



POWER *of*
PROCESS

Lab Management in Practice Program

PROGRAM:

LAB MANAGEMENT IN PRACTICE



Program Purpose

The purpose of the program is to provide the learner with knowledge and understanding of the fundamental management skills, behaviors and attitudes required to manage and lead laboratory teams towards achievement of goals.

Program Duration

- 5 Days
- Classroom based

Program Content

1. Manage operations and processes
2. Manage teams in the laboratory
3. Leadership and change management
4. Manage laboratory finance
5. Quality management in the laboratory

Requisites to earn the certificate

Individuals will receive a certificate on successful completion of a summative assessment at the end of the program.

Special requirements

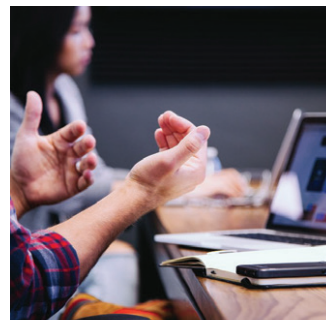
Must be proficient in using a computer.

Fees, deadlines, cancellation and refund policies

Please contact us for our policy.

Certification

Individuals will receive a certificate on successful completion of a summative assessment at the end of the program.





Accreditations

- 30 Contact Hours – American Society for Clinical Laboratory Science (PACE)
- 30 CEUs – Level 1 Society of Medical Laboratory Technologists of South Africa (SMLTSA)

Commercial support disclosure

Lab Management in Practice is a product of Power of Process (Pty) Ltd.

Inferences

The learner will understand the fundamentals of management skills, behaviors and attitudes required to manage and lead laboratory teams towards achievement of goals.

Program scope

The Laboratory Management in Practice program addresses the following knowledge areas:

- The laboratory ecosystem and how it impacts the laboratory.
- The core skills required to manage and lead a team in the laboratory.
- Basic financial activities to participate in financial management within the laboratory.
- Basic financial knowledge to participate in basic business activities.
- Management tools and techniques used to plan, measure, control and improve the quality and performance of the laboratory.



A very good program. I could implement new things in my lab. I will definitely recommend this program.



— *Laboratory Management in Practice*
Program Graduate, PathCare

Learning objectives & outcomes

The objectives of the Laboratory Management in Practice program are to:

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LEARNING OBJECTIVE 1:

Provide a clear understanding of the role of the laboratory within the overall vision and mission of the organization.

Learners will discover and gain insights about:

- The context in which the laboratory operates (the role of the laboratory in achieving the organization's strategic goals).
 - The formulation of the lab strategy (establish what the competitive advantage of the laboratory in which the person works, is.).
 - The operational management process in the laboratory.
 - The potential inefficiencies in the process, the impact on productivity and how to plan to address the inefficiencies identified in the process flow.
 - The value of delegation in managing and monitoring the plan to address the gap identified in the process flow.
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2

LEARNING OBJECTIVE 2:

Provide knowledge of core team skills required to effectively manage a team in a laboratory.

Learners will discover and gain insights about:

- The stages of team development.
 - Team composition and process elements required for an effective team.
 - The diversity in teams.
 - Strategies to ensure optimal functioning of teams in the lab.
 - SMART objective setting and performance improvement.
 - Effective feedback in the performance management process.
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3

LEARNING OBJECTIVE 3:

Provide knowledge of core management skills required to effectively manage change in a laboratory and lead a team.

Learners will discover and gain insights about:

- Leadership.
 - Potential development areas of a leader.
 - Coaching and mentoring in the performance management process.
 - Change and how to motivate a team to embrace change.
 - Characteristics required to be an effective change agent.
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LEARNING OBJECTIVE 4:

Provide knowledge of basic financial activities to participate in financial management within their laboratory.

Learners will discover and gain insights about:

- The purpose and value of financial management.
 - Various financial activities that take place in the laboratory.
 - Reading and analysing the main types of financial statements to determine the financial status of the laboratory.
 - Developing a baseline budget to do financial forecasts for the laboratory.
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LEARNING OBJECTIVE 5:

Provide knowledge of the skills to manage and improve the quality of laboratory processes and systems.

Learners will discover and gain insights about:

- Quality principles and requirements for enhancing quality assurance systems.
- The analysis of quality control data to ensure accurate and reliable laboratory tests.
- Utilizing quality improvement tools to plan basic improvement projects in the laboratory.
- Laboratory customer requirements and ways to monitor customer satisfaction.

Qualification of instructional personnel



Louise Beretta

Louise has 32 years' experience within the HR & Training environment. She has been working with the Power of Process team since 2017 and worked closely with Andre Gouws to achieve their local and international accreditations. She has an absolute passion for people development and is a highly motivated individual and enjoys and thrives on new challenges. She studied Human Resource Management, Training and Development, Personnel Management, Diploma in Franchise Management and Business Management from various institutes (RAU, IPM, Unisa). Louise has always believed in ongoing self-development – Never too old to learn! She is an accredited SDF, Facilitator, Assessor, Moderator, Member of South African Institute of Management (SAIM), Human Resource Practitioner with the SABPP (Western Cape Board Member 2018/2019), was a member of ASDSA and an Associate with SAPTA.

She has facilitated and consulted within various industry sectors and is accredited to facilitate over 80 different programmes and work processes. She enjoys all aspects of Human Capital development and management, from recruitment through to performance management. She has knowledge of respective legislation and extensive experience with regards to management and leadership development. She has been involved in various coaching projects for delegates and students from LTS Health Learning, Pathcare and USB (Medical students). She has successfully complete the Power of Process Champion, Power of Process Masters and Lab Transformation Improvement Programme.



LabVine™

GET IN TOUCH

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