

**Face-to-face and virtual facilitation skills are needed for developing a business architecture, creating a process model, leading an improvement team, or running a meeting. Learn models and practice in all these areas.**

Learn best practices in customer experience modeling and design. Gain a thorough understanding of customer experience management. Understand how to lead customer experience modeling and design at your organization. Learn a structured approach to understanding, analyzing and designing processes to focus on customer experience.

Whether you are developing a business architecture, creating a process model, leading an improvement team, or running a meeting, great facilitation skills are crucial. You need to be able to keep people engaged, elicit the necessary information, create shared understanding and build consensus all while keeping them focused on the intended goal. Not an easy task.

This 1-day interactive workshop focuses on you – the facilitator. We'll play with models and techniques that will help you better handle tough issues like managing conflict that arises during meetings, building workshop and meeting agendas, getting folks to make and own decisions, staying on topic, engaging meeting participants, and more. This is how to be a facilitator in a business process improvement context, either with a team or with executives, face-to-face or in the virtual environment. So if you're a project manager, business analyst, architect or leader with a desire to be more collaborative, this workshop is your first step on the road to your own process improvement.

## WHO SHOULD ATTEND:

- Senior Managers in Operations and IT
- Business Process Managers
- Business Process Analysts
- Business Modelers
- Business Analysts
- Business Architects
- Line of Business Managers

## COURSE OUTLINE:

- Understanding Facilitation
- Understanding Team Development
- Meeting Facilitation: Preparation & Planning
- Facilitation: Running the Meeting
  - Creating a team environment
  - Focusing the participants
  - Establishing a process for building consensus and making decisions
  - Using Intervention Techniques to keep the meeting on track
  - Managing the data and information produced
- Meeting Facilitation: Closing and Follow Up
- Summary

## RECOMMENDED PREREQUISITES:

- BPM 101

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*“The instructor had great methods to share and putting them to practice in group exercises helped to enhance my understanding. Very valuable information.”*

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## CUSTOMIZED GROUP TRAINING — FREE CONSULTATION

Training in-house, online, face-to-face or a combination of all three. For details on our customized solutions visit [www.BPMInstitute.org/group-training](http://www.BPMInstitute.org/group-training)

### 1-DAY FACE-TO-FACE — 1 EIGHT HOUR SESSION

#### *Instructor-led classroom*

Credits: 6.5 CDU/CEU/PDU credits  
Cost: Starting at \$895 - login for rates

### LIVE ONLINE — 2 FOUR HOUR SESSIONS

#### *Live Instructor-led virtual classroom*

Credits: 6.5 CDU/CEU/PDU credits  
Cost: Starting at \$795 - login for rates

### ON DEMAND — 6 ONE HOUR MODULES

#### *Self-paced, on demand, available 24/7/365*

Credits: 6.5 CDU/CEU/PDU credits  
Cost: Starting at \$595 - login for rates

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