

**Course Description**

The Process Design course is intended to provide people who are leading Process Design projects with the 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 managed 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.

**While this course assumes that you will be using the eProcess component of iTOptimizer as an integral part of your project, and will makes reference to the tool capabilities, this course is NOT aimed at demonstrating the tool capabilities nor helping you develop skills in its use.**

**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 using a Straw-model starting point
- Learn how to manage the Team and the Process Design Project
- Learn the techniques of planning and conducting Workshops
- Learn how to deal with Conflict
- Learn how to help the Team take Ownership of the Process
- 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.