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COURSE BROCHURE

# Challenge Evaluation and Strategic Planning for Departments Training Course

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Singapore

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Registered in the United Kingdom and Saudi Arabia

# Challenge Evaluation and Strategic Planning for Departments Training Course

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Challenge Evaluation and Strategic Planning for Departments is a 1-week training course for department heads, planning officers and team leaders who turn recurring operating problems into a departmental challenge register linked to a one-year action plan. Departments now face tighter budgets, shifting service demands and closer scrutiny of results, so problems left unranked quietly absorb capacity. Jupiter Prime Training designs this course around challenge evaluation and strategic planning at department level.

## Why Challenge Evaluation and Strategic Planning Matters Now

Three forces shape departmental planning today: leaner headcounts that leave little slack for firefighting, customers and internal users who expect visible service recovery, and senior leaders who ask each unit to show how its yearly commitments connect to organisational priorities. A department that sorts problems by evidence can defend resource requests and retire low-value fixes; one led by whoever complains loudest repeats the same failures and overspends on symptoms. The course rests on structured evidence gathering, impact and urgency rating, cause tracing and response selection, all described in plain working terms.

## Who Gains Most from Challenge Evaluation and Strategic Planning

- Leaders accountable for a department's yearly objectives and its operating budget
- Planning officers who compile unit plans and track progress against them
- Team leaders who handle daily service failures and escalations
- Process owners responsible for recurring delays, rework or complaints
- Quality and improvement coordinators who support several units at once

A department that sends its head, its planning officer and two or three team leaders together gains most, leaving with one shared ranking and response schedule.

## Challenge Evaluation and Strategic Planning Capabilities

Participants turn scattered complaints into ranked, evidenced problems with costed responses and owners.

- Assess operating problems with incident logs, service records and staff input — the head of department deciding where attention goes
- Weigh each problem on impact and urgency scales — sponsors approving the year's priorities
- Apply cause tracing techniques to separate root causes from symptoms — process owners choosing what to fix
- Design response options of fix, contain, accept or escalate — finance partners releasing resources
- Build a one-year sequence of actions with owners and milestones — team leaders scheduling their staff

- Communicate progress and reprioritisation through a quarterly review routine — senior leaders monitoring the unit

## Key Challenge Evaluation and Strategic Planning Terms

- Challenge register — a living list of departmental problems, each with evidence, rating, cause, response and owner.
- Impact rating — a score for how strongly an unresolved problem affects service, cost, safety or reputation.
- Urgency rating — a score for how quickly a problem worsens if no action is taken.
- Root cause — the underlying condition that, once removed, stops a problem recurring.
- Response option — a possible course of action for a problem: fix, contain, accept or escalate.
- Action milestone — a checkpoint in the yearly plan showing a response step is complete and verified.

## Challenge Evaluation and Strategic Planning Day by Day

### Day 1: Reading the Department's Operating Context

- Departmental Mandate Mapping — Which Services and Users Define Success
- Organisational Priority Linkage — How Unit Goals Serve Wider Commitments
- Stakeholder Expectation Scan — Whose Complaints and Requests Carry Weight
- Capacity and Budget Snapshot — What Resources Realistically Exist This Year
- Problem Inventory Draft — Which Recurring Failures Deserve Formal Evaluation

### Day 2: Gathering Evidence on Operating Problems

- Incident Log and Service Record Review — Separating Patterns from One-Off Events
- Structured Staff Interviews — Capturing Front-Line Knowledge Without Blame
- User Feedback Coding — Turning Comments into Countable Problem Themes
- Process Walkthroughs — Locating Delays, Handoffs and Rework Points
- Evidence Sheet Per Problem — Deciding When Proof Is Strong Enough

### Day 3: Ranking and Tracing Causes

- Impact Scale Definition — Agreeing What Counts as Severe for the Unit
- Urgency Scale Definition — Judging How Fast Each Problem Escalates
- Priority Grid Placement — Choosing Which Problems Enter the Yearly Plan
- Repeated Why Questioning — Moving from Symptom to Underlying Condition
- Cause and Effect Diagramming — Grouping Contributing Factors by Source

### Day 4: Choosing Responses and Sequencing Actions

- Response Option Comparison — Fix, Contain, Accept or Escalate Each Problem
- Effort and Benefit Estimation — Justifying Resources to Budget Holders
- Owner and Accountability Assignment — Who Answers for Each Response
- Quarterly Milestone Sequencing — Balancing Quick Gains Against Deeper Repairs
- Progress Indicator Selection — Showing That a Response Actually Worked

## Day 5: Practising the Challenge Register and Action Plan

- Evidence Sheet Consolidation — Applying Day Two Findings to Live Cases
- Priority Grid Calibration — Testing Ratings Against Peer Departments' Views
- Quarterly Review Routine Design — When and How the Plan Is Revisited
- Sponsor Briefing Rehearsal — Defending Priorities and Resource Requests
- Challenge Register and One-Year Action Plan — Completing the Department's Agreed Plan

## Applying Challenge Evaluation and Strategic Planning After the Course

- Lead an evidence-gathering round with team leaders on the three highest-rated problems and refresh their impact and urgency ratings.
- Run the first quarterly review meeting using the priority grid and milestone sequence to confirm or reorder responses.

## Challenge Evaluation and Strategic Planning Questions FAQ

### What is challenge evaluation and strategic planning for departments, and why does it matter now?

It is the practice of evidencing, ranking and tracing causes of a department's problems, then planning yearly responses. Under tight budgets, it shows why chosen actions deserve resources.

### Which roles gain most from challenge evaluation and strategic planning training?

Department heads, planning officers, team leaders and process owners gain most. Several members of one department attending together benefit most.

### How does challenge evaluation and strategic planning for departments differ from an enterprise strategy course?

It works at unit level, starting from real operating problems rather than corporate vision. You build a yearly departmental plan from evidence, not a multi-year organisational strategy document.

### What do you bring back from challenge evaluation and strategic planning training?

You bring back a register of your department's evidenced, rated problems with chosen responses, linked to milestones, owners and a quarterly review routine.

## Challenge Evaluation and Strategic Planning: The Way Forward

The challenge register linked to a one-year action plan first informs which problems receive this year's budget and staff time. Department heads use it with sponsors, planning officers track it and team leaders act on it. After its first quarterly review, the impact and urgency scales are worth revisiting, since early results often show which ratings were set too generously.