

Course No. 1386

# Organizational Effectiveness Training Course

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**ORGANIZATIONAL DEVELOPMENT & CHANGE MANAGEMENT  
BUSINESS, MANAGEMENT & LEADERSHIP**

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DURATION

**5 Days**

DELIVERY

**Classroom**



## Course Overview

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The Organizational Effectiveness Training Course is an advanced professional development program designed to strengthen an organization's ability to achieve its strategic and operational objectives through effective structures, processes, people, resources, and management practices. Organizational success depends not only on having a clear strategy, but also on creating an integrated operating environment where responsibilities, processes, decision-making, resources, and performance expectations are aligned and consistently executed.

The course focuses on organizational effectiveness as the ability of an organization to achieve meaningful results efficiently, consistently, and sustainably while remaining responsive to changing business and stakeholder requirements. Participants will learn how to diagnose organizational challenges such as unclear responsibilities, overlapping roles, weak coordination, inefficient processes, slow decision-making, information gaps, capability shortages, and performance measures that are not sufficiently aligned with strategic priorities.

The program explores the relationship between organizational structure, business processes, governance, performance management, organizational culture, and workforce capability. Participants will learn how to assess current organizational effectiveness, identify performance gaps, analyze root causes, design improvement initiatives, and establish appropriate measures to evaluate progress. Particular emphasis is placed on improving accountability, cross-functional coordination, resource utilization, decision quality, and operational efficiency.

Designed for government entities, ministries, public sector organizations, banks, financial institutions, oil and gas organizations, and large corporations, the Organizational Effectiveness Training Course helps leaders and professionals connect organizational development initiatives with strategic and operational priorities. It provides a practical framework for strengthening organizational capability, improving service delivery, optimizing resources, and creating more effective operating environments.

Through case studies, organizational assessments, practical exercises, group discussions, and improvement workshops, participants will develop a structured approach to enhancing organizational effectiveness. The course emphasizes practical workplace application, enabling participants to identify improvement priorities, design realistic initiatives, strengthen organizational performance, and support sustainable institutional development.

## Objectives

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- Analyze the key dimensions of organizational effectiveness and their relationship to organizational performance throughout the training program.
- Assess current organizational performance and identify strengths, gaps, and priority improvement areas.
- Develop practical approaches for evaluating organizational structures, roles, responsibilities, authority levels, and accountability.
- Apply structured methods to analyze business processes and identify duplication, delays, complexity, inefficiency, and operational waste.
- Design initiatives that improve coordination, collaboration, information flow, and decision-making across organizational functions.
- Improve performance management practices by aligning measures, targets, and results with strategic and operational objectives.
- Evaluate the impact of organizational culture, workforce capability, leadership practices, and employee engagement on effectiveness.
- Implement structured approaches for analyzing organizational problems and identifying root causes.
- Align organizational structures, processes, resources, and capabilities with strategic priorities and business requirements.
- Develop mechanisms for measuring the impact of organizational improvement initiatives and monitoring progress.
- Strengthen leadership capability to guide organizational development and performance improvement initiatives.
- Create an actionable organizational effectiveness improvement plan suitable for workplace implementation.

## Who Should Attend

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This course is designed for executives, senior managers, department heads, division leaders, organizational development managers, operations managers, performance management leaders, human resources managers, quality managers, project managers, and professionals responsible for improving organizational performance. It is particularly suitable for managers involved in organizational design, operating model development, process improvement, performance management, service improvement, or strategic execution.

The program is also highly relevant for professionals working in strategic planning, organizational development, human resources, operations, performance management, quality, project management, governance, risk management, compliance, and business improvement. It is especially valuable for professionals participating in organizational transformation, restructuring, process redesign, efficiency improvement, or institutional development initiatives.

The course provides significant value to decision makers, organizational development professionals, and senior leaders responsible for strengthening institutional capability, improving resource utilization, enhancing cross-functional collaboration, and building organizations that are more efficient, adaptable, accountable, and capable of achieving strategic objectives.

## Learning Outcomes

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- Explain the core dimensions of organizational effectiveness and their connection to business performance.
- Assess organizational effectiveness by examining structure, processes, resources, capabilities, culture, and performance.
- Identify organizational gaps that negatively affect productivity, service quality, decision-making, and results.
- Analyze organizational roles, responsibilities, authority levels, and accountability to identify overlaps and gaps.
- Evaluate business processes and identify opportunities to reduce delays, duplication, unnecessary complexity, and operational inefficiency.
- Develop practical solutions for improving coordination, collaboration, and information flow across departments.
- Align performance measures and management practices with strategic and operational objectives.
- Evaluate the influence of organizational culture and workforce capability on institutional effectiveness.
- Design practical organizational improvement initiatives with clear objectives, responsibilities, timelines, and measures.
- Apply root cause analysis to organizational challenges and develop sustainable corrective actions.

- Monitor the results of improvement initiatives and evaluate their organizational impact.
- Develop a practical roadmap for improving organizational effectiveness and sustaining performance improvement.

## Course Outline

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### DAY 01

## Foundations of Organizational Effectiveness and Performance Diagnosis

- Understanding organizational effectiveness and its relationship to efficiency and sustainability
- Key characteristics and components of an effective organization
- The relationship between strategy, structure, processes, resources, and organizational capability
- Diagnosing factors that influence organizational performance

#### PRACTICAL APPLICATION OR DISCUSSION

Conducting an initial organizational effectiveness assessment and identifying priority challenges

### DAY 02

## Organizational Structure, Roles, Responsibilities, and Governance

- Principles of effective organizational design
- Analyzing roles, responsibilities, authority, and accountability
- Addressing overlapping responsibilities and organizational gaps
- Improving decision-making and information flow across organizational levels

#### PRACTICAL APPLICATION OR DISCUSSION

Evaluating an organizational structure and identifying opportunities for improvement

**DAY 03**

## Process Improvement and Operational Effectiveness

- Analyzing business processes and identifying complexity, duplication, and delays
- Simplifying procedures and improving workflow efficiency
- Reducing operational waste and improving resource utilization
- Strengthening coordination across departments and functional areas

**PRACTICAL APPLICATION OR DISCUSSION**

Analyzing a workplace process and developing practical improvement recommendations

**DAY 04**

## Performance Management, Organizational Culture, and Capability

- Developing effective organizational performance management practices
- Aligning performance measures with strategic and operational objectives
- The role of organizational culture in shaping behavior, productivity, and effectiveness
- Building workforce capabilities and supporting continuous learning and improvement

**PRACTICAL APPLICATION OR DISCUSSION**

Designing an integrated performance improvement framework for an organizational unit

**DAY 05**

## Leading Organizational Development and Sustaining Effectiveness

- Identifying organizational development and performance improvement priorities
- Leading improvement initiatives and coordinating cross-functional teams
- Measuring organizational impact and monitoring improvement results
- Building a culture that supports adaptability, efficiency, accountability, and continuous improvement

## DAY 05 — CONTINUED

**FINAL WORKSHOP, ACTION PLAN, OR IMPLEMENTATION EXERCISE**

Developing an organizational effectiveness improvement roadmap for sustainable institutional performance

## Register or Request More Information

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Course page: <https://quest-training.com/courses/organizational-effectiveness-training-course>

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