tactics
BRINGING INFORMATION TO LIFE

ANALYSE DEVELOP DELIVER

Process Mapping

This 1-day course is for anyone who needs to understand, present and improve business processes.

What will I learn?

You will learn how to:

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

At this experiential workshop you will learn by doing the facilitation that process mapping requires, and develop effective questioning and diagramming techniques.

Purpose

This course 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 course focuses on:

- understanding procedures 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:

- reveal business processes that 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
- people to see where their role fits into the overall process.

Course details

Duration: 1 day

Participants: 1-9

Locations: Auckland, Wellington or inhouse

Price: $1,095 + GST per person

Course outline

- Chunking
- Process stages
- Flowcharts and swimlanes
- Difference between process and procedure
- Designing a process map
- Analysis and design of mapping requirements
- Application to own work

Contact us

Please contact us to discuss your requirements or for further details.

Phone: 0800 50 50 56

Email: tactics@tactics.co.nz

Who teaches it?

The course 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 course 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?

This course does not cover training in the use of Visio or other flowcharting software.

Workshop dates and registration

Visit www.tactics.co.nz to check out our upcoming public workshop dates and book online.

Terms and conditions

Participant attendance

If a participant is unable to attend the workshop, the participant can attend any public workshop within 12 months of purchase or can be substituted for another participant at any time.

Payment

Payment is on invoice within seven (7) working days from the invoice date.

Cancellation and transfers

To help us organise workshop materials, catering and venues, we ask that you let us know as soon as possible if you are unable to attend a course.

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%