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COURSE BROCHURE

Leadership Agility for Organisational Excellence Training Course

31 January – 4 February 2027
Kuala Lumpur

Leadership Agility for Organisational Excellence Training Course

Ref: 1357_50817 **Date:** 31 January – 4 February 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Leadership Agility for Organisational Excellence is a 1-week training course for middle managers who lead teams through shifting priorities, and it ends with a Personal Agility and Excellence Scorecard linking daily leadership habits to excellence results. Volatile demand, new technology and frequent reprioritisation now test whether managers can adapt quickly without losing quality or direction. Jupiter Prime Training runs this course on leadership agility for organisational excellence.

Why Leadership Agility Matters Now

Three pressures meet at middle-management level. Senior leaders change priorities more often, and managers must translate each shift into clear team action within days. Customers and regulators still expect consistent quality, so speed cannot come at the cost of standards. Team members want more autonomy and quicker feedback on their ideas. Managers who lead with agility keep teams focused, test ideas safely and protect excellence results; rigid or reactive managers create confusion, rework and fatigue. The course draws on the Cynefin sense-making framework, the OODA loop Observe, Orient, Decide, Act, Plan-Do-Study-Act PDSA experimentation and the EFQM Model as an organisational excellence reference.

Who Gains Most from Leadership Agility

- Middle managers translating changing strategic priorities into team plans
- Department heads balancing speed with quality and service standards
- Operations managers who reallocate people and capacity at short notice
- Improvement leads linking team routines to excellence assessments
- Managers of hybrid teams who need faster decisions with less supervision

A management layer preparing for an excellence assessment gains most when several managers attend together and agree shared agility routines.

Leadership Agility Capabilities

Participants practise the personal behaviours that let a manager respond fast while keeping the team aligned with excellence criteria.

- Assess the type of situation using Cynefin before choosing a response — when to act, analyse or experiment
- Apply the OODA loop to compress decision cycles — team priorities under changing conditions
- Design small PDSA experiments with clear stop rules — sponsors deciding whether to scale an idea
- Build team empowerment through decision rights and guardrails — faster frontline choices
- Align team routines with EFQM Model criteria — excellence assessors and quality leads

- Communicate reprioritisation clearly and briefly — team members facing changing demands

Key Leadership Agility Terms

- Leadership Agility — a manager's ability to sense change early, adapt decisions quickly and keep people aligned with purpose.
- Cynefin Framework — a sense-making model that sorts situations into clear, complicated, complex and chaotic domains to guide the response.
- OODA Loop — a decision cycle of Observe, Orient, Decide and Act used to respond faster than conditions change.
- PDSA Cycle — Plan, Do, Study, Act: a small-scale test method for trying ideas and learning before wider rollout.
- Decision Guardrails — agreed limits within which team members can decide without seeking approval each time.
- EFQM Model — an organisational excellence framework assessing direction, execution and results to guide improvement.

Leadership Agility Day by Day

Day 1: Volatility and the Middle Manager

- Volatility, Uncertainty, Complexity and Ambiguity Signals — Reading Pressures on the Team
- Leadership Agility Self-Assessment — Personal Patterns When Priorities Shift
- Cynefin Framework Sorting Exercise — Matching Response to Situation Type
- Stakeholder Expectations of Speed and Quality — Spotting Conflicting Demands
- Team Priority Change Log — Tracing Recent Shifts and Their Costs

Day 2: Sense-Making and Adaptive Decisions

- OODA Loop Practice — Shortening the Gap From Signal to Action
- Weak Signal Scanning Routines — Spotting Change Before It Escalates
- Reversible and Irreversible Decisions — Choosing Speed or Deliberation
- Pre-Mortem Technique — Testing a Plan Against Likely Failure
- Cases From Logistics and Telecom Operations — Comparing Adaptive Choices

Day 3: Experimentation and Learning

- PDSA Cycle Design — Small Tests With Clear Measures
- Hypothesis Statements for Team Ideas — Defining What Success Looks Like
- Stop Rules and Scaling Criteria — Deciding When to Expand or Drop
- Blameless Learning Reviews — Turning Failed Tests Into Insight
- Visual Experiment Boards — Keeping Tests Visible to Sponsors

Day 4: Empowerment and Excellence Alignment

- Decision Rights Matrix — Clarifying Who Decides What and When
- Guardrails and Escalation Thresholds — Freedom Within Clear Limits
- EFQM Model Criteria Mapping — Linking Team Routines to Excellence Results
- Reprioritisation Briefing Structure — Explaining Change in Three Minutes
- Short-Cycle Team Reviews — Weekly Check-Ins on Priorities and Quality

Day 5: Practising the Personal Agility and Excellence Scorecard

- Situation Diagnosis Drill — Applying Day One Cynefin Sorting
- Rapid Decision Simulation — Applying Day Two OODA Practice
- Team Experiment Proposal — Applying Day Three PDSA Design
- Empowerment Agreement Draft — Applying Day Four Decision Rights
- Completing the Personal Agility and Excellence Scorecard — Habits, Measures and Review Points

Applying Leadership Agility After the Course

- Run one PDSA experiment with the team on a live improvement idea and review it with the sponsor.
- Agree a decision rights matrix and guardrails with the team and test them for four weeks.

Leadership Agility Questions FAQ

What is leadership agility for organisational excellence and why does it matter now?

Leadership agility is a manager's ability to adapt quickly while keeping the team aligned with quality and purpose. It matters now because priorities shift often, yet customers still expect consistent excellence.

Which roles gain most from leadership agility training?

Middle managers, department heads, operations managers and improvement leads gain most, because they turn changing direction into daily team action.

How does leadership agility differ from an organisational agility course?

It focuses on the personal behaviours of the manager leading one team, not on redesigning the operating model or structures of the whole organisation.

What do you bring back from leadership agility training?

You bring back a personal scorecard of agility habits and excellence measures, an experiment proposal and a draft decision rights agreement for your team.

Leadership Agility: The Way Forward

The Personal Agility and Excellence Scorecard links a manager's daily habits to the excellence results the team is judged on. Its first use is choosing which routine to change first. Managers review it with their line manager and quality lead each month. After the first quarter, revisit the Cynefin self-assessment to see whether responses now match situations better.