



Improving process performance. Accelerating business innovation.

FCB Training Spring 2019

Onsite at client locations

Power of Process

For process owners and advisors. Participants will learn to:

- Understand why leading organizations are shifting to a process mindset
- Recognize customer expectations in a digital world: Faster. Cheaper. Better.
- Describe how functional silos and parochial interests get in the way
- Explain how process design and management improve performance
- Create a compelling narrative to accelerate awareness and motivate investment
- Sustain performance through accountability, measurement & governance

Leading Transformation

For process owners and advisors. Participants will learn to:

- Make the case for transformation based on external, market realities
- Assess transformation readiness: Structural, behavioral and environmental
- Optimize process design, technology and measurement
- Enhance process accountability and staffing
- Create a process- friendly environment: Leadership, governance, expertise, culture
- Engage stakeholders, influence decision makers, lead change campaigns

Process Redesign

For project teams, process owners and advisors. Participants will learn to:

- Get buy-in: Rationale, sponsorship, end-end scope, customer focus
- Evaluate performance: Speed, cost, quality, and customer experience
- Designing innovative alternatives
- Challenge assumptions: “We’re different ... Our way is the only way ... Not my job”
- Develop integrated solutions including people, process and technology
- Accelerate adoption through communication, engagement, and change management

Design Labs: 1-3 days on-site (For more information email info@fcbpartners.com)

For process owners, advisors and their teams. Participants work on stage-specific issues:

- Pre-launch: Team charter, sponsorship, dependencies, commitments
- Process Performance: Standards, variations, measures, customer experience
- Process Redesign: Diagnosis, design, accountability, information systems
- Implementation: Transition strategy, performers, systems, change management