



*Improving process performance. Accelerating business innovation.*

## Hammer Training Fall 2018\*

*1001 19<sup>th</sup> Street North, Rosslyn VA 22209*

*[Register online at [www.fcbpartners.com/events/courses](http://www.fcbpartners.com/events/courses)]*

### **Power of Process:** Sep 17-19

*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:** Sep 19-21

*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:** Nov 13-16

*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](mailto: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

*\* For Process Mastery Certification, complete the first three courses.*