



MICROSOFT TRAINING

# Managing Teams Individuals Supply Chain Course

*Optimize team performance, individual productivity, and streamline supply chain operations with this intermediate course.*

DURATION

**24 hours**

LEVEL

**Intermediate**

FORMAT

**Instructor-Led**

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

Computer Pride | 1st Floor, ICEA Building, Kenyatta Avenue, Nairobi | [www.computer-pride.co.ke](http://www.computer-pride.co.ke)

## COURSE OVERVIEW

The "Managing Teams Individuals Supply Chain Course" from Microsoft, offered at an intermediate level, is meticulously designed for professionals aiming to master the critical intersection of people management and supply chain operations. In today's complex and interconnected global economy, efficient supply chain management hinges not just on robust systems and processes, but fundamentally on the effective collaboration, communication, and performance of the individuals and teams driving them. This 24-hour course provides comprehensive insights into leading diverse teams, fostering individual productivity, and optimizing operational workflows within a supply chain context, leveraging modern Microsoft tools and best practices. It empowers participants to transform their supply chain operations by focusing on their most valuable asset: their people.

Participants will delve into core technologies such as Microsoft Teams, SharePoint, and other collaboration tools to facilitate seamless communication, project management, and data sharing across distributed supply chain functions. You will gain practical skills in building high-performing teams, setting clear objectives, providing constructive feedback, and resolving conflicts – all tailored to the unique demands of procurement, logistics, inventory management, and distribution. By completing this course, you will not only enhance your leadership capabilities but also directly contribute to reduced lead times, improved supplier relationships, enhanced operational resilience, and significant career advancement opportunities within the dynamic field of supply chain management.

|          |              |
|----------|--------------|
| Duration | 24 hours     |
| Level    | Intermediate |
| Vendor   | Microsoft    |

## COURSE CURRICULUM

### 01 Module 1: Foundations of People Management in Supply Chain

- The Human Element in Modern Supply Chains
- Understanding Team Dynamics and Structures in Logistics and Procurement
- Individual Roles, Responsibilities, and Interdependencies
- Introduction to Microsoft Collaboration Tools for Supply Chain Efficiency (e.g., Microsoft Teams overview)

### 02 Module 2: Effective Communication & Collaboration Strategies

- Mastering Communication Flow Across Supply Chain Functions
- Strategies for Virtual Team Management and Distributed Collaboration
- Conflict Resolution and Negotiation Techniques for Stakeholders
- Leveraging Microsoft Teams for Seamless Real-time Communication and Information Sharing

### 03 Module 3: Performance Management & Development in Supply Chain Roles

- Setting SMART Performance Goals for Supply Chain Teams and Individuals
- Effective Feedback and Coaching Methodologies for Operational Improvement
- Conducting Performance Appraisals in a Supply Chain Context
- Delegation, Empowerment, and Skill Development Strategies

### 04 Module 4: Process Optimization & Problem Solving Through Teamwork

- Identifying Bottlenecks and Inefficiencies in Supply Chain Processes
- Team-Based Problem-Solving Techniques (e.g., Kaizen, Lean Principles) in Operations
- Utilizing Microsoft Planner and SharePoint for Task Management and Project Tracking

- Data-Driven Decision Making for Team Performance and Process Enhancements

## 05 Module 5: Leadership & Motivation for High-Performing Supply Chains

- Adaptive Leadership Styles for Dynamic Supply Chain Environments
- Motivating Diverse Supply Chain Teams and Fostering Engagement
- Building a Culture of Accountability and Continuous Improvement
- Change Management Principles for Supply Chain Transformation

## CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Supply Chain Team Lead**
- > **Logistics Operations Manager**
- > **Procurement Manager**

## FREQUENTLY ASKED QUESTIONS

### **Q: What foundational knowledge or prior experience is recommended to maximize my learning from this 'Managing Teams Individuals Supply Chain Course'?**

This intermediate course assumes a foundational understanding of basic supply chain principles and general business operations. While not strictly mandatory, participants will benefit immensely from some exposure to Microsoft 365 applications (such as Teams, Outlook, and potentially SharePoint) and practical experience in a supervisory, team-lead, or active team-contributor role within any operational department. This background will help you contextualize the management strategies and apply the Microsoft tools more effectively to real-world supply chain scenarios.

### **Q: How will this course specifically equip me to enhance collaboration and efficiency within my supply chain team using Microsoft tools?**

This course goes beyond generic team management, teaching you to strategically apply Microsoft Teams and other M365 functionalities to streamline specific supply chain processes. You will learn to establish dedicated channels for supplier communication and negotiations, utilize shared documents and lists for real-time inventory updates, and facilitate quick problem-solving meetings with distributed logistics and procurement teams. The practical application of these tools will lead to measurable improvements in operational transparency, reduced communication delays, and overall team efficiency in critical supply chain activities.

### **Q: What strategies will I learn to overcome common human-factor challenges in dynamic supply chain environments, such as cross-functional communication breakdowns or resistance to process changes?**

The course dedicates significant attention to practical strategies for mitigating human-factor challenges inherent in complex supply chains. You will learn advanced communication techniques tailored for diverse stakeholders (suppliers, internal departments, logistics partners), effective conflict resolution within multi-disciplinary teams, and proven change management methodologies to foster adoption of new processes or technologies. This includes leveraging Microsoft tools to create transparent communication hubs, facilitate structured feedback loops, and build consensus, thereby ensuring smoother transitions and greater buy-in for operational improvements.

## ABOUT COMPUTER PRIDE



*East Africa's Premier IT Training Center*

With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors have empowered thousands of professionals across East Africa.

**15+**

Years of Excellence

**10,000+**

Professionals Trained

**50+**

Vendor Certifications

## READY TO ENROL?

Take the next step in your technology career.

Location

1st Flr, ICEA Building  
Kenyatta Ave, Nairobi

Email

info@computer-pride.co.ke

Phone

+254 705 900 900

---

[www.computer-pride.co.ke](http://www.computer-pride.co.ke)