

Process Management Training

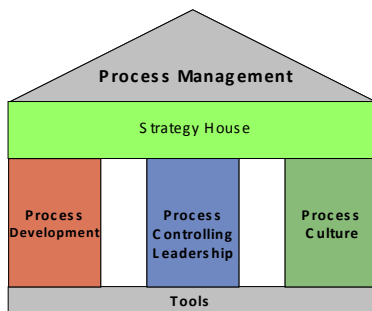
“Playing is the only way to really learn and understand.”

Therefore playing the process game, reflecting it and learning from it form a big part of the process management training and it even is fun. This update shows some impressions about some training sessions.

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What is the Process Management training session about?



Holistic Business Process Management includes process development, process control and process culture. To have a common understanding about process management there were several 2 day training workshops. We explored the holistic process idea, the method and the tools. We experienced Process management through an interactive process game, watched videos about customer-centricity and then connected with the process development techniques.

Participants learn and experience unexpected insights about customer centricity, working in silos and become aware about their own behaviour. There is also a complementary 1 day training workshop about Corporate Culture & Personal Life (Work-Life-Balance).

Feedback and Impressions

“I think we need to roll this out across the entire company as it will contribute to the improvement process. “

“The ideas behind it are strong and make plenty of sense. It is the obvious approach to make a customer-centric organisation”.

“I believe process management can truly transform a business. I will need to start the change with myself, probably not an easy task, but worth the try. Would really like to see and live in a process oriented business”.





“Demonstrates the customer-centricity to which the business desires and how to get there”.

“Very impressive great way for the company to move forward. Thanks for a great course”.

“Very helpful”.

“A simple and logical technique that can be



integrated and used both work and your private life”.



“It was really good to be able to benefit. A lot of info that will be really useful in the future”.

“Useful philosophy and techniques – should be rolled out to the larger organisation to realise the maximum potential of the approach”.

“If everyone in the organisation does at least part of this training, then we could really improve the company”.



“The process game was very worthwhile, and an excellent basis for learning about the methodology”.

“Always being conscious of the link between strategy and what is done on a daily basis would be valuable. Also understanding the impact what you do for the organisation would be rewarding”.

“I think this philosophy could have a lot of benefits for the company – especially for employee engagement”.

More Information

These workshops were a kick off to align processes to strategy, and business systems to processes and to build up business process management.

If you and your team are interested in learning more about Process Management and would like me to attend your team meeting or participate in one of our Process Management training workshops then please email or call me.

With kind regards,

Ronald Schnetzer

