

Process Mapping

What will I learn?

This is a 1 day workshop that teaches you how to:

- describe and define processes and instructions
- design and produce process maps, and
- carry out an initial analysis and design to establish what process maps are needed.

In process mapping, there is no substitute for experience. At this experiential workshop you will learn by working with others to design and develop maps which clearly show process flows aligned with who is responsible for each stage.

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 instructions and processes and the stages of a process
- 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
- show who is responsible for each stage of a process
- provide process consistency throughout an organisation
- inspire change as redundant activities are 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:

Topic
<ul style="list-style-type: none">• Introductions and objectives• Chunking• Process stages• Flowcharts and swimlanes• Defining the difference between process and instructions• Designing a process map• Analysis and design of mapping requirements• Application to own work

Who teaches it?

The workshop is led by Rhiannon Herrick, who has over 15 years' experience in mapping processes for public and private sector clients. She has taught this workshop in New Zealand and internationally, helping participants develop the skills they need to capture processes in the workplace.

What do I get?

The workshop materials include:

- Comprehensive Process Mapping Workshop reference guide containing theory, exercises and examples,
- Follow-up support including a free document review and,
- Certificate

What is not covered?

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

What does it cost?

Number of participants from the same organisation	Cost per person (GST exclusive)
1 to 2	\$995
3 to 5	\$945
6 to 9	\$895

Inhouse and customised workshops

We can hold an inhouse or customised workshop tailored to the needs of your group. Talk to us to find out more.

Terms and Conditions

- Group discounts apply when 3 or more people register from the same organisation, at the same time (see table above).
- Substitution of individual participants can be made at any time.
- 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	Nil	25%
5-9 working days	25%	50%
Less than 5 working days	50%	75%

Workshop dates and registration

Get in touch or check out our upcoming workshops at www.tactics.co.nz

Contact us	Phone:	0800 50 50 56
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