For many businesses, the financial crisis of 2008-09 was a major shock, testing every part of their operations on an unprecedented scale. Yet just a decade later, the world is reeling from an event at least three times the magnitude. Against this backdrop, we’re faced with other challenges, including new technologies, changing customer expectations, increased competition, a more severe regulatory environment and geopolitical frictions – all of which create huge pressures in every sector. It will never be business as usual again.

When it comes to facing the challenges of the complex and fast-changing world around us, how prepared is your organisation for what’s next? Are your operations lean, agile and designed for this new era?

Mastering Operational Resilience will equip you with the frameworks, skills and competencies to weather shocks, become more resilient and thrive in a post-pandemic world. Over four weeks, our world-class faculty will push you to interrogate your value chains, logistics, IT systems, finances and how you service your customers.

With self-paced exercises throughout, this is an interactive learning experience led by faculty and industry leaders – with peer learning opportunities facilitated by your Learning Manager. Over four weeks, these elements come together to help you design and build a compelling resilience project of your own choosing that is relevant to your organisation.

Who is this programme for?

This programme, which hinges around developing a resilience project tailored to your business, is for anyone interested in taking operational resilience to the next level.

Participating in Mastering Operational Resilience will equip you with the frameworks, skills and competencies to weather shocks, become more resilient and thrive in a post-pandemic world.

Through our unique learning journey and insights from world-class faculty, your organisation will:

- Develop a bespoke project plan to improve operational resilience in the business
- Benefit from the knowledge and tools needed to evaluate and continually improve operational resilience
- Discover how to survive crises, minimise costs and thrive afterwards
- Benefit from frameworks, skills and competencies to make decisions about using the most effective concepts, tools and practices for improving operational resilience.

Experts in the field

**Jérémie Gallien**

Professor of Management Science and Operations and Chair, Management Science and Operations Faculty

Professor Gallien’s research focuses on pushing the frontier of supply chain management and global health delivery through collaborations with leading firms and organisations. He has published, consulted and taught extensively in the areas of operations and supply chain management and serves on the editorial boards of leading journals.

**S. Alex Yang**

Associate Professor of Management Science and Operations

An experienced consultant and industry collaborator, Dr Yang’s main areas of research and teaching are supply chain management and global health delivery through collaborations with leading firms and organisations. His research has appeared in top management and finance academic journals.

Interested in learning more? Email: opr.online@london.edu Telephone: +44 (0)20 7000 7390 See schedule
## Schedule

### Pre-programme preparation

#### Preparation activities: course and project planning, engage with video content

**Week of 2 November 2020**

<table>
<thead>
<tr>
<th>Day</th>
<th>Activity</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>90-minute self-directed activity</td>
<td>Introduces ideas and concepts, allowing participants to go at their own pace and build confidence for the live event</td>
</tr>
<tr>
<td>Tuesday</td>
<td>90-minute live faculty session</td>
<td>14:00 – 15:30 GMT Concepts and frameworks are explored, discussed and contextualised</td>
</tr>
<tr>
<td>Wednesday</td>
<td>90-minute self-directed activity</td>
<td>Introduces ideas and concepts, allowing participants to go at their own pace and build confidence for the next live event</td>
</tr>
<tr>
<td>Thursday</td>
<td>90-minute live faculty session</td>
<td>14:00 – 15:30 GMT Best practices in technology intelligence and procurement</td>
</tr>
<tr>
<td>Friday</td>
<td>Group project clinic with Learning Manager</td>
<td>Check in on milestones, discuss progress, engage in peer-to-peer learning</td>
</tr>
</tbody>
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**Week of 9 November 2020**

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</tr>
</tbody>
</table>

Continues
### Week of 16 November 2020

<table>
<thead>
<tr>
<th>Day</th>
<th>Activity</th>
</tr>
</thead>
</table>
| **Monday**       | 90-minute self-directed activity  
Introduces ideas and concepts, allowing participants to go at their own pace and build confidence for the live event |
| **Tuesday**      | 90-minute live faculty session  
14:00 – 15:30 GMT  
Concepts and frameworks are explored, discussed and contextualised |
| **Wednesday – Thursday** | Self-directed activity  
Independent project development |
| **Friday**       | Group project clinic with Learning Manager  
Check in on milestones, discuss progress, engage in peer-to-peer learning |

### Week of 23 November 2020

<table>
<thead>
<tr>
<th>Day</th>
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</table>
| **Monday**       | Self-directed activity  
Independent project development |
| **Tuesday**      | 90-minute self-directed activity  
Introduces ideas and concepts, allowing participants to go at their own pace and build confidence for the live event |
| **Thursday**     | 90-minute live faculty session  
14:00 – 15:30 GMT  
Concepts and frameworks are explored, discussed and contextualised |
| **Friday**       | Group project clinic with Learning Manager  
Check in on milestones, discuss progress, engage in peer-to-peer learning |

### THE IGNITE SERIES
Spark new thinking with some of the brightest minds in a short and practical live online and interactive programme. Highly topical, relevant and incisive, you’ll get accelerated learning at its best, through a blend of peer-to-peer learning, self-directed activities and interactive live faculty sessions.