

MC-SDC Annex 2-2.2024 -7.2

Development Program for Operational Staff of the University of Ruhuna

**Certificate Course**  
**Certificate in Operational Excellence Development**  
**(COED)**

Developed by  
Prof. PAP Samantha Kumara  
Director/ Staff Development Center, University of Ruhuna

---

<b>Program Title</b>	Certificate in Operational Excellence Development (COED)
<b>Program Aim</b>	This certificate course in Operational Excellence Development is designed to transform operational-level staff into active changemakers This development program aims to enhance the skills and knowledge of operational staff at the University of Ruhuna, empowering them to excel in their roles. Each module is designed with practical applications in mind, so participants can immediately apply their learnings to everyday tasks and contribute more effectively to the university's operational excellence.
<b>Program Learning Outcomes</b>	<ol style="list-style-type: none"><li>1. Apply skills and knowledge to effectively perform daily operational tasks at the University of Ruhuna.</li><li>2. Demonstrate improved communication, collaboration, and problem-solving skills when working with others (i.e., university staff, students, and other stakeholders).</li><li>3. Utilize university resources and technology effectively to enhance work efficiency and accuracy.</li></ol>
<b>Medium of Instructions</b>	Sinhala
<b>Duration</b>	3 Months
<b>Assessment</b>	The completion of the COED Program will be evaluated through the Learning Reflection Diary.
<b>Certification</b>	In recognition of the participant's dedication and commitment to professional growth, a Certificate of Completion will be presented to the participants upon successful completion of this development program.

## **Module Details**

Module Code	Module Title
OEP 01	University Fundamentals
OEP 02	Effective Communication
OEP 03	Customer Service Excellence
OEP 04	Loyalty and Career Passion
OEP 05	Conflict Resolution
OEP 06	Work Prioritization
OEP 07	Effective Teamwork
OEP 08	Diversity and Inclusion
OEP 09	Problem-Solving and Decision-Making
OEP 10	Stress Management

### Module Details

OEP 01	University Fundamentals
Learning Outcomes	<ol style="list-style-type: none"> <li>1. Identify the University structure</li> <li>2. Identify key personnel and their areas of responsibility.</li> <li>3. Describe the responsibility and accountability of the employees.</li> </ol>
Brief Content	Introduction to University Structure, Faculties, Departments, Units, Centers, and key personnel; responsibility, accountability, and liability; Operating Procedures.
Duration	3 Hrs.

OEP 02	Effective Communication
Learning Outcomes	<ol style="list-style-type: none"> <li>1. Craft clear and concise written and verbal messages (e.g., emails, phone calls, etc.).</li> <li>2. Employ strategies for de-escalating conflict and handling difficult conversations.</li> <li>3. Demonstrate professional communication in all interactions.</li> </ol>
Brief Content	Active listening skills, communication process, clear and concise communication (written and verbal), and dealing with conversations.
Duration	4 Hrs.

OEP 03	Customer Service Excellence
Learning Outcomes	<ol style="list-style-type: none"> <li>1. Apply customer service best practices in all interactions.</li> <li>2. Build rapport and positive relationships with university stakeholders.</li> <li>3. Identify and address customer concerns efficiently.</li> <li>4. Demonstrate empathy and professionalism in resolving issues.</li> </ol>
Brief Content	Principles of excellent customer service, building rapport with students, faculty, and staff, and resolving common issues effectively.
Duration	4 Hrs.

OEP 04	Loyalty and Career Passion
Learning Outcomes	<ol style="list-style-type: none"> <li>1. Develop career passion and its importance in job satisfaction.</li> <li>2. Develop personal values and strengths that can be fostered within the employee role at the University of Ruhuna.</li> <li>3. Develop a passion for continuous learning, professional development, and achieving a positive work-life balance.</li> </ol>
Brief Content	Career passion; personal values and strengths; loyalty to the University of Ruhuna; benefits of working at the university; opportunities for professional development and goal setting for career advancement; continuous learning and skill development and maintaining a positive work-life balance.
Duration	5 Hrs.

OEP 05	Conflict Resolution
Learning Outcomes	<ol style="list-style-type: none"> <li>1. Recognize different types of conflict styles and their impact.</li> <li>2. Utilize active listening techniques to understand opposing viewpoints.</li> <li>3. Employ conflict resolution strategies to find common ground.</li> </ol>
Brief Content	Identifying different conflict styles, active listening and communication techniques to resolve conflict peacefully, and strategies for de-escalation.
Duration	4 Hrs.

OEP 06	Work Prioritization
Learning Outcomes	<ol style="list-style-type: none"> <li>1. Prioritize tasks based on urgency and importance.</li> <li>2. Apply prioritization strategies to improve work efficiency.</li> <li>3. Manage work deadlines effectively.</li> </ol>
Brief Content	Techniques for effective priority management, prioritizing tasks effectively, managing competing deadlines, and using productivity tools.
Duration	4 Hrs.

OEP 07	Effective Teamwork
Learning Outcomes	<ol style="list-style-type: none"> <li>1. Develop a positive and collaborative team environment.</li> <li>2. Evaluate different perspectives and work towards shared goals.</li> </ol>
Brief Content	Building a supportive team environment, collaborating effectively, fostering open communication, trust, and integrity.
Duration	4 Hrs.

OEP 08	Diversity and Inclusion
Learning Outcomes	<ol style="list-style-type: none"> <li>1. Explain the importance of diversity and inclusion in the workplace.</li> <li>2. Recognize and appreciate cultural differences.</li> <li>3. Create a welcoming and inclusive environment for all university members.</li> </ol>
Brief Content	Importance of diversity and inclusion in the university environment, understanding cultural sensitivities, and promoting love, care, and a respectful workplace.
Duration	4 Hrs.

OEP 09	Problem-Solving and Decision-Making
Learning Outcomes	<ol style="list-style-type: none"> <li>1. Analyze information critically and identify potential solutions.</li> <li>2. Assess the risks and benefits of different courses of action.</li> <li>3. Make effective decisions within the scope of their role.</li> <li>4. Apply a structured approach to problem-solving.</li> </ol>
Brief Content	Identifying problems, analyzing information, considering alternative solutions, and making effective decisions.
Duration	4 Hrs.

OEP 10	Stress Management Techniques
Learning Outcomes	<ol style="list-style-type: none"> <li>1. Recognize the reasons for stress and its impact on performance.</li> <li>2. Demonstrate a positive and resilient attitude in the workplace.</li> <li>3. Apply healthy coping mechanisms to manage stress.</li> </ol>
Brief Content	Identifying sources of stress in the workplace, healthy coping mechanisms, and strategies for maintaining well-being.
Duration	4 Hrs.