MERCURY

Support Functions Management

21 – 25 March 2027
Doha (Qatar)



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Ref: 16429_1070904 **Date:** 21 – 25 March 2027 **Location:** Doha (Qatar) **Fees:** 5500 Euro

Introduction:

In today's dynamic business environment, organizations rely heavily on support functions to maintain operational efficiency and drive strategic initiatives. Support functions encompass areas such as Human Resources, Information Technology, Finance, and Supply Chain Management, which are crucial for the seamless operation of core business activities. Effectively managing these support functions ensures that they align with organizational goals, optimize resource utilization, and contribute to overall business success.

This Support Functions Management course delves into the strategic management of support functions, focusing on enhancing their performance and integration within the organizational framework. Participants will explore best practices, tools, and methodologies to manage support functions effectively. Learners will oversee and improve support functions, ensuring they add value to the organization.

Targeted Groups:

This Support Functions Management training targets professionals seeking specialized knowledge and skills:

- Support function managers aiming to enhance departmental performance.
- HR, IT, Finance, and Supply Chain professionals seeking strategic insights.
- Operations managers looking to optimize support services.
- Business analysts focus on integrating support functions.
- Organizational development specialists aim to align support functions with business goals.
- Consultants advising on support function management strategies.

Course Objectives:

Participants will achieve the following objectives by completing the Support Functions Management course:

- Understand the strategic role of support functions in organizational success.
- Analyze the interdependencies between support and core business functions.
- Develop strategies to enhance the efficiency and effectiveness of support functions.
- Implement best practices for managing support services and resources.
- Utilize tools and methodologies for performance measurement and improvement.
- Align support functions with organizational goals and objectives.
- Manage change and innovation within support functions.
- Foster collaboration and communication between support and core functions.
- Evaluate and mitigate risks associated with support functions.
- Develop leadership skills to manage support function teams effectively.

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Targeted Competencies:

Participants will gain the following competencies during the Support Functions Management program:

- Strategic thinking and planning for support functions.
- Analytical skills to assess support function performance.
- Problem-solving abilities to address support function challenges.
- Leadership and team management skills.
- Communication skills for cross-functional collaboration.
- Change management techniques for support functions.
- Risk management strategies within support services.
- Financial acumen related to support function budgeting and cost control.
- Knowledge of technology and tools for support function management.
- Understanding of compliance and regulatory requirements affecting support functions.

Studying Scenarios:

In this Support Functions Management training, participants will develop their skills through the analysis of the following scenarios:

- Aligning IT support services with business objectives to enhance productivity.
- Implementing HR strategies to improve employee engagement and retention.
- Optimizing supply chain processes to reduce costs and improve efficiency.
- Managing financial operations to ensure compliance and profitability.
- Integrating new technologies into support functions to drive innovation.
- Developing communication strategies to improve collaboration between support and core functions.
- Addressing challenges in support function performance and implementing corrective actions.
- Leading change initiatives within support functions to adapt to organizational needs.
- Evaluating the impact of support functions on overall business performance.
- Managing risks associated with support functions to ensure business continuity.

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Course Content:

Unit 1: Introduction to Support Functions:

- Definition and scope of support functions.
- The strategic importance of support functions in organizations is significant.
- Key components of support functions: HR, IT, Finance, and Supply Chain.
- Understanding the interrelationship between support and core functions.
- The role of support functions in achieving organizational goals.
- Challenges faced by support functions in modern organizations.
- Best practices for managing support functions effectively.
- Case studies on successful support function management.

Unit 2: Strategic Management of Support Functions:

- Aligning support functions with organizational strategy.
- Developing strategic plans for support services.
- Setting objectives and performance indicators for support functions.
- Resource allocation and budgeting for support services.
- Risk management in support functions.
- Change management strategies for support functions.
- Continuous improvement in support services.
- Monitoring and evaluating the performance of support functions.

Unit 3: Operational Excellence in Support Functions:

- Process optimization in support services.
- Implementing technology solutions for support functions.
- Quality management in support services.
- Customer service excellence in support functions.
- Managing support function teams for high performance.
- Developing competencies within support function teams.
- Conflict resolution and problem-solving in support functions.
- Performance appraisal and feedback mechanisms.

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Unit 4: Integration and Collaboration:

- Building effective communication channels between support and core functions.
- Collaborative decision-making processes.
- Cross-functional teamwork and coordination.
- Knowledge sharing and management across functions.
- Leveraging between support and core functions.
- Managing interdependencies and interfaces.
- Conflict management between support and core functions.
- Case studies on successful integration and collaboration.

Unit 5: Future Trends and Innovations:

- Emerging technologies impacting support functions.
- Digital transformation in support services.
- Agile methodologies in support function management.
- Sustainability and corporate social responsibility in support functions.
- Talent management and development in support functions.
- Globalization and Its Impact on Support Services.
- Adapting support functions to changing business environments.
- Preparing support functions for future challenges and opportunities.

Final Insights & Key Takeaways:

Effective management of support functions is crucial for organizational success, requiring strategic alignment, operational excellence, and seamless integration with core business activities. By mastering these areas, professionals can enhance the performance and value of support functions, contributing to the overall achievement of organizational objectives.