BLACKBIRD FOR TRAINING

Innovative Leadership for Shared Services Excellence

25 – 29 January 2027
Baku (Azerbaijan)

UK Traininig
PARTNER



Innovative Leadership for Shared Services Excellence

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Why This Course

Shared services have evolved from simple support functions into strategic drivers of efficiency, innovation, and organizational value. As organizations expand and adopt new technologies, shared services leaders are expected to deliver higher performance, improve service quality, and align operations with broader business goals.

This intensive 1-week program is designed to help leaders strengthen their strategic perspective while modernizing shared services operations. Participants will explore practical approaches to process optimization, digital transformation, and performance management. Through discussions, real-world examples, and applied exercises, the program provides the knowledge and tools needed to build agile, data-driven shared services that contribute directly to organizational success.

What You'll Learn and Practice

By participating in this program, you will:

- Develop a clear strategic vision for modern shared services operations.
- Apply innovative methods to improve operational efficiency and service quality.
- Strengthen change management and stakeholder engagement capabilities.
- Utilize data analytics, automation, and emerging technologies to enhance performance.
- Build stronger teams and implement effective talent management strategies.
- Foster a culture of continuous improvement and organizational excellence.

The Program Flow

Day 1: Strategic Leadership in Shared Services

- Understanding the evolving role of shared services within organizational strategy.
- Creating a transformational vision that aligns with business priorities.
- Integrating shared services into broader corporate objectives.
- Building a culture focused on innovation, collaboration, and service excellence.



Day 2: Operational Excellence and Process Innovation

- Applying Lean Six Sigma principles within shared services environments.
- Redesigning processes to improve efficiency and reduce operational bottlenecks.
- Establishing continuous improvement frameworks.
- Monitoring and enhancing service quality through performance metrics.

Day 3: Technology and Data-Driven Leadership

- Leveraging automation and artificial intelligence to streamline operations.
- Using data analytics to drive informed decision-making.
- Exploring digital transformation strategies for shared services.
- Managing cybersecurity risks and protecting organizational data.

Day 4: Talent Management and High-Performance Teams

- Attracting, developing, and retaining skilled professionals in shared services.
- Managing diverse and multi-generational teams.
- Encouraging accountability, empowerment, and collaboration.
- Leading remote and hybrid teams effectively.

Day 5: Change Management and Stakeholder Engagement

- Leading transformation initiatives within shared services functions.
- Communicating effectively with stakeholders across the organization.
- Managing resistance to change and building organizational support.
- Demonstrating and communicating the value created by shared services.

Individual Impact

- Strengthen leadership capabilities in managing complex shared services operations.
- Improve strategic thinking and decision-making in service delivery environments.
- Gain practical tools for driving operational improvement and innovation.
- Enhance confidence in leading organizational change and transformation.

Work Impact

- Improve alignment between shared services operations and organizational goals.
- Increase efficiency, service quality, and cost effectiveness across departments.
- Support digital transformation and technology adoption within service functions.
- Strengthen collaboration and value creation across the organization.



Training Methodology

This program blends practical frameworks with interactive learning to ensure immediate workplace application. Learning methods include:

- Facilitated workshops and guided discussions.
- Real-world case studies from shared services environments.
- Group exercises focused on process improvement and innovation.
- Practical tools and templates for performance management and service optimization.
- Scenario-based activities focused on leadership and change management.

Beyond the Course

By the end of the program, participants will be able to:

- Design and implement strategies that transform shared services performance.
- Lead teams through operational improvements and digital initiatives.
- Apply data-driven approaches to measure and improve service outcomes.
- Strengthen organizational value by positioning shared services as a strategic partner.

