

# How will the Planning Insights Sim help you?

Giving your team leaders the confidence to manage their team effectively.



The Planning Insights Sim gives your team leaders the confidence to manage their team effectively, even if there is a surprise around the corner!

The Planning Insights Sim (PI Sim) is a two-day training course that introduces team leaders to the Workware+ digital management software applications enabling the Active Operations Management (AOM) weekly cycle. The course uses a computer based simulator that models a real service operations environment with real operations management challenges. Participants work together to manage a simulated team and reach their goal of achieving significant, consistent and sustainable improvements in performance.



## What will participants learn?

During the course, participants will learn how to:

- Put AOM's weekly 'Forecast-Plan-Control-Review' cycle into practice, using Workware+ enabled applications to support each step of the process
- Plan workloads and staffing levels in weekly meetings with fellow managers
- Keep their team motivated and focused on achieving their planned targets through daily team meetings
- Compare actual outcomes with planned outcomes
- Use visual controls to track their team's progress
- Drive significant improvements in team performance



## Ready to rise to the challenge?

Open PI Sim courses are held regularly at your local ActiveOps office. Courses can also be arranged to be held at a location convenient for you. To find out the dates of upcoming open courses and enrol your team leaders, please contact us using the details below:

**t: +44 (0)1189 075 031**  
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# ActiveOps – Manage Differently

ActiveOps is a leading provider of digital operations management solutions to financial services, BPOs, shared services, governments, healthcare and other service industries.

Workware+ is the leading digital operations management platform designed to simplify and reduce the cost of running of operations through the analysis and optimisation of resources and processes, improving service delivery and staff well-being.

Our solutions help maximise the total time available and increase productivity of employees, robots, teams, departmental resources and home workers.

Through Workware+ enabled solutions customers can confidently prepare for and then run their service operations taking full advantage of the benefits of transformation programmes including RPA, process discovery, automation, digitisation and outsourcing.

Operational data is automatically collected, aggregated, analysed and presented in real-time from existing digital and manual systems, enabling managers to quantify work and time, identify latent capacity and processes to be optimised or automated. Accurate and comprehensive real-time operations data leads to improved forecasting of work volumes and resources.

In conjunction with the Active Operations Management (AOM) Method, ActiveOps solutions help embed a consistent and agile operations framework based on collaborative capacity planning, structured review meetings and skills development.

ActiveOps operates across the globe from offices in the USA, UK, Ireland, India, South Africa and Australia.



## CONTACT US

Office locations:

UK | SOUTH AFRICA | AUSTRALIA | INDIA | CANADA | UAE | USA

Website: [activeops.com](https://www.activeops.com)

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