

**Course Description**

The Process Design course is intended to provide people who are leading Process Design projects with the tools and techniques required to optimize the success of their project. It covers the preparatory work required to ensure that the stage is set correctly for success, that the process design project and team are manager to best-practice standards and that the right follow-up is planned.

Participants will learn the factors that maximized chances for success and acceptance of the process, the trip-wires to avoid and techniques for dealing with obstacles.

**Objectives**

- Understand Processes and the concept of the Managed Process Environment
- Learn how to Stage for Success
- Learn how to structure the Project and build the Team
- Understand how Processes are designed
- Learn how to manage the Team and the Process Design Project
- Learn how to help the Team take Ownership
- Learn how to Facilitate and Administer for Optimal Effectiveness

**Duration**

This virtual, instructor-led Process Design course is conducted as 3 consecutive morning or afternoon sessions, each lasting 4 hours.

**Target Audience**

- Process Design Project Leaders.
- Process Owners and Champions.
- Consultants who will be leading or advising Process Designs endeavors.

**Prerequisites**

There are no mandatory prerequisites.

**Number of Participants**

A maximum of 25 people can attend this virtual course.

**Course Outline****Session 1:**

Participant introductions and individual objectives, Process starting points, Setting up for Success (what needs to be done before your project starts), Team Dynamics, Session Checkpoint

**Session 2:**

Recap of Session 1, Managing Team Meetings, Reaching Agreement in Team Meetings, Meeting Agendas, Meeting Facilitation, Session Checkpoint.

**Session 3:**

Recap of Session 2, Understanding & Resolving Conflict, Process Design Specifics, Suggestions from Experience, Process Metrics, Technical Design, Process Implementation Issues, Course Evaluation