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COURSE BROCHURE

Team Workload Planning and Capacity Training Course for Managers

22 – 26 August 2027
Muscat

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Registered in the United Kingdom and Saudi Arabia

Team Workload Planning and Capacity Training Course for Managers

Ref: 2251_83553 **Date:** 22 – 26 August 2027 **Location:** Muscat **Fees:** 5500 GBP

Team Workload Planning and Capacity is a 1-week training course for first and second line managers who must match incoming work to the hours, skills and attention their people actually have, and who leave with a Team Capacity Plan. Organisations now expect managers to absorb shifting demand without burning out staff or missing commitments. Jupiter Prime Training designed the course around the weekly allocation choices line managers face.

Why Team Workload Planning and Capacity Matters Now

Three forces press on line managers. Demand arrives less predictably, as requests and urgent fixes compete for the same people. Employees expect fair allocation and a sustainable pace. Senior leaders want early warning when a team cannot meet a commitment. A manager who plans load against real capacity protects service levels, keeps skilled staff and earns trust upward; one who allocates by habit creates hidden queues and rework. The course rests on established practice in goal cascading, graded delegation, capacity modelling and structured performance conversations.

Who Gains Most from Team Workload Planning and Capacity

- Managers responsible for allocating daily and weekly tasks across a team of specialists or operators
- Second line managers who balance demand between several team leaders and their crews
- Team leads accountable for meeting service commitments with a fixed headcount
- Managers who agree goals and review progress with staff
- Supervisors who negotiate deadlines and priorities with internal customers

A department's management layer gains most when several managers attend together and agree one way of sizing and escalating work.

Team Workload Planning and Capacity Capabilities

Participants move from reacting to requests towards sizing demand and allocating work with a stated rationale.

- Calculate available team hours after leave and duties — weekly allocation decisions
- Translate unit objectives into individual goals with measurable checkpoints — performance reviews
- Assign delegation levels that match task risk and staff readiness — the person taking the task
- Design a visible work queue with limits on work in progress — internal customers
- Conduct load and progress conversations that surface strain early — the individual employee
- Communicate capacity shortfalls with options and trade-offs — the senior manager

Key Team Workload Planning and Capacity Terms

- Capacity baseline — the hours a team can give to planned work after leave, meetings and routine duties.
- Demand forecast — an estimate of expected work volume for a coming period, drawn from history and known commitments.
- Work-in-progress limit — a cap on how many items a person or team handles at once, used to shorten waiting time.
- Delegation level — a stated degree of authority given with a task, from gathering facts to acting and informing afterwards.
- Skills coverage matrix — a grid showing who can perform each task and where a single absence leaves a gap.
- Load conversation — a short, regular discussion between manager and employee about current volume, pressure and priorities.

Team Workload Planning and Capacity Day by Day

Day 1: Demand and the Manager's Role

- Demand Source Mapping — Where Requests Enter and Who Sets Priority
- Planned Versus Unplanned Work Split — Realistic Room for Projects
- Service Commitment Inventory — Which Promises the Team Must Protect
- Manager Time Audit — Hours Left for Planning and Coaching
- Overload Signal Checklist — Early Warning Before Quality Drops

Day 2: Measuring Team Capacity

- Capacity Baseline Calculation — Hours Available After Leave and Duties
- Skills Coverage Matrix — Single Points of Failure and Cross-Training
- Demand Forecast From History — Expected Volume for Coming Weeks
- Effort Sizing With Reference Tasks — Consistent Estimates Across Staff
- Buffer Setting for Urgent Work — Protecting Planned Commitments

Day 3: Goals and Graded Delegation

- Goal Cascade From Unit Objectives — Individual Targets and Checkpoints
- Delegation Level Ladder — Authority Matched to Risk and Readiness
- Task Handover Brief — Scope, Deadline and Escalation Route
- Stretch Assignment Selection — Development Without Overloading Individuals
- Fair Allocation Review — Spotting Who Always Absorbs the Surge

Day 4: Monitoring Load and Progress

- Visible Work Queue Board — Status, Owners and Blocked Items
- Work-in-Progress Limits — Shorter Waits and Fewer Half-Finished Tasks
- Weekly Load Conversation Format — Pressure, Priorities and Support Needed
- Performance Check-In Against Goals — Recognition or Course Correction
- Capacity Shortfall Escalation Note — Options Offered to Senior Managers

Day 5: Practising the Team Capacity Plan

- Allocation Simulation With Shifting Demand — Rebalancing Under Time Pressure
- Delegation and Coverage Rehearsal — Assigning Tasks During an Absence
- Load Conversation Role Play — Handling Strain and Pushback
- Priority Negotiation With Internal Customers — Deadlines and Trade-Offs
- Team Capacity Plan Assembly — Baseline, Allocation Rules and Review Cycle

Applying Team Workload Planning and Capacity After the Course

- Build a capacity baseline and skills coverage matrix for the team, then share the gaps and cross-training priorities.
- Run four weekly load conversations with each direct report, then adjust work-in-progress limits on the queue board.

Team Workload Planning and Capacity Questions FAQ

What is team workload planning and capacity, and why does it matter now?

Team workload planning and capacity is the practice of sizing demand, measuring available hours and allocating work with clear limits. It matters now because demand shifts quickly and staff expect a fair, sustainable pace, so guesswork allocation costs quality and people.

Which roles gain most from team workload planning and capacity training?

First and second line managers gain most, especially those who allocate daily tasks, agree individual goals and answer for service commitments with a fixed headcount.

How does team workload planning and capacity training differ from a general supervisory skills course?

It concentrates on the arithmetic and conversations of allocation rather than broad supervisory behaviour. It measures capacity, sets delegation levels and work limits, and escalates shortfalls with evidence.

What do you bring back from team workload planning and capacity training?

You bring back a working plan for your own team. It includes a capacity baseline, a skills coverage matrix, delegation levels, a queue board design and an escalation note for when demand exceeds capacity.

Team Workload Planning and Capacity: The Way Forward

The Team Capacity Plan first informs how next month's work is allocated across the team and which requests are deferred. Line managers use it in weekly planning, and second line managers use it to compare load between teams. After its first month, the baseline and buffer deserve a second look, since real absence and urgent demand rarely match estimates.