



## 2020 Courses: Power of Process

### **Day 1 Process Thinking**

8:00 *Breakfast*

8:30 Process Fundamentals: Understanding the cost & consequences of functional silos

10:00 *Break*

10:30 Process Flow: Recognizing & describing end-end workflow & performance

12:00 *Lunch*

1:00 Process Customers: Recognizing & describing customer expectations & experience

2:30 *Break*

3:00 Process Performers: Working in a process as an individual, team or work group

4:30 *Conclusion*

### **Day 2 Process Management**

8:00 *Breakfast*

8:30 Process Measurement: Establishing metrics including time, cost & quality

10:00 *Break*

10:30 Process Measurement: Measuring & using baselines, targets & trends

12:00 *Lunch*

1:00 Process Accountability: Introducing the role of process owner

2:30 *Break*

3:00 Process Accountability: Navigating the process-function matrix

4:30 *Conclusion*

### **Day 3 Process Governance**

8:00 *Breakfast*

8:30 Process Maturity: Assessing people, process & technology

10:00 *Break*

10:30 Process Priorities: Identifying, evaluating & managing opportunities

12:00 *Lunch*

1:00 Process Governance: Establishing enterprise priorities, portfolio & coordination

2:30 *Conclusion*



## 2020 Courses: Process Design

### **Day 1 Mobilization**

- 8:00 *Registration and Continental Breakfast*
- 8:30 Organizational Silos, Customer Experience: Thinking top-down, outside-in, end-end
- 10:00 *Break*
- 10:30 Enterprise Model: Distinguishing core, support, governing & third party processes
- 12:00 *Lunch*
- 1:00 Case for Action: Crafting the story, engaging decision makers & getting buy-in
- 2:30 *Break*
- 3:00 Team, Sponsor & Charter: Recruiting strong players, establishing firm commitments
- 4:30 *Conclusion*

### **Day 2 Process Diagnosis**

- 8:00 *Continental Breakfast*
- 8:30 Process Flow: Observing starts & stops, steps & decisions, inputs & outputs
- 10:00 *Break*
- 10:30 Process Execution: Mapping people & technologies, standards & exceptions
- 12:00 *Lunch*
- 1:00 Process Performance: Assessing financial & operational, internal & external results
- 2:30 *Break*
- 3:00 Heat Map: Identifying, describing & prioritizing breakdowns
- 4:30 *Conclusion*

### **Day 3 Process Design**

- 8:00 *Breakfast*
- 8:30 Process Flow: Re-ordering what happens & when; what to add, change, or eliminate
- 10:00 *Break*
- 10:30 Process Execution: Re-assigning who does what; where to digitize or automate
- 12:00 *Lunch*
- 1:00 Process Agility: Introducing real-time, sense-respond logic for customer self-service
- 2:30 *Break*
- 3:00 Process Customization: Using algorithms to authenticate, anticipate & individualize
- 4:30 *Conclusion*

### **Day 4 Process Change**

- 8:00 *Breakfast*
- 8:30 Release Strategy: Designing appropriate lab pilot & rollout for each release
- 10:00 *Break*
- 10:30 Influence without Authority: Becoming a change agent & facilitator
- 12:00 *Lunch*
- 1:00 Change Management: Leading top-down organizational change
- 2:30 *Conclusion*



## 2020 Courses: Process Enterprise

### **Day 1 Rationale for Transformation**

8:00 *Breakfast*

8:30 Business Transformation: What it is, where it's worked & it's needed

10:00 *Break*

10:30 Telling the Truth: Understanding market realities, current performance & gaps

12:00 *Lunch*

1:00 Outside-in: Exploring & explaining how process performance impacts customers

2:30 *Break*

3:00 Inside-out: Exploring & explaining how process performance impacts results

4:30 *Conclusion*

### **Day 2 Process Transformation**

8:00 *Breakfast*

8:30 Design: Finding ways to transform workflow & measures

10:00 *Break*

10:30 Capabilities: Finding ways to transform skills, roles, teams, information & systems

12:00 *Lunch*

1:00 Ownership: Introducing cross-function roles, coordination & accountability

2:30 *Break*

3:00 Transformation Strategy: Pursuing short & long-term process opportunities

4:30 *Conclusion*

### **Day 3 Enterprise Transformation**

8:00 *Breakfast*

8:30 Leadership & Governance: Enrolling executive decision makers

10:00 *Break*

10:30 Culture, Tactics & Tools: Creating a transformation-friendly environment

12:00 *Lunch*

1:00 Transformation Strategy: Pursuing short & long-term enterprise opportunities

2:30 *Conclusion*