



*Basics of Operation Management*

*June 7-8, 2017*

FINAL: Daily Schedule of Events

Day One: June 7, 2017

7:30 am – 8:15 am                      Registration, Continental Breakfast

8:15 am – 9:00 am                      Goals and Expectations

- Safety and logistics
- Introduction and overview of course
- Participant Goals and Expectations
- Participant Introductions

9:00 am – 12:30 pm                      Basic Financial Management

- Understanding an Engineering Business Income Statement and Balance Sheet
- Cash Flow Statement
- Thoughts on Valuation
- Exercise on what you have learned
- Practical ideas to improve items such as:
  - Expense Management/Indirect costs
  - Cash Flow
  - Multiplier
  - Utilization
- The Power of 1%

12:30 pm – 1:30 pm                      Lunch and Networking with Attendees

1:30 pm – 4:00 pm                      Contracts and Risk Management

- The basics of contracts
- Scope of services
- General contract and negotiation issues
- Case studies
- Key ingredients to a successful contract

3:00 pm – 3:15 pm                      Break

- Risk Recognition Simplified
- Mitigation Methods and Monitoring

4:00 pm – 5:30 pm                      Consequences and Opportunities with Financials



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- Team Analysis (participants broken into small groups)
- Team Presentation of a Financial Roadmap

Day Two: June 8, 2017

7:30 am – 8:15 am Continental Breakfast  
8:15 am – 10:30 am Sales and Marketing

- Sales and marketing is a team sport!
- Client concepts
- “4 Box” and how to market to your strengths
- What should be measured, and what is a false indicator
- Using Focus and Energy to create Results
- Setting SMART Goals

10:30 am – 10:45 am Break  
10:45 am – 12:15 pm Performance Reviews and Employee Retention

- How to Have a Candid Conversation
- Performance Review Best Practices
- Turnover statistics, and what is “good turnover”
- Team Retention Techniques

12:15 pm – 1:15 pm Lunch and Networking  
1:15 pm – 2:45 pm Project Review and Alternative Delivery

- Best Practices for Reviewing Projects
- Earned Value and Early Warning Systems
- Do’s and Don’ts of Alternative Delivery
- When things go wrong
- Client management

2:45 pm-3:00 pm Break  
3:00 pm – 3:45 pm The what, when and how of management communications!

3:45-5:00 pm Putting it all Together

- Case Study on Improving an Actual Engineering Operations Financial Performance
- Team Activity and Presentation

5:00 pm – 5:15 pm Concluding session



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