



*Improving process performance. Accelerating business innovation.*

## Hammer Training & Certification 2018

*One Boston Place, 26<sup>th</sup> Floor, Boston MA*

**Process Redesign:** Register for [Mar 5-8](#), [Jun 4-7](#), [Sep 10-13](#), or [Nov 5-8](#)

*For project teams and consultants.* 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

**Power of Process:** Register for [Mar 5-7](#) or [Sep 10-12](#)

*For process managers 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:** Register for [Jun 4-6](#) or [Nov 5-7](#)

*For process professionals.* 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

**Design Labs:** 2-5 days on-site (For more information email [info@fcbpartners.com](mailto:info@fcbpartners.com))

*For process consultants and their teams.* Participants work on stage-specific issues:

- Pre-launch: Team charter, sponsorship, dependencies, commitments
- Current state: Process performance, variations, customer experience, heat map
- Future state: Design thinking, concepts, detail: Future work flow, staffing, systems
- Implementation: Transition strategy, systems, workforce, management