

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



