

# **What Is A Business Operations Manager | Business Operation Systems**

This article provides a deep dive into the intricate role of a Business Operations Manager, sharing insights from veteran Daryl Urbanski on navigating inter-departmental workflow, pivotal decision-making and choosing between hiring or outsourcing the role.

Gaining understanding on these aspects is critical for any business aiming for growth and efficiency.

By completing the exercises in this workbook, you'll gain practical strategies to improve your own management skills and apply these learnings directly to optimize your business operations.

## **Quote to remember from the Interview**

"Businesses are like puzzles, fitting the right piece at the right place makes the perfect picture." – Daryl Urbanski

## **What You'll Learn From the Activity**

By engaging with the questions and activities, you'll shape a more defined understanding of business operations, the importance of planning, reviewing, and pivoting, and gain insights on how to decide when to hire or outsource business roles.

**Activity**

Reflect on Daryl Urbanski's metaphor comparing businesses to puzzles.

Can you identify the key 'pieces' in your organization or business?

Consider the role of the Business Operations Manager as a ship captain. How do you guide your team toward your organizational goals?

Identify the departments in your organization. Is the workflow between them seamless or disjointed? List areas requiring improvement.

What role do you play in making strategic decisions? How might this develop or change as you grow?

How often does your organization review its performance? How can this frequency/process be improved?

Recall a situation in which your business had to pivot. What choices did you make and what was the outcome?

List down 5 key attributes of an effective business operations manager.

If you were to hire a Business Operations Manager now, what characteristics and skills would you be looking for?

Considering your current business dynamics, do you feel it would be more efficient to hire an Operations Manager or outsource the role? Write down reasons for your decision.

How open are you and your business to outsourcing tasks?

Explore Jane's journey detailed in the article. Identify three challenges she faced and how they resulted in personal & professional growth.

Reflect on your personal journey in business. Note down pivotal moments that have shaped your career and what they taught you.

Revisit the list of resources linked in the article. Choose one resource most relevant to your current needs and write a brief summary of what you learnt.

True or false: Planning, reviewing, and pivoting in a business are optional processes. Explain your answer.

Watch the full interview and note down three key insights that weren't included in the article.

Writing task: Pen a brief note to Daryl Urbanski seeking advice on a critical business issue you are currently facing.

Based on the article, list at least two potential benefits and drawbacks of outsourcing the role of Business Operations Manager.

Role-play activity: Imagine you are at a job interview for a Business Operations Manager for your business. What questions would you ask the candidate?

Fill in the blank: Without a Business Operations Manager, a business may experience \_\_\_\_\_.

Multiple Choice: Which of the following roles is nearest to that of a Business Operations Manager in an orchestra? a) Violinist b) Drummer c) Conductor d) Trumpeter

Reflect on the quote provided. In your own words, explain what it means to fit the right piece at the right place in terms of business operations.

Based on what you learnt from the article, what immediate changes would you like to implement in your business?

Final Reflection: After completing this activity, do you feel more prepared and equipped to manage your business operations efficiently? What are your key takeaways?