

Process Mapping Workshop



What will I learn?

This is a 1.5 day workshop that teaches you to:

- take the role of a facilitator of a process mapping session, and
- design and produce a mapped process.

In process mapping, there is no substitute for experience. At this experiential workshop you will learn by doing the facilitation that process mapping requires, and develop effective questioning and diagramming techniques.

Purpose

This workshop is designed to share the successful techniques TACTICS uses for its clients. These have been distilled and simplified to create a method that works every time. The workshop focuses on:

- understanding process stages
- facilitating the extraction of information from process users (the knowledge in people's heads)
- designing appropriate, easy to follow diagrams
- completing process maps, and
- how to separate out checklists, forms and policy information to keep process maps manageable.

Benefits

Process Mapping helps you:

- reveal business processes so they can be clearly understood and improved
- provide process consistency throughout an organisation
- inspire change as redundant activities are clearly identified
- provide a framework for establishing best practice, and
- enable people to see where their job role fits into the overall process

What does it cover?

The workshop covers:

Day One	Day Two
<ul style="list-style-type: none">• Introductions and objectives• Chunking• Process• Flowcharts and swimlanes	<ul style="list-style-type: none">• Instructions• Facilitating a process mapping session• Designing process maps• Application to own work

Who teaches it?

The workshop is led by Pauline Humphries, who has over 10 years experience in process mapping design and facilitation projects in New Zealand.

What materials do I get?

You will receive a comprehensive Process Mapping Workshop reference guide containing theory, exercises and examples.

What is not covered?

The workshop does not cover training in the use of Visio or other flowcharting software.

What does it cost?

Workshop costs and group discounts are set out in the following table.

Number of people to be trained	Cost per person (GST exclusive)	Savings per person (based on standard workshop cost)
1-2	\$1,390	-
3-5	\$1,325	\$70
6-9	\$1,295	\$100

Inhouse Workshops

Inhouse workshops can be arranged and can be customised to meet your business needs. Please contact us for details and costs.

Terms and Conditions

- Group discounts apply when 3 or more people register from the same organisation, at the same time (see table above).
- Multiple registrations will be invoiced in advance and participants may attend any public workshop in Auckland, Wellington or Christchurch, within 12 months of purchase.
- Substitution of individual participants can be made at any time.
- One free transfer is permitted. Then transfer and cancellation fees will be charged as follows:

From course start date	Transfer fee	Cancellation fee
More than 15 working days	Nil	\$50 booking fee
10-15 working days	10%	10%
5-9 working days	20%	20%
Less than 5 working days	30%	30%

Workshop dates and registration

Contact us	<ul style="list-style-type: none">• Telephone: 0800 50 50 56• Email: tactics@tactics.co.nz• Website: www.tactics.co.nz
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