



**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/Virtual

### 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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### 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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#### 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.





## Get In Touch

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