

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Visual Management and Daily Huddles

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Visual management makes performance, problems and standards visible at a glance, and daily huddles turn that visibility into action. This course covers designing visual boards, choosing measures, running short effective huddles, escalation, tiered meeting systems and leader routines.

Teams that see their performance daily improve faster. You will learn to set up visual boards and huddles that work.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Board design workshops, huddle practice, tiered meeting simulations and case studies.

Course objectives

By the end of this course, participants will be able to:
• Explain the purpose of visual management
• Design team visual boards
• Select meaningful daily measures
• Run effective short huddles
• Escalate problems through tiered meetings
• Embed leader routines

Target audience

This course is suitable for:
• Team leaders and supervisors
• Operations managers
• Continuous improvement staff
• Healthcare and service managers
• Office managers



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Target competencies

Participants will develop competencies in:

- Board design
- Measure selection
- Huddle facilitation
- Escalation
- Leader routines

Course outline

Day 1: Visual Management

09:00–10:08	Purpose
10:08–11:00	Examples
11:00–11:30	**Coffee break**
11:30–11:45	Examples (continued)
11:45–12:53	Principles
12:53–14:00	Exercise

Day 2: Board Design

09:00–10:08	Board layouts
10:08–11:00	Measures
11:00–11:30	**Coffee break**
11:30–11:45	Measures (continued)
11:45–12:53	Problem tracking
12:53–14:00	Workshop

Day 3: Daily Huddles

09:00–10:08	Huddle structure
10:08–11:00	Facilitation
11:00–11:30	**Coffee break**



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11:30–11:45	Facilitation (continued)
11:45–12:53	Timeboxing
12:53–14:00	Practice

Day 4: Tiered Meetings

09:00–10:08	Escalation
10:08–11:00	Tier structure
11:00–11:30	**Coffee break**
11:30–11:45	Tier structure (continued)
11:45–12:53	Response
12:53–14:00	Simulation

Day 5: Leader Routines

09:00–10:08	Gemba walks
10:08–11:00	Coaching at boards
11:00–11:30	**Coffee break**
11:30–11:45	Coaching at boards (continued)
11:45–12:53	Sustaining
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Cape Town Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,890.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.–**
Rome Confirmed dates	7 Dec 2026	11 Dec 2026	**€2,450.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.–**
Vienna Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,940.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.–**
Barcelona Confirmed dates	25 Jan 2027	29 Jan 2027	**€2,840.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.–**
London Confirmed dates	15 Feb 2027	19 Feb 2027	**€2,450.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.–**
Vienna Confirmed dates	8 Mar 2027	12 Mar 2027	**€2,940.–**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,250.–**
Paris Confirmed dates	29 Mar 2027	2 Apr 2027	**€2,860.–**
Online Confirmed dates	29 Mar 2027	2 Apr 2027	**€1,250.–**
Dubai Confirmed dates	12 Apr 2027	16 Apr 2027	**€3,150.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
Cape Town Confirmed dates	3 May 2027	7 May 2027	**€1,890.–**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	24 May 2027	28 May 2027	**€3,150.-**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.-**
Rome Confirmed dates	14 Jun 2027	18 Jun 2027	**€2,450.-**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,450.-**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,250.-**
Barcelona Confirmed dates	19 Jul 2027	23 Jul 2027	**€2,840.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
Istanbul Confirmed dates	9 Aug 2027	13 Aug 2027	**€2,650.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Dubai Confirmed dates	30 Aug 2027	3 Sept 2027	**€3,150.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,250.-**
Cape Town Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,890.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**
Rome Confirmed dates	11 Oct 2027	15 Oct 2027	**€2,450.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,250.-**
London Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,450.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Amsterdam Confirmed dates	15 Nov 2027	19 Nov 2027	**€2,540.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
Frankfurt Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,650.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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