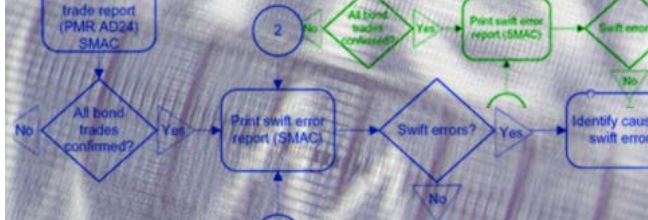


# Facilitating Process Improvement

“Process Mapping: A Framework and Techniques Through Collaboration”



Practical Dynamic Interactive facilitation training and products that ignite shared vision, drive focused action, and deliver accelerated results for project management and IT professionals!

## Overview

This 1-day interactive workshop focuses on teaching you facilitation techniques that will accelerate the progress of your process improvement effort while building ownership of the results. These techniques are set within the context of a repeatable, collaborative improvement approach so you'll know when best to use them. You will also be given a proven approach to facilitating process design with a team, complete with supporting templates.

In this practical hands-on workshop participants will learn how to prepare for and facilitate process analysis and design work sessions. They will get hands-on experience facilitating process decomposition and process mapping using accelerated process design, analysis and facilitation tools and techniques based upon the FacilitateIT!™ graphic cards and group interaction toolkit process improvement.

## Course Outline

The following topics will be covered during the session:

- An Introduction to Collaborative Process Improvement
- The Role of the Facilitator
- Key Models for Process Improvement
- Facilitation Techniques to Improve Your Team Meetings
- What is a Process
- Why Map a Process
- Decomposing the Process (including Practice Session)
- Mapping the Process (Including Practice Session)
- Sample Templates (Process Decomposition Model, Process Map, Swimlaned Process Map, Process Detail Table)



## Target Audience / Who Should Attend?

Anyone working with a project team to facilitate process improvement or redesign. This may include people in such roles as:

- Project Managers
- Quality Professionals (Green Belts, Black Belts, Quality Managers)
- Team Leads
- Business Analysts
- Process Engineers
- Facilitators

### Length

One day (08h00 – 17h00).

### Class size

Maximum 12 participants

## What is taught and the learning objectives?

As a result of attending this session, you will:

- Understand the keys to successfully facilitating process design with a team.
- Have a reusable model for conducting a Process Design & Analysis Work Session.
- Understand the complimentary roles of the Team Leader & Facilitator during the work session.
- Gets hands-on experience facilitating key techniques for process definition and design.
- Get “Do’s and Don’ts” on how to use these techniques from companies successfully using this approach.
- Effectively facilitate a process design and analysis work session using the FacilitateIT!™ Graphic Cards.

## Unique Value of Course:

It is often (and unfortunately) assumed that Business Analysts, Project Managers and Team Leaders have the necessary facilitation skills to lead a group to an objective. However, those skills are usually just assumed – not taught. The unique value of this course is the opportunity to learn about facilitation in the context of Process Improvement and practice it in a safe environment with experienced facilitators.

## Fee

R3 650 (excl.VAT) per person including a FacilitateIT!™ Starter Kit for Process Improvement and Travel Bag.  
R2 650 (excl. VAT) without the starter kit and bag. Corporate rates available upon request. For more info email [caroline@masterplan.co.za](mailto:caroline@masterplan.co.za) or visit [www.masterplan.co.za](http://www.masterplan.co.za).

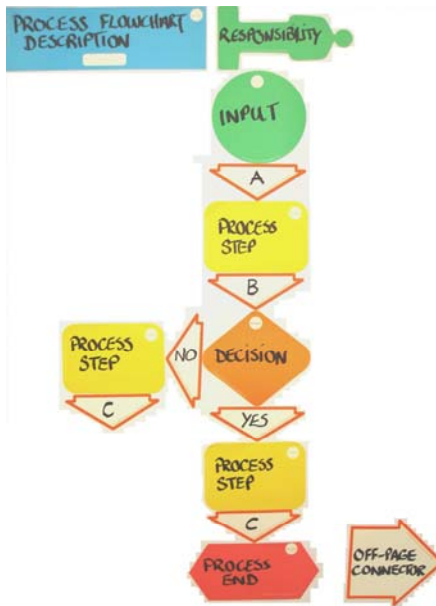
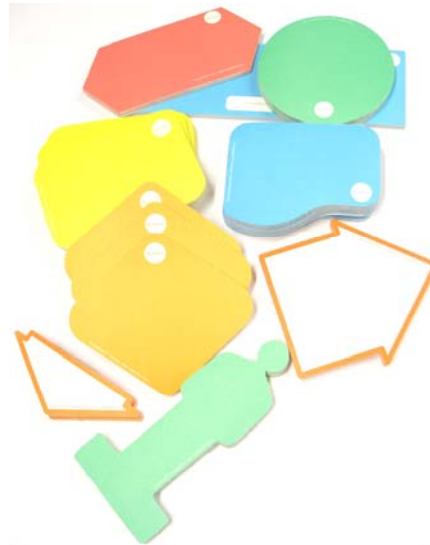


# The Process Mapping Toolkit

## For Process Improvement

Process mapping is one of the most common techniques used by business analysts and business consultants and has recently gained more interest in the field of facilitation as a fundamental business analysis tool within many quality-based methodologies such as SixSigma. It is a flexible and valuable tool that belongs in every facilitator's toolbox.

This toolkit is a powerful tool for all business analysts and business consultants who are consistently being asked to facilitate sessions to improve business processes. The toolkit has been developed with a variety of basic mapping conventions (parallel with those used in ANSI-standard flowcharting).



This toolkit will equip facilitator's with the ability to define a process, breaking it down into its sub-processes, with finally developing the process flow chart that is ready to be captured into a flow charting tool such as Microsoft Office Visio.

As with all our toolkits, the Process Mapping toolkit includes a range of agenda models and facilitation guides based on the FacilitateIT!™ Graphic Cards for process modeling and procedure definition, process mapping, decomposition diagrams and procedure flowcharts.

### The Stationery Includes:

- 2 Pads\* **Title Cards** (Blue) (\*50 cards per pad)
- 4 Pads\* **Process Cards** (Yellow)
- 3 Pads\* **Decision Cards** (Orange)
- 2 Pads\* **Document Cards** (Blue)
- 2 Pads\* **Responsibility Cards** (Green)
- 1 Pad\* **Circle Cards** (Green)
- 1 Pad\* **Topic Cards** (Red)
- 6 Pads\* **Small Dependency Arrows**

- 2 Pads\* **Large Dependency Arrows**
- 10 **Adhesive Display Sheets** (White)

### The Accessories includes

- **Travel Bag** (on rollers) with multiple storage pockets (Note: the toolkit can be purchased without a travel bag – deduct R450.00).
- 2 Packs of **Pritt Sticky Stuff** to securely position your display sheets onto any surface
- Artline30 Kokis to write boldly onto the FacilitateIT! Graphic Cards (6 Black, 2 Red, 2 Blue)
- 1 Box (8 Colour) Mr. Sketch Flipchart Markers.

