process.

Deliberative Decision Making – They tend to gather, consider, and evaluate all relevant information to make logical conclusions before being moved to action.

Decisiveness – They tend toward taking calculated risks by making decisions and taking action, even in the absence of all information.

Strategic Thinking – Operations Leaders develop and help drive a shared understanding of a long-term vision that describes how the organization needs to operate now and in the future.

Leadership Maturity – They serve as role models for performance and organizational behavior by demonstrating humility, confidence, and courage in their leadership role.

Organizational Savvy – They are able to gather and accurately assess information related to the organization's formal and informal communication channels and power relationships.

Strategic Talent Management – Operations Leaders attract, hire, engage, and develop talented people to build the capabilities required for the organization to perform at high levels.

Representative Behaviors

- Clearly communicates vision and strategy across all organizational levels
- Recognizes opportunities for synergy and integration
- Brings about improvement in own functional area by adopting new approaches
- Evaluates short- and long-range implications of decisions
- Takes decisive action in high-stakes situations
- Develops strategies to respond to competitive threats
- Demonstrates a balance of professional will and modesty
- Moves fluidly between all levels of the organization in order to build wide support for ideas and plans
- Brings the right people together to accomplish goals



Operations Leader Job Model

Leading	Active Communication	Interpersonal Dynamics	Making Decisions	Solving Problems	Managing Processes	Self-Management
Leadership Maturity	Influence and Persuasion	Interpersonal Sensitivity	Deliberative Decision Making	Creativity and Innovation	Quality Focus	Composure and Resiliency
Leadership Communication	Conflict Management	Helpfulness	Decisiveness	Analytical Thinking	Compliance	Generating and Expressing Enthusiasm
Driving Results	Negotiating	Service Focus	Strategic Thinking	Learning Agility	Response Orientation	Strength of Conviction
Leading Change	Active Listening	Relationship Building	Organizational Citizenship	Scientific Acumen	Safety Focus	Achievement Motivation and Perseverance
Managing Innovation	Communicating	Collaboration and Teamwork	Information Seeking	Business Acumen	Process Management	Self-Awareness
Managing Quality	Instructing	Organizational Savvy			Time Management	Adaptability
Team Building		Global Mindset			Planning and Priority Setting	Initiating Action
Coaching and Developing Others					Organizing and Documenting Information	Accountability
Delegating					Applying Standard Practices	Professionalism
Fact-Based Management						Continuous Learning
Strategic Talent Management						Extended Task Focus
Directing						Comfort with Ambiguity